

More Than a Score.

Q&A

**About this document**

This resource compiles responses from a live Q&A session and is intended to help address common questions. These responses have not undergone formal validation or compliance review and should not be considered official EcoVadis guidance.

For definitive information, please refer to official EcoVadis resources or contact our support team.

# Resources Shared

Resource	Description + Link to Resource	When To Use
Sustainable Finance	<a href="#">Learn How Your Rating Can Unlock Financial Benefits</a>	When seeking financing linked to improving your sustainability performance or EcoVadis rating
EcoVadis Ratings Overview	<a href="#">Learn More About EcoVadis Sustainability Ratings Benefits Video</a>	When you need a simple overview of EcoVadis value and how ratings work
Document Guide	<a href="#">Understand which supporting documents meet EcoVadis methodology standards and requirements</a>	When selecting and preparing the right supporting documents for your questionnaire
EcoVadis Methodology	<a href="#">Learn more about the EcoVadis Methodology</a>	When you want detailed insight into scoring criteria and how your rating is calculated
Invite Colleagues	<a href="#">Learn how to invite colleagues to support the process</a>	When adding team members to collaborate on completing the questionnaire efficiently
Logging into the Platform	<a href="#">How to access your questionnaire</a>	When you need to log in and continue or review your assessment progress
Get Help With ....	<a href="#">Accessing the support center</a>	When you have questions, need help, or encounter issues during your assessment

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Document Language Requirements</b>	Do all the documents that we provide in the questionnaire have to be in English? Or in native and English?	We can cover all the languages, so no need to provide the documents in English. We accept documents in any language. <a href="#">Understanding Supporting Documents</a>
<b>Pre-Existing Documents &amp; Issue Dates</b>	When we create new documents (not explicitly for EcoVadis), but for a Customer ESG Reporting and we would also like to use it for Ecovadis. How "fresh" is a document allowed to be allowed in order to be considered? An also: Every document needs a issue date in order for you to see if it is valid?	As long as the document is not specifically prepared for the rating, we have no strict deadline for a document to be considered. It is not mandatory for documents to have an issue date, but is recommended for documentation best practice, especially for policies and procedures. <a href="#">EcoVadis Methodology</a>
<b>Using Third-Party Documents as Evidence</b>	We have documents (such as our compliance policy) that was audited through a third party and therefore doesn't carry our logo. Do I need to update and make a version with our logo in order to use it as proof?	Since third-party documents are not issued by your company, they may not have your company name or logo. You can meet the document eligibility criteria by following the below guidance to ensure that there is supplementary information identifying a third-party document with the assessed scope: 1. A third-party training attendance certificate can be attached to an internal employee training plan or sent as an email invitation to the course. 2. If your company uses the services of an external recycling provider, you can attach the contract or agreement with the service provider to their brochure (the brochure outlines the services). 3. If your company purchased new, more energy-efficient equipment, you can attach the purchase invoice to the product's brochure with your company name. <a href="#">How should I submit third-party documents</a>

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Document Validity Periods</b>	We have documents that were issued in 2018 and revised in 2022, but they are not valid according to the assessment. Do we have to issue new documents every 8'th year?	There is a validity period of 8 years applied to both policies and actions and 2 years to KPI reporting. <a href="#">EcoVadis Methodology</a>
<b>Redacting Sensitive Information</b>	can we share employee document hiding very personal information: anonymise them but still have them relevant & accepted	Yes, you can redact any info needed! <a href="#">Document Guide</a>
<b>Combining Documents for Submission</b>	My company has many ISO certificates, can we combine them all in one document or do I have to upload each and everyone as a separate document?	In general, combining document for the purpose of the rating is not accepted. We have a few exceptions that can be found in the following article. <a href="#">Why is there a limit to the number of documents that can be provided?</a>
<b>Referencing Documents Across Multiple Questions</b>	Sometimes same document answers 2-3 questions, in such a case can we refer the same document to answer all the relevant questions?	Yes! Evidence that can upload multiple questions are best. The questionnaire will allow you to refer back to the same document and indicate page number. <a href="#">Document Guide</a>
<b>Uploading Multiple v Supporting Documents</b>	We were instructed to not put multiple files in a PDF. In order for us to validate externally produced documents, such as invoices, do we need to upload two documents proving our relationship with the third party, or can we compile both in the same file?	That is correct, documents should not be combined for the purpose of the rating. However, if an additional document gives more context to the evidence you want to submit (such as your example about the invoice and additional document to prove our relationship with the third party), this is accepted. <a href="#">Document Guide</a>

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Document Dates &amp; Validity Requirements</b>	can you please confirm that the document needs to be at least issued a month prior to submission?	Documents should have a clear issue date. As long as the document wasn't created for the purpose of EcoVadis and is pre-existing, our analysts can accept it. <a href="#">Understanding Supporting Documents</a>
<b>Document Validity Periods</b>	We have documents that were issued in 2018 and revised in 2022, but they are not valid according to the assessment. Do we have to issue new documents every 8'th year?	There is a validity period of 8 years applied to both policies and actions and 2 years to KPI reporting. <a href="#">EcoVadis Methodology</a>
<b>Score Validity &amp; Reassessment Timing</b>	If we already have documents and had a score before that we was fine with, it was over 50%	If you are satisfied with your Score, it is valid for 12 months and you don't have to answer a reassessment in that time period. As sustainability standards, international regulations, and customer expectations constantly evolve, companies must improve by participating in regular sustainability assessments. Pursuing annual reassessments is a great way to demonstrate this continuous improvement over time. <a href="#">Understanding EcoVadis Medals &amp; Badges</a> and <a href="#">Help Center Assessment Cycle &amp; Validity</a>
<b>Redacting Sensitive Information</b>	can we share employee document hiding very personal information: anonymise them but still have them relevant & accepted	Yes, you can redact any info needed! <a href="#">Document Guide</a>

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Combining Documents for Submission</b>	My company has many ISO certificates, can we combine them all in one document or do I have to upload each and everyone as a separate document?	In general, combining document for the purpose of the rating is not accepted. We have a few exceptions that can be found in the following article. <a href="#">Why is there a limit to the number of documents that can be provided?</a>
<b>Referencing Documents Across Multiple Questions</b>	Sometimes same document answers 2-3 questions, in such a case can we refer the same document to answer all the relevant questions?	Yes! Evidence that can upload multiple questions are best. The questionnaire will allow you to refer back to the same document and indicate page number. <a href="#">Document Guide</a>
<b>Absence of Documentation</b>	And what if the documentation doesn't already exist because the company is small and wants to approach the sustainability theme?	<p>If you have less than 25 employees, we have a special exception to accept "non-formal" documents. For example, a letter from your CEO showing the company has a specific sustainability commitment instead of having a formal policy.</p> <p>If you have more than 25 employees this doesn't apply. We encourage focusing on uploading the evidence that exists at this time for your company. Our feedback will help you understand what important policies are missing, with resources that can support you. <a href="#">Scoring Principles</a> page 8</p>

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Document Status</b>	We have documents who is still on "Newly added" for 2 years now, in ecovadis, what can we do for that? We have a score over 50% for now	This seems like a technical question regarding your document library. Please connect with our Customer Care team directly: <a href="#">Connect with Customer Care</a>
<b>SOPs, Policies &amp; Certifications (e.g. ISO)</b>	Regarding the requested supporting documents, we understand that standard operating procedures, environmental policies, etc. are often provided. However, should additional supporting documents be submitted, or are these sufficient?	Standard documents such as standard operating procedures (SOPs), environmental policies, codes of conduct, training materials, sustainability reports, and certifications (e.g., ISO 14001, ISO 45001) are typically the expected core evidence for the EcoVadis assessment.

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Partial Documentation &amp; Supplier Evidence</b>	Also most of the suppliers might not have all relevant documentation/evidence required to be submitted in the ecovadis questionnaire... how do you tackle that issue	That is totally fine, Firstly is about the Status Quo, even if you have e.g. 2 documents available.
<b>Documentation Rejection &amp; Validity Periods</b>	Similarly, some test reports are taken twice in a year so we prefer to upload the latest but it got rejected on the basis of ( less than a year) concept time frame	If any documents got rejected that you want more clarity on, please reach out to our customer care team. <a href="#">Connect with Customer Care</a>
<b>Documentation Coverage &amp; Reporting Period</b>	My company merged 2 years ago. How can I provide documentation to ensure my Ecovadis report provides documentation covering 3 years of consecutive reporting	Provide the evidence you have at this time. Coverage of 3 years reporting is not a requirement.

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Ownership Changes &amp; Use of Previous Documentation</b>	My company, until 31/12/25, was part of a multinational. As of 01/01/26 we are independent. We therefore do not have any formal documentation for the past years, although we do have internal KPI results. Can we use documents from the previous multinational owner as evidence?	We allow a grace period of 12 month, so companies can adjust to the new structure.
<b>EcoVadis Rating vs Certifications</b>	what's the differentiating factor between ecovadis and other certification like bcorp, iso standards etc.. most of the documentation asked in ecovadis would also be asked by the other certification as well so im struggling to understand how it can add value to my business apart from just getting a badge	BCorp has a much more lengthy process then EcoVadis and ISO standards can be industry specific. The EcoVadis rating provides your clients with the data and information they require

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Corrective Actions &amp; Score Updates</b>	How quickly can you undertake corrective action once you get your score? e.g. do we have to wait a year to re-apply. Or can we resubmit documentation within a month or so and improve the score much sooner?	Resolving a corrective action does not automatically refresh your score. The Corrective Action Plan (CAP) is a tool to track and manage improvements applied in the company throughout the year. Your score is valid for 12 months from the date of publication. If you purchased a 3yr subscription you can get assessed 3 times at any point in a 3 year period. If you purchased a 1yr subscription and want to get reassessed before the 1yr expiry then you have to purchase another assessment credit. As the scorecard approaches expiry, you can initiate a reassessment. That is when you'll answer a new questionnaire and provide updated evidence for the Analysts to assess. <a href="#">Corrective Action Plan</a>
<b>Adding Documents to Improve Your Score</b>	The documents is added for us to get higher score	In order for a response to be considered for scoring, a supporting document must be provided. If you have updated documents or evidence that you want evaluated for a new/updated score, then you can answer a reassessment.

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Minimum Documentation Requirements</b>	Hello, "Is there, by any chance, a list of the minimum document requirements needed for successful certification? Thank you very much. Michal	There is no strict minimum required for a good score/performance. It largely depends on the content of your supporting document and the answers to the questionnaire. Documents such as Sustainability reports and Code of Conducts can help to answer multiple questions already, then not many more further documents are required. We suggest using the help resources in the questionnaire for further guidance.
<b>Chinese Language Upload</b>	Can we upload the necessary documents in Chinese ?	Yes, you can upload documents in Chinese as these are accepted by EcoVadis. <a href="#">Languages Supported by EcoVadis</a>

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Minimum Documentation for Assessment</b>	Do you by any chance have a list of the minimum documentation required to submit and successfully complete the EcoVadis certification?	For the rating, a maximum of 55 documents can be submitted. We have no minimum amount for a successful assessment. For companies with more formalized documents, such as Code of conduct and Sustainability reports, less documents are needed to answer the questionnaire
<b>Minimum Documentation Requirements</b>	Hello, "Is there, by any chance, a list of the minimum document requirements needed for successful certification? Thank you very much. Michal	There is no strict minimum required for a good score/performance. It largely depends on the content of your supporting document and the answers to the questionnaire. Documents such as Sustainability reports and Code of Conducts can help to answer multiple questions already, then not many more further documents are required. We suggest using the help resources in the questionnaire for further guidance.
<b>Adding Descriptions &amp; Comments to Your Submission</b>	It was suggested to answer with description on the portal. Where to write descriptions to support the answers and submitted documents.	Below every questions you have a comment bar to and in the general category you can also add company information.

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Company Ownership &amp; Document Validity</b>	few documents/evidence are rejected just for not having the company logo. I think that this is not fare to lose grades for such reason. is there a way to rectify this issue?	The EcoVadis assessment is an evidence-based methodology, we need assurance that the documents provided in the questionnaire belong to the scope of the rated company. We indicate the requirement for company name/logo across resources such as the Document Guidebook and Help Centre: <a href="#">Understanding support documents</a>
<b>Using Screenshots as Evidence</b>	We have one supplier where we mainly communicate via chat. Are screenshots ok as a "document" to for example prove operating procedures/environmental policy.	Yes, we accept screenshots. However, any evidence uploaded should be from your company and not from any third-party suppliers.
<b>Document Dates &amp; Validity Requirements</b>	can you please confirm that the document needs to be at least issued a month prior to submission?	Documents should have a clear issue date. As long as the document wasn't created for the purpose of EcoVadis and is pre-existing, our analysts can accept it.




# Documents, Evidence & Uploads

Topic	Question	Response
<b>Downloading Your Questionnaire</b>	Is it possible to download the completed questionnaire as a file?	yes - you can download via spreadsheet or PDF file via download link found at the top of your questionnaire.
<b>Rejected Documents &amp; Analyst Feedback</b>	What happens if an uploaded document is not accepted by the experts during the analysis? Will the expert get back to the rated company to ask clarification? If that happens multiple times would the rated company get penalizing points ?	In our current process, the analyst would not get back to the company during the process. You will be able to see the rejected evidence on the scorecard, and work on those as part of the corrective actions for the next assessment. In case of disagreements for the rejected evidence, companies can contact the support team.
<b>Document Limits &amp; File Size Requirements</b>	on questionnaire, under measures can we attached in 1 documents the programs, training, + evidence is there any limitation of the file size?	You are free to attach more than one document per answer option, however for 'Measures' it is not needed and not recommended. Additional documents will not improve the score per answer option for measures. Keep in mind the total document limit is 55 documents. The file size limit is 30MB.



# Documents, Evidence & Uploads

Topic	Question	Response
<b>Updating Documents &amp; Reassessment Frequency</b>	how often needs we to upgrade our documents for the score? After 2 years? or often?	We recommend completing annual reassessments. The Scorecard Rating is valid for 12 months from publication. During that year you can work on updating documents and applying improvements to the management system. Policies and Measures are valid for 8 years, and Results are valid for 2 years. Then you can begin a reassessment just before the Scorecard is set to expire. Learn more here - <a href="#">Get Ready to Start Reassessment</a>
<b>Using Existing Documents &amp; Adding New Evidence</b>	can we add old documents who is still current? And added some new ones to get higher score?	Of course, if an "old document" from a previous assessment is still current/valid then it can be provided in a reassessment. Not every document needs to be updated before a reassessment. That is why policies and measures are valid for 8 yrs and results are valid for 2 yrs.
<b>Removal of Previous Documents</b>	If we have completed this assessment in previous years, should the old documents be removed when responding to the questions in the current assessment?	No, you don't need to remove previous documents, but you should review, update, and replace anything outdated to ensure your evidence reflects current practices. <a href="#">I am filling out the questionnaire, what resources can I use to help me?</a>





# Documents, Evidence & Uploads

Topic	Question	Response
<b>Removal Previous Documents</b>	If we have completed this assessment in previous years, should the old documents be removed when responding to the questions in the current assessment?	No, you don't need to remove previous documents, but you should review, update, and replace anything outdated to ensure your evidence reflects current practices. Under " <a href="#">Will you keep my documents/answers from last year's assessment?</a> " 
<b>Explanations</b>	Each question requiring evidence mentions that it is optional to provide explanation. So, can I attach the doc and relevant and leave the explanation space blank?	You're allowed to leave it blank however, EcoVadis advises using it because it directly improves how your evidence is understood and scored. Video: <a href="#">How to upload supporting documents</a> 
<b>Date Alignment</b>	when scanning documents the date will be recent whereas the affiliation date is older - will the actual affiliation date be taken in account & not the document date?	Yes. EcoVadis considers the actual validity or effective date of the document, not the scan or upload date. <a href="#">Page 8 is a great reference.</a> 



# Documents, Evidence & Uploads

Topic	Question	Response
<b>Replacement Documents</b>	Can we delete the old documents already uploaded to replace them with new updated one.	It is recommended not to delete old documents. Deleting them does not increase your 55-document limit for new uploads, and it may negatively impact your score if they were used to validate previous results. Previous documents analyzed within your sustainability assessments constitute an audit trace for EcoVadis as a sustainability rating agency as well. Instead, simply upload your updated versions and attach them to the relevant questions; our analysts will prioritize the most recent evidence provided. <a href="#">Can I delete documents from previous assessments?</a> 
<b>Evaluation of Metrics</b>	How are metrics evaluated? Does a high energy consumption or high water consumption get a "bad" rating or do you always get a full rating on that question when you provide all information including evidence no matter the range?	EcoVadis does not assess metrics as a simple "high consumption equals bad score" question. Instead, it looks at the quality of your management approach, including whether you report relevant KPI data, monitor trends over time, and show improvement actions and maturity.  Providing complete information and evidence is important, but it does not automatically guarantee full marks. Stronger scoring comes from combining credible data with clear targets, ongoing monitoring, and demonstrated progress.  <a href="#">Page 32-35 for reference</a> 

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Document Quality</b>	What happens if supplied documents don't meet your requirements. Will we have a chance to provide "better" documents? If so, within what time period?	<p>If submitted documents do not meet requirements, they may be excluded from scoring or have limited impact on your results. </p> <p>There is no iterative review during the assessment itself, but once your scorecard is published, you can address gaps and submit improved evidence in your next assessment cycle.</p> <p>If you identify an issue immediately after submission, you can contact EcoVadis support to check whether an update is still possible before the assessment is finalized. Reference <a href="#">here</a>.</p>
<b>Date of Document Creation</b>	We have multiple documents being produced in the same time as our Ecovadis completion process, since those were ESG requirements from our clients at the end of last year. Can we use those in our questionnaire, or would they be excluded due to the issue date being after we started the process?	<p>You can use the new documents as long as they are finalized and have your company name and clear issue date. Given the documents are capturing pre-existing ESG accomplishments, they are eligible for inclusion. We will not accept documents created solely for the purpose of EcoVadis. Just ensure they are uploaded and attached before you hit submit, as no new evidence can be added once the analysis begins. <a href="#">Page 7 for reference</a> </p>
<b>Page Number Reference</b>	Do we have to indicate the relevant page in the document we submit as a proof? Can we link to several pages of the same document?	<p>No, you are not required to indicate the exact page, but it is strongly recommended to help assessors quickly locate the relevant evidence. You can reference multiple sections or pages within the same document, especially if different parts support different aspects of the question. <a href="#">Video reference</a> </p>
<b>Revisions</b>	Is it allowed to make mistake and revise the document?	<p>Yes, you can correct mistakes and revise your documents before you submit your assessment. Once submitted, changes are generally not possible during the review, but you can include updated documents in your next assessment cycle. </p>

# Documents, Evidence & Uploads

Topic	Question	Response
<b>EU CSRS Alignment</b>	To what extent does the structure of the evidence required by Ecovadis align with that of the EU's CSRS or with other standard frameworks such as the GRI?	EcoVadis is aligned with frameworks like CSRD (ESRS) and GRI in that it focuses on core elements such as policies, actions, and measurable results, supported by verifiable documentation. It is not a reporting framework itself, but its evidence-based methodology and tools, such as ESRS mapping, audit-ready data, and supplier risk and performance insights, are designed to support companies in meeting CSRD and CS3D requirements. In practice, companies already using CSRD or GRI can leverage much of the same data and documentation within EcoVadis, with adjustments to fit the questionnaire and evidence-based assessment approach. 
<b>Bespoke Documentation</b>	We were told it's ok to make a report to present data, eg making a report of the data we have regarding work environment from the past few years as its incoherent data. but that would be a document 'made' for ecovadis?	While you can provide internal KPI-related documents or spreadsheets to summarize results, they must be part of your company's regular monitoring (e.g., monthly or annually) and integrated into your sustainability management system. Documents created for the sole purpose of answering the EcoVadis questionnaire, such as self-attestation letters used to describe actions, are considered invalid. Instead of creating a new "EcoVadis report," it is better to provide the original internal records where this data was first captured (such as internal databases, HR system exports, or existing management reviews). If you must consolidate incoherent data into a single file, ensure it is presented as a formal internal monitoring tool used by your management rather than a letter written specifically for the analysts. <a href="#">Pages 9-12 for reference</a> 

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Revision Frequency of Policies</b>	As Policies are reviewed on yearly basis - some of them get modified , some may remain same - so in that case can we use the earlier uploaded Policy as evidence though the revision frequency is one year	Yes, you can reuse a previously uploaded policy if it remains valid and unchanged after the annual review. However, it is important that the document clearly shows it is still in effect, for example through a recent review date or confirmation of validity. If the policy has been updated, you should upload the latest version to ensure your evidence reflects current practices. <a href="#">Page 7 for reference</a>
<b>Regulation by Industry</b>	Mining and mineral manufacturing company - we are overseen by FDA, USP, EPA, MSHA, DEQ, State, ISO, etc. How does one show evidence of abiding by a relevant regulation governed by an outside agency if there isn't necessarily a written policy on that metric?	If there is no internal policy, you can demonstrate compliance through external or operational evidence that shows the regulation is being followed in practice. This can include permits, licenses, inspection reports, audit results, certifications, compliance records, or official correspondence from regulatory bodies such as the EPA or MSHA. The key is to show documented proof that requirements are implemented and monitored, even if there is no standalone written policy.





# Documents, Evidence & Uploads

Topic	Question	Response
<b>Quality of Responses</b>	How can we be sure that our provided information will be accepted by the analysts? Sometimes, we can only broadly answer questions with two sentences from the sustainability report (which is a suggested reference from your side for that question), otherwise we would have to add more documents, which is not possible due to the document limit. How can we be sure that those two sentences are enough for you and you're not looking for more detailed information?	<p>There is no strict requirement on the length of the content, but the key is whether the evidence is clear, relevant, and sufficiently detailed to demonstrate the practice. Analysts are looking for proof of maturity. If those two sentences clearly describe a time-bound target or a specific measure implemented by your company, they will be accepted. If they are too vague, use the comments section to guide the analyst to supporting data elsewhere in that same report.</p> <p>In summary, if you are using excerpts from a sustainability report, it is important to ensure they clearly answer the question, are supported by context, and ideally reference where fuller information can be found in the document. <a href="#">Page 6 for reference</a></p>
<b>Page Number Identification</b>	If we attach multiple documents in one attachment, can we manually enter the page numbers?	<p>Yes, you can manually indicate page numbers when attaching multiple documents in one file.</p> <p>It is recommended to clearly reference the relevant pages in the explanation field so the assessor can quickly locate the supporting evidence.</p> <p>This helps ensure your documents are correctly understood and fully considered during the evaluation. <a href="#">Video reference</a></p>

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# Documents, Evidence & Uploads

Topic	Question	Response
<b>Legal Documentation and Expiry Dates</b>	<p>Manche Dokumente laufen rechtlich gesehen nicht ab, bzw. eine Genehmigung einer örtlichen Behörde. Wie geht man hiermit um?</p> <p>Some documents do not legally expire, for example permits from local authorities. How should these be handled?</p>	<p>Documents that do not have an expiry date can still be used, as long as they remain valid and applicable. It is recommended to ensure the document clearly shows its issue date and, where possible, confirm its ongoing validity, for example through a recent review note or explanation.</p> 
<b>Third Party Screen Shot</b>	<p>What are the conditions for a screenshot of a third party to be accepted as a real evidence?</p>	<p>Screenshots can be accepted as evidence if they clearly show relevant information and are supported by credible context.</p> <p>They should include identifiable details such as the source, date, and content that demonstrates the practice, and ideally be accompanied by additional documentation to strengthen reliability.</p> <p>Screenshots alone may have limited weight, so combining them with formal documents or reports is recommended to ensure full consideration. <a href="#">Pages 7-11</a></p> 

# Documents, Evidence & Uploads

Topic	Question	Response
<b>Response Intent</b>	questionnaire is submitted with the philosophy of answering a question with relevant policy or proof and supporting the answer using strong sustainability report where the implementation and KPI are connected. Is this process good or we needed more understanding?	Yes, this is generally a strong approach. Using a relevant policy or proof to answer each question, then reinforcing it with a sustainability report that shows implementation and KPI evidence, is aligned with how EcoVadis expects companies to demonstrate policies, actions, and results. The key is to make sure the documents are clearly linked to the specific question, are current and valid, and show not only commitment but also real execution and measurable outcomes. <a href="#">Page 5 for reference</a>
<b>Documents in Newly Added for Lengthy Period</b>	we have documents who is still "newly added" för 2 years now... what can we do?	<p>If a document has been marked as "newly added" for a long time, you can still use it as evidence as long as it remains valid and reflects current practices.</p> <p>However, it is recommended to review and update the document where possible, for example by adding a recent review date or version update to show it is actively maintained.</p> <p>If no changes are needed, you can keep using it, but clarifying its ongoing validity in the explanation field can help ensure it is correctly assessed.</p>



# Documents, Evidence & Uploads

Topic	Question	Response
<b>Understanding the Scoring Methodology</b>	Why is the ecovadis marking scheme so complicated? Why can't it be simplified stating that if a list of documents is submitted then you will score X number of marks. Right now we are at the mercy of Ecovadis analyst interpretation and understanding... Pls. make the scoring and marking methodology transparent.	EcoVadis scoring is designed to assess not only whether documents are provided, but also how relevant, robust, and implemented the underlying practices are. This means the assessment goes beyond document submission alone and looks at the overall quality of the evidence in context. <a href="#">Reference document</a>
<b>Proving Evidence</b>	How can the implementation of - for example - policies, be proven? I mean: With what sort of information or evidence to be uploaded?	Implementation is demonstrated through evidence that the policy is actively applied, not just that it exists. Typical supporting documents include training records, internal communications, procedures or guidelines, audit reports, KPIs, meeting minutes, or examples of actions taken under the policy. <a href="#">Page 5 reference</a>
<b>Training Certificates</b>	Is one employee training certificate is enough to testify that the training has been done in the company or should we provide all employee certificates combined	One employee training certificate on its own is usually not sufficient to demonstrate that training is implemented across the company. It is better to provide aggregated evidence, such as training records, completion reports, or a summary showing coverage across employees.
<b>Progressing Questionnaire</b>	there is validity for documents and can use up to validity in this case this valid doc, are available in library then while replying to question it is necessary to attach and move to next question or attach and next is not required? or we can go as it is to next question?	You should attach the relevant document to each question where it applies, even if it already exists in your document library. Documents in the library are not automatically linked to answers, so attaching them ensures the assessor can evaluate the evidence in the correct context.

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# Documents, Evidence & Uploads

Topic	Question	Response
<b>Paysheet Proof</b>	Can we group multiple paysheets showing multiple time schedules to testify of work time flexibility within the company ?	EcoVadis does allow specific types of "combined documents" that provide context and assurance of implementation. However, you should prioritize documents that show a formalized system in place, like a section in an Employee Handbook or an Internal Policy. Combining random documents is not recommended and may be considered an invalid combined document. <a href="#">Page 2 for reference</a>



# Completing Your Questionnaire

Topic	Question	Response
<b>Editing Previous Answers &amp; Reusing Documents</b>	For year two, are we able to edit prior year's answers, or do we have to start from scratch each year?	Correct! Each time you return to the assessment, your previous evidence uploaded will carry over. For a reassessment your focus will be to update any documents, answer any new questions, and add new documents
<b>CSRD DMA Topics &amp; Questionnaire Scoring</b>	How do you reflect the CSRD DMA criteria in the EcoVadis criteria? E.g. water is not material based on CSRD but it is an activated criteria in the EcoVadis questionnaire. In that case a company won't be able to reach 100 points for Environment at the moment.	The criteria activation can be additionally customized, if the DMA shows a certain topic (such as water) is not material for the company. Companies can reach the maximum points, even without evidence on water.

# Completing Your Questionnaire

Topic	Question	Response
<b>Questionnaire Customization by Company Activity</b>	what if we are a trading company with no production but there are many questions about production process on factory? Will that be a problem if we choose None or NA on the questionnaire?	The questionnaire is customized by the company size and activity. If you are not a manufacturing company, you will not receive such questions.

# Assessment Scope

Topic	Question	Response
<b>Corporate vs Unit-Level Data &amp; Assurance</b>	getting a units data again assured after the corporate data is already assured is a duplicate effort and cost	EcoVadis won't replace services that help companies obtain their internal data. EcoVadis provides a rating, to give you and your clients a scorecard summary of all the sustainability efforts your company has done.
<b>Mandatory vs Additional Employee Benefits</b>	When we talk about health insurance for the employees in the scope of ecovadis questionnaire, are we talk about the health insurance provided by the law or additional health insurance? In our country (Serbia) the health insurance is mandatory.	Yes such evidence is also accepted for the rating. Both regulatory related evidence as well as 'above' compliance is considered.

# Assessment Scope

Topic	Question	Response
<b>Group vs Entity-Level Reporting &amp; Evidence</b>	if a company has published assured sustainability report and one of its unit is appearing for ecovadis, the unit can present a breakdown of the assured corporate level data as evidence in its submission to ecovadis. it would not require a separate assurance right???	Thank you for these questions, since they are quite specific, we suggest contacting the Customer care team. Thanks!
<b>Company Size &amp; Employee Count Criteria</b>	Is company size based on actual # of employees, or on full time equivalents?	Based on the amount of employees

# Assessment Scope

Topic	Question	Response
<p><b>Parent, Subsidiaries &amp; Multi-Site Scope</b></p>	<p>If my company is a parent company with operations/subsidiaries in multiple jurisdictions, do I need to provide evidence that the group policy has been implemented in all jurisdictions?</p>	<p>For the rating process, policies and reporting of metrics need to cover your entire company, including sites and subsidiaries. For actions, you can provide an example for one site/subsidiaries, there is no need to provide the same evidence for multiple sites.</p>
<p><b>Methodology Transparency &amp; Benchmarking</b></p>	<p>can the ecovadis scoring methodology made transparent. presently we are at the mercy of ecovadis analysts and don't understand why they are deducting our marks... also it would be good for ecovadis to disclose the names of peer companies with whom a company is being compared. presently it feels like a black box obscuring information vital to companies.</p>	<p>We have a great methodology guide, I encourage to find your Industry Risk Profile within the platform. It shows you the amount of companies we have assessed with your same industry, but unfortunately we do not share a list of companies names for confidentiality. <a href="#">What is the EcoVadis Methodology</a></p>

# Assessment Scope

Topic	Question	Response
<b>Using Corporate Data &amp; Reports for Unit-Level Assessment</b>	Can a manufacturing unit appearing for ecovadis whose data is included in the corporate sustainability report present a breakdown of the corporate data towards the units data for ecovadis submission. The corporate data is externally assured and by that induction the units data is also externally assured, does ecovadis accept this for assigning full marks?	Yes - parent company corporate reports are great evidence to use for the ecovadis assessment. Companies typically use such reports to answer multiple questions in the questionnaire.
<b>Guidelines for Micro Companies</b>	Do you have a handbook or any guidelines for micro companies with no more than 15 employees / under 25 employees?	Yes we do! Please refer to the resources link >> <a href="#">Guide for Extra Small Companies</a>

# Assessment Scope

Topic	Question	Response
<p><b>Activated Criteria &amp; Industry Relevance</b></p>	<p>My assessment is showing a section that is not listed in the sustainability issues relevant to my company. Do I still need to complete that section? Under Labor &amp; Human Rights, Living Wage Measures is not listed as a relevant issue but is my questionnaire. Do I need to complete it?</p>	<p>Only activated criteria (Key Sustainability Risks) relevant to your industry are required to be answered, so the main focus is on these criteria pertinent to your operations. If the topic "living wage measures" is not activated in the Industry Risk Profile but it appears in the questionnaire, you can disregard. Not responding to every question will not necessarily prevent you from attaining a certain score level. You can access your list of activated criteria from your Industry Risk Profile.</p>
<p><b>Demonstrating Legal Compliance with Evidence</b></p>	<p>How can I prove that we are following the law (for instance, regarding extended parental leave in Germany)?</p>	<p>Supporting documents demonstrating following the law or a regulation can be accepted, if they form part of your company management system. You can provide an employee handbook, or employment contracts for instance</p>

# Scoring & Results

Topic	Question	Response
<b>Score Improvement &amp; Assessment Frequency</b>	Do all sign-up categories have external / Ecovadis support to show how you can do better? Can we improve our score over the year, or does the score only get assessed annually? I assume it's easy enough to start in one pay category and upgrade to another.	EcoVadis uses ISIC classifications. Your company will receive a Corrective Action Plan which will provide recommendations for improvements across our four themes - environment, ethics, sustainable procurement and labor and human rights. Our Premium plan includes access to all EcoVadis academy courses, designed to help work through your CAP. You will then be invited to do a reassessment the following year, or come back when you are ready! <a href="#">ISIC Categories</a>
<b>Scorecard Validity &amp; Expiry</b>	but if we have a score from 2023, is that out now?	each scorecard is valid for 12 months from it's issue date. If you have a scorecard from 2023, it would now be expired.
<b>Score Validity &amp; Reassessment</b>	What if we don't want to wait a year for the next assessment to improve our score? Scoring low is a liability regarding our customers	You can get reassessed at any point by answering a questionnaire and submitting it for scoring
<b>Improving Score</b>	ok but what needs we to do for only update the score?	Suppliers can improve their EcoVadis score by using the platform's corrective action plans, learning resources, community support, and targeted tools to strengthen policies, actions, and reporting in the areas where gaps are identified. Progress is then reflected through reassessment, allowing completed improvements to be reviewed and incorporated into the next scorecard.

# Scoring & Results

Topic	Question	Response
<b>Incident Disputes</b>	when ecovadis has considered incident-accident occurred at other company with similar name of the company in 360 degree checking and down the company rated company score ?	Please reach out to our Customer Care team to discuss your 360 results. They'll be able to assist should there be an incorrect incident recognized for your company. <a href="#">Customer Care</a>
<b>On Site Assessment</b>	its impacting on score and brand . as well as its impacting on ecovadis credibility and authenticity. we strongly recommend "ON SITE ESG RATING Assessment method".	On-site audits do not always capture a complete picture, as workers may be reluctant to speak openly and some groups may be harder to reach through traditional audit methods. EcoVadis instead offers scalable alternatives such as Worker Voice and document-verified Ratings, which help provide broader, ongoing insight across supply chains.

# Scoring & Results

Topic	Question	Response
<b>Assessment Process</b>	Once the experts begin their review, do I understand that there will be a period during which additional information or evidence of compliance can be submitted, which would allow for an improvement in the score, or will a final result be issued immediately without the possibility of reevaluation?	In our current process, the analyst would not get back to the company during the process. We provide help content within the questionnaire, to ensure the expectations for supporting documents are clear. Once you receive the scorecard, you can review all answers and if they were accepted.
<b>Reassessment</b>	what need we to do for now to get a score again?	If you would like a new Scorecard, then a reassessment must be completed. The Score only updates when a company submits a new questionnaire for evaluation. <a href="#">Get ready to start reassessment</a>
<b>Score Access</b>	Q: Will Everyone have access to our score ?	Access to your scorecard is controlled by you, and EcoVadis does not make it publicly available without your consent.

# Scoring & Results

Topic	Question	Response
<b>KPIs &amp; Data Validity</b>	The Metrics (KPIs) need to refer to a whole year e.g. energy consumption of 2025? Or what is the base year if you submit the questionnaire in the middle of the year?	Yes, metrics should be for a full reporting year (12 months). Metrics documents are valid for 2 years. If you answer the questionnaire in 2026, you can submit metrics for the post 2 reporting cycle, e.g. 2025 or 2024 data.
<b>Score Improvement</b>	If we make improvements during after the score is given are we able to improve our score?	New evidence will be considered for the next assessment. You can decide to start a new assessment, even within the 1 year validity of the scorecard.
<b>Scoring Scale</b>	Is there a "poor" vs "good" score? If we get a "poor" score, how soon can that be reviewed again for improvement?	We will be covering the scoring scale in this presentation! Any score over 45 is a good score, whereas anything under 25 is "insufficient". Reassessments can be started whenever you feel ready to update your questionnaire answers.
<b>Assessment Scope</b>	why ecovadis is not conducting onsite audit for ESG rating score determination purpose ?	EcoVadis is a document evidence questionnaire for a sustainability rating. We do not conduct onsite audits
<b>Comparing Your Score</b>	What access do we get to our result as a benchmark versus our competitors and wider industries?	You get access to benchmarking against industry peers, not a direct named-competitor comparison by default. EcoVadis says the scorecard lets companies compare their sustainability performance against industry benchmarks, and Premium, Select, and Corporate subscriptions include an interactive benchmarking section within the scorecard.

# Scoring & Results

Topic	Question	Response
<b>Score Amendments</b>	will it be worth?? score can be amended OR enhanced?	Yes, any issues from your scorecard should be discussed with Customer Care to make any amendments needed to the scoring.
<b>Assessment Scope</b>	why ecovadis is not conducting onsite audit for ESG rating score determination purpose ?	EcoVadis is a document evidence questionnaire for a sustainability rating. We do not conduct onsite audits
<b>Maximum Age</b>	Could you clarify a potential inconsistency? The guidance to limit KPI data to a maximum age of two years seems to conflict with the requirement to report three consecutive years. For a 2026 assessment, should companies report 2023–2025, or does the “≤2 years old” rule exclude 2023? Slide 32 appears to suggest the latter.	For a 2026 assessment, companies should still report three consecutive years, typically 2023–2025, to demonstrate trends. The “KPI over 2 years old” guidance refers to ensuring the most recent data is current, rather than excluding the earliest year, so 2023 remains valid when presented as part of a three-year dataset.

# Plans & Subscriptions

Question	Response
ecovadis does not start billing till we submit the questionnaire , right?	exactly, you will pay once you are ready to submit the questionnaire.
If a company wants to be evaluated and receive a medal (bronze, silver etc), is it mandatory to pick up certain subscription plans (meaning from Premium and above)? Or can a company pick the Basic subscription plan? In which cases can the Basic plan be selected? Thank you very much.	Not at all, the subscription plan chosen doesn't determine whether you are eligible to receive a medal or badge. Companies who choose the Basic subscription plan can still receive a medal/badge and share this with clients in our network. Sharing the medal on external comm channels requires a Premium or Select plan. <a href="#">Plans and Pricing</a>

# Standards & Regulations

Question	Response
<p>kindly add questions relevant the country specific as per the laws exists in the specific country like EP act, water act, EPR rules , The companies act , PF Rules, ESCI rules, WC policy , environmental audit , water audit , Hazardous waste management rules, etc..exists in india. if the question is more aligned with the country(india) specific then its beneficial for both buyer-seller.</p>	<p>Please raise this request to the Customer Care Team at <a href="mailto:getsupport.ecovadis.com">getsupport.ecovadis.com</a> as the they are available to assist with this inquiry.</p>
<p>Why is it necessary to complete Ecovadis when we already have ISO 9001,14001 and 45001 - surely ISO's cover all the information covered in Ecovadis?</p>	<p>While ISO certifications demonstrate compliance with certain standards, EcoVadis provides a more comprehensive sustainability assessment including policies, practices, and evidence across multiple themes. ISO certifications are important but do not replace the detailed sustainability and supply chain risk assessment that EcoVadis provides. Completing EcoVadis is necessary to meet broader sustainability expectations and regulatory requirements in supply chains.</p>

# Standards & Regulations

Question	Response
Why are existing certifications (i.e. ISO 9001, ISO 14001) not acceptable as evidence	They are! The ratings considers 7 management indicators. Certificate is one of them. You can submit your sustainability management system recognitions for the rating.
Can we prove actions with photos? (ex. Gates to isolate the hazardous areas on site)? Does the 2 year rule apply to such actions?	Photos are not accepted as evidence. Alternatively you can provide operating instructions or installation records. Documents relating to actions are valid for 8 years from the date of issue.

# Support & Resources

Question	Response
Please help us regarding question number of employees for 2024 2025 and 2026 year? On which date we should put data? thank you	The current number of 2026.

# Other

Question	Response
<p>Q: when we talk about visibility in supply chain, what do we actually mean? what kind of visibility ecovadis would provide a company in terms of their suppliers? we are a small irish paint manufacturing company, we have around 100 suppliers, apart from our suppliers doing the ecovadis assessment, would we as a company have to do it too to get the ecovadis badge?</p>	<p>the EcoVadis Rating is for the company that answers the questionnaire. If your customer has asked you to do an EcoVadis assessment then it would be in relation to your own operations. If you would also like to have visibility on your supply chain then you can also invite your suppliers to do an assessment. By imbedding the EcoVadis Rating into your procurement strategy you will be demonstrating that you are engaged in sustainable procurement practices -- which is taken into consideration for your EcoVadis rating.</p>
<p>we have already extended it once and extended it again, and it will only extend to 16th April. if it's not completed by then what will happen? Can we do it at a later date and will it keep our progress so far as 36% is complete</p>	<p>Understood! In that case, we recommend you contact our customer care team directly to request the extension here <a href="https://getsupport.ecovadis.com/">https://getsupport.ecovadis.com/</a> We're happy to provide the extension to ensure you have the time to complete the questionnaire and your progress is always saved</p>

# Other

Question	Response
<p>In addition to the rating, do you provide recommendations or suggestions for improvement?</p>	<p>Along with your rating, you will see strengths and improvement areas identified as well as recommendations for EcoVadis Academy courses. You or your customer may also add improvement activities to your CAP (Corrective Action Plan) section to demonstrate/communicate what you are prioritizing for improvement. We also have just launched (on March 2) the EcoVadis Community - included in every EcoVadis subscription - where you can connect and learn from peers on how they have embarked on their improvement journey. See here for more: <a href="https://community.ecovadis.com/">https://community.ecovadis.com/</a></p>
<p>we have already extended it once and extended it again, and it will only extend to 16th April. if it's not completed by then what will happen? Can we do it at a later date and will it keep our progress so far as 36% is complete</p>	<p>Understood! In that case, we recommend you contact our customer care team directly to request the extension here <a href="https://getsupport.ecovadis.com/">https://getsupport.ecovadis.com/</a> We're happy to provide the extension to ensure you have the time to complete the questionnaire and your progress is always saved</p>

# Other

Question	Response
Will you be covering any AI assisted entry options?	<p>During yesterday's session we discussed how EcoVadis uses real human Analysts in the evaluation process. While AI plays a vital role in supporting our assessments, every EcoVadis rating undergoes human review. You can read this Help Centre article &gt;&gt;</p> <p>From your question, it sounds like you are asking about the use of AI during the questionnaire answering phase. This is not a feature we currently have available to all customers. That being said, our Product Team is working to develop an AI tool that can assist companies who are answering a questionnaire. <a href="#">How EcoVadis uses AI technology in its assessment process</a></p>
How are you planning implement AI in the assessment to facilitate the process for an assessed company? Could you give a timeline on when EcoVadis is planning to roll this out if not yet available?	In Q2, the AI-supported questionnaire experience will begin rolling out to existing customers. This is designed to simplify and accelerate how companies complete their assessments, with features such as document checks and suggested question matching.
Does the policies need to be signed or is it sufficient to clearly state who made and approved the changes?	For the rating, it is not mandatory for policies or procedures to be signed. However it is a document management best practice to consider. It is important for documents and sustainability issues to have clear ownership and responsibilities assigned. This should be documented within the policies.

# Other

Question	Response
what is the customized assessment for Trading company	We recommend registering to see what the assessment will look like for your company. As an example, wholesale activities have Sustainable Procurement as one of the high impact themes.
Hi, what happens if we don't make our deadline date. I have a completion date but due to other work loads it looks like i won't make it. What happens?	you can request a deadline extension directly on the platform for up to an additional 90 days. If a customer of yours has requested your rating, we recommend communicating your deadline extension with them as well.
How many points are needed to receive the Bronze Certificate?	EcoVadis medals are based on percentile rank rather than fixed score thresholds that require annual updates. This approach ensures that recognition reflects a company's performance relative to all assessed companies at the time of scorecard publication, particularly as sustainability performance evolves. Medal thresholds are as follows: Platinum - Top 1% (99+ percentile) Gold - Top 5% (95+ percentile) Silver - Top 15% (85+ percentile) Bronze - Top 35% (65+ percentile)
Why Ecovadis chooses that as part of a group, we can't not response as an entity but only as a group ?	If the company registered has subsidiaries, the assessment scope will automatically be a group. Should you want to isolate to a specific entity, you can reach out to our Customer Care team to ask if it is possible to change. <a href="https://getsupport.ecovadis.com/">https://getsupport.ecovadis.com/</a>

# Other

Question	Response
<p>One inappropriate sentence in our Sustainability report has resulted into rejection of multiple evidence in reporting section and despite sharing all the evidence , our request for re verification has not been accepted .</p>	<p>EcoVadis evaluates submitted evidence strictly according to their documented scoring principles and evidence requirements.</p>
<p>ich habe dokumente als nachweise hochgeladen, die dann aber abgelehnt wurden, da kein Firmenlogo drauf war. Jedoch sind das Nachweise, die wir nicht anpassen können, da wir diese von unseren Lieferanten etc. bekommen. Gibt es da einen Weg, dass solche Nachweise trotzdem zählen?</p>	<p>Hallo Anna, in der Tat ist der Firmenname oder Logo notwendig. Damit unser Analysten-Team die Dokumente Ihrem Unternehmen eindeutig zuordnen kann. Sie können zum Beispiel die Verträge mit dem Lieferanten zusätzlich anhängen, um die Beziehung zu ihren Lieferanten deutlich zu machen.</p>