

EcoVadis Corrective Action Plan (CAP) User Guide

What is the CAP?

The **Corrective Action Plan (CAP)** is a **tool** shared between **evaluated companies** (e.g. those with an EcoVadis Scorecard) and **buying organizations**. The CAP tool helps users collectively define and track progress of **Corrective Actions (CA)** to improve **CSR performance**, and allows for **dialog** between buyers and evaluated companies. The CAP enables you to:

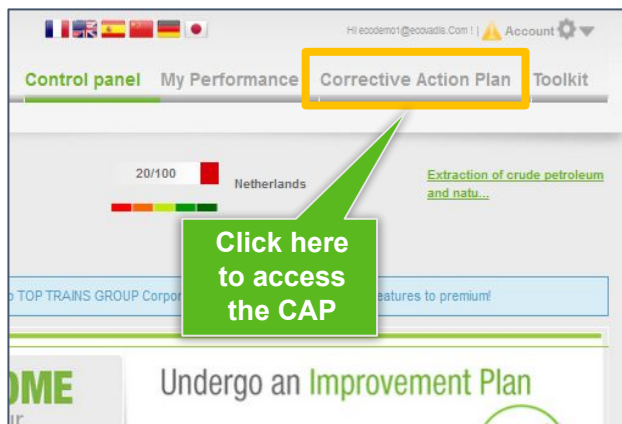
- ✓ Build Improvement plans online
- ✓ Communicate planned and completed Corrective Actions (CA's)
- ✓ Send questions and receive feedback related to specific CA's

Two ways CAP can be created:

1. A CA may be requested by a CLIENT
2. A CA can be created by a SCORECARD OWNER

Accessing and Creating CAP

STEP 1 Log on to your EcoVadis Portal and click on the "Corrective Action Plan" tab



*Even though you did not receive any request from your client, you can still work on your CA by clicking on <Add>

STEP 2 Understand your Corrective Actions

			Improvement Area	#	
	ALL	POL	No endorsement of external CSR initiatives or principles (e.g. Global Compact)	1	
	ALL	<input type="radio"/>	Corrective action plan	1	
	ENV	ACT	No information on ISO 14001/ EMAS certification	1	

Priority ranking of improvement areas (A, B or C)



2 - Qualitative basis of score [Policies Actions Results]

CA customized by the evaluated company OR client are symbolized by a GREY CIRCLE



CA requested by CLIENTS are symbolized by a DIGIT

STEP 3 Start working on your Improvement Areas

The screenshot shows a list of 36 Improvement Areas. The first entry is 'No endorsement of external CSR initiatives or principles (e.g. Global Compact)' with a status of 'ALL' and 'POL'. Below it is a 'Corrective action plan' with a status of 'ALL' and a '1' in a box. A callout bubble points to this '1' with the text 'Click '+'. Below the list is a detailed view of the 'Corrective action plan'. It includes fields for 'Name of the CA', 'Your Deadline', and 'Your CLIENT request'. There is an 'ADD DOCUMENTS' button highlighted with a callout 'Add Documents'. At the bottom, there are buttons for 'SAVE AS DRAFT', 'ACCEPT', 'REJECT', and 'CANCEL'. A callout bubble points to the 'ACCEPT' button with the text 'Click on ACCEPT to save your CA'.

Name of the CA

Your Deadline

Your CLIENT request

Click '+'

Add Documents

Person in charge of CA within your company

Click on ACCEPT to save your CA

OR OR you can also CREATE your own Corrective Actions

The screenshot shows the 'Add Custom' dialog box. It has a title bar with 'Add Custom' and 'View Archived'. Below the title bar are radio buttons for 'Priority' (ENV, SUP, LAB, FBP) and 'Theme' (NONE, POLICIES, ACTIONS, RESULTS). There are also radio buttons for 'CA TYPE' (ALL, ENV, POL, FBP). Below this is a section for 'SUPPLIER PUBLIC INFORMATION' with fields for 'CUSTOM CA TITLE', 'SUPPLIER CORRECTIVE ACTION DESCRIPTION', 'PERSON IN CHARGE', and 'DEADLINE'. There is an 'ADD DOCUMENTS' button. At the bottom are buttons for 'SAVE AS DRAFT', 'PUBLISH', and 'CANCEL'. A callout bubble points to the 'Add Custom' button with the text 'Click on 'ADD CUSTOM' to create your CA'.

Click 'Add'

Click on 'ADD CUSTOM' to create your CA

STEP 4 Remember to PUBLISH your CA to make sure that your clients will see your actions

The screenshot shows a list of improvement areas. The first entry is 'No formalized environmental policy' with a status of 'ENV', 'POL', and 'Draft'. It has a status of 'In Progress', a count of '1', and a deadline of '30/06/2016'. At the bottom right, there are buttons for 'Add' and 'Publish ALL', with 'Publish ALL' highlighted by a callout bubble.

IMPORTANT TO KNOW:

- All the documents uploaded in the CAP will be automatically included in your re-evaluation
- What you publish in your CAP does not impact your current scorecard results. Your scorecard results will be updated only upon re-assessment of your company.

NEED HELP?

- ✓ CAP intro video
- ✓ [EcoVadis Help Center](#) in 10 languages

