

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:

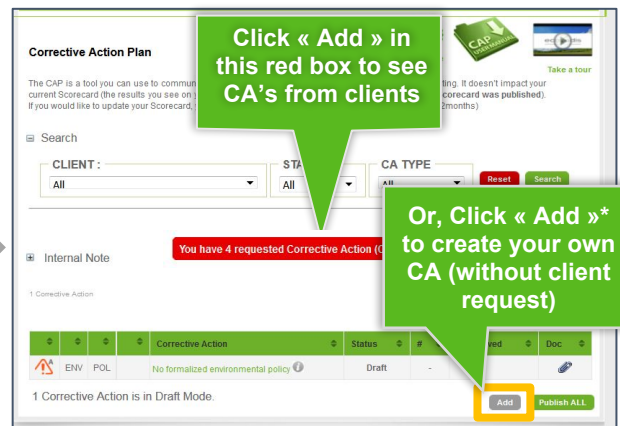
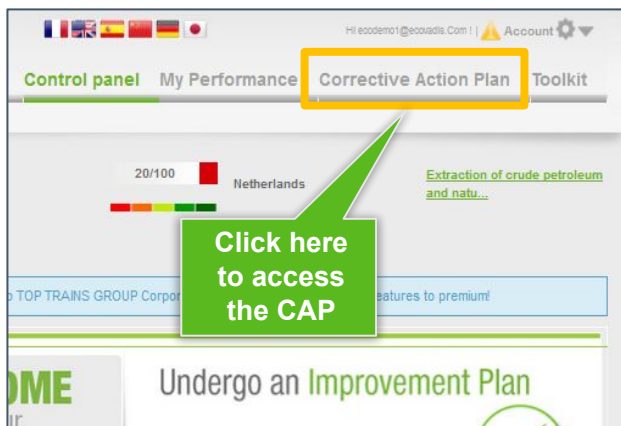
- ✓ Build Improvement plans online
- ✓ Communicate planned and completed Corrective Actions (CA's)
- ✓ Send questions and receive feedback related to specific CA's

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

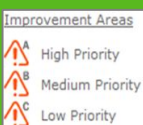


*Even though you did not receive any request from your client, you can still work on your CA by clicking on <Add>

STEP 2 Understand your Corrective Actions

			Improvement Area	#	
	ALL	POL	No endorsement of external CSR initiatives or principles (e.g. Global Compact)	1	
	ALL		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 table with 36 Improvement Areas. The first row is 'ALL POL No endorsement of external CSR initiatives or principles (e.g. Global Compact)' with a count of 1. The second row is 'ALL Corrective action plan' with a count of 1. A yellow box highlights a '+' icon in the second row. Below the table is the 'IMPROVEMENT AREA INFORMATION' section for the 'Corrective action plan'. It includes fields for 'PERSON IN CHARGE' and 'DEADLINE', and an 'ADD DOCUMENTS' button. A communication stream shows a message from 'pf@ecovadis.com' dated 10 October 2013. At the bottom, there are buttons for 'SAVE AS DRAFT', 'ACCEPT', 'REJECT', and 'CANCEL'. A yellow box highlights the 'ACCEPT' button.

Click '+'

Name of the CA

Your Deadline

Your CLIENT request

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 tabs for 'Add Custom' and 'View Archived'. The 'Add Custom' tab is active, showing a form for 'SUPPLIER CUSTOM CORRECTIVE ACTION'. The form includes a 'Priority' section with radio buttons for ENV, SUP, LAB, and FBP. The 'SUPPLIER PUBLIC INFORMATION' section includes fields for 'CUSTOM CA TITLE', 'SUPPLIER CORRECTIVE ACTION DESCRIPTION', 'PERSON IN CHARGE', and 'DEADLINE'. There is an 'ADD DOCUMENTS' button. At the bottom, there are buttons for 'SAVE AS DRAFT', 'PUBLISH', and 'CANCEL'. A yellow box highlights the 'Add' button in the main interface below the dialog.

Click on 'ADD CUSTOM' to create your CA

Click 'Add'

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

The screenshot shows a table with one row: 'ALL Corrective action plan' with status 'In Progress', count '1', and date '30/06/2016'. A yellow box highlights the 'Publish ALL' button at the bottom right of the table.

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

