



Confederation of Indian Industry



CII-ITC Centre of Excellence
for Sustainable Development

SAMPLE QUESTIONNAIRE

SERVICE

This questionnaire will include industries which instead of product production, produces services, maintenance and repairs, training, or consulting.

INTRODUCTION

Q. No.	EFQM Attributes	QUESTIONS
1		Describe significant operations in India
		Should include name, location (in terms of district, pin code and geo coordinates) of each business unit/production site included in award application along with the description of the operation being carried out at those locations
2	E: Process	Are there any primary drivers for implementing climate change initiatives? If yes, then what are the primary drivers for implementing climate change initiatives?
		a. Yes, there are primary drivers for implementing climate change initiatives.
		a.1. Compliance
		a.2. Competitive advantage
		a.3. Media attention to climate change
		a.4. Senior executives' personal convictions
		a.5. Investment opportunities
		a.6. Employee value proposition
		a.7. Physical threats to assets
		a.8. Business risks of changing climate
		a.9. Others (please specify)
		b. No, there are no primary drivers for implementing climate change initiatives (Please provide reasons)
3	Result	Has the organization ever been impacted by climate related extreme events? (Please answer Q. 3.1 if answer is "YES")
		a. Yes, the organization has been impacted by climate related extreme events
		b. No, the organization has never been impacted by climate related extreme events
3.1	Result	Briefly describe the events in brief along with the impact type (such as physical damage, operational problems, delays, interruptions, others) and extent of impact (amount of physical damage, cost of repairment, financial loss, others).
		Please mention cause of event, year of event, type of event, impact type, extent of impact
4	Result	Which climate-related factors have impacted the operations of the organization? Please identify the climate-related factors along with brief explanation.
		a. Wind
		b. Sea-level
		c. Fog

		d. High-temperature
		e. Low-temperature
		f. Storm
		g. Others (please specify)
5	E: Learning and Review	Did the impact cause any changes in the business model or risk management structure of the organization?
		a. Yes, the impact caused changes in business model or risk management structure (please provide reasons)
		b. No, the impact did not cause any changes in business model or risk management structure (please provide reasons)
6	Result	Over time, has the magnitude of damage and/or disruption caused by climate-related events increased, decreased or stayed the same?
		a. Increased (please provide reasons)
		b. Decreased (please provide reasons)
		c. Stayed the same (please provide reasons)
		d. Don't know/Not aware (please provide reasons)
7	E: Process	Is the organization associated with any other global/national initiatives on climate change. If yes, please name them.
		a. Yes, the organization is associated with global initiatives on climate change (Please mention the same)
		b. No, the organization is not associated with any global initiatives on climate change. (Please provide reasons)

MANAGEMENT

Q. No	EFQM Attributes	QUESTIONS
1	E-leadership	Please specify the role of the board in oversight of issues related to climate change.
		a. There is a board level committee for climate change or the board has members who have significant expertise in climate change.
		b. The board considers climate change impacts while reviewing and guiding organizational strategy and business plans.
		c. The board monitors and oversees progress against organizational targets related to climate change.
		d. There is a defined process by which the board is informed on (b) and (c).
2	E-leadership	Please specify the role of the top management in oversight of climate-related issues.
		a. The organization has assigned climate change related responsibilities to management-level positions and/or committees.
		b. KPIs for relevant management-level positions incorporate organizational performance on climate change.
3	E-Key resources	Does the organization recognize the need for mid/senior-level managers dedicated to work full-time on climate change related issues? (Please answer Q.3.1 if the answer is "YES")
		a. Yes, the organization recognises the need for mid/senior-level managers dedicated to work full-time on climate change related issues.
		b. No, management of climate change issues is integrated with related functions like EHS or sustainability.
		c. Not applicable. (Please provide reasons)
3.1	E-Key resources	Please mention the approximate number of employees in managerial roles working on climate change as their core responsibility.
		a. >10
		b. 2 – 5
		c. <2
4	E-process	At what frequency does the board / top management review the initiatives towards climate change?
		a. Half yearly
		b. Annually
		c. Biennially
		d. Other (please specify)

5	E-Process	Please select the aspects of organizational strategy into which climate change considerations are factored in:
		a. Investments & Purchase
		b. Product/Service Design
		c. Organizational Performance Targets
		d. Value Chain Partnerships
		e. Risk Management Systems
		f. External Communication/Reporting
6	E-process, E-leadership, E-Key resources	Briefly describe the keyways how the organisation has addressed climate change in the aspects of its organizational strategy selected in Q5.
7	E-process, E-leadership	Has India's Nationally Determined Goals (NDC) under the Paris agreement influenced the organization's business strategy? (Please answer Q. 7.1 if the answer the question is a or b)
		a. Yes, India's NDC under the Paris agreement has influenced the organization's business strategy
		b. No, the organization has been proactively involved in climate actions, irrespective of India's NDC or other international goals
		c. No, India's NDC under the Paris Agreement or other international goals have not influenced the organization's business strategy
7.1	E-process, E-leadership	How is the organization's business strategy aligned with India's Nationally Determined Goals (NDC) under the Paris agreement? For each selected goal among the following, please provide a list of activities that the organization has undertaken along with a short description of what has been achieved so far.
		1. Organization's business strategy is aligned with NDC Goal 3: To reduce the emissions intensity of its GDP by 33 to 35 percent by 2030 from 2005 level.
		2. Organization's business strategy is aligned with NDC Goal 4: To achieve about 40 percent cumulative electric power installed capacity from non-fossil fuel based energy resources by 2030 .
		3. Organization's business strategy is aligned with NDC Goal 5: To create an additional carbon sink of 2.5 to 3 billion tons of CO2 equivalent through additional forest and tree cover by 2030.
		4. Organization's business strategy is aligned with NDC Goal 8: To build capacities, create domestic framework and international architecture for quick diffusion of cutting edge climate technology in India and for joint collaborative R&D for such future technologies.

8	E-process	Does the organisation have a policy/code of conduct on climate change?
		a. Yes, the organisation has a policy/code of conduct on climate change (Please upload or provide weblink)
		b. No, the organisation does not have specific policy/code of conduct on climate change, but addresses it as part of another policy, e.g. sustainability (Please upload or provide weblink)
		c. No, the organisation does not address climate change in any policy
9	E-Learning and innovation	Does the organisation investigate the innovation- and technology- related opportunities to reduce GHG emissions and/or adapt to climate change? (Please answer Q.9.1 if answer to the question is a, b or c)
		a. Yes, the organisation investigates innovation- and technology- related opportunities to reduce GHG emissions and adapt to climate change.
		b. Yes, the organisation investigates innovation- and technology- related opportunities to either reduce GHG emissions or adapt to climate change.
		c. No, the organization does not investigate innovation- and technology- related opportunities to adapt or mitigate climate change, but is planning to do so.
		d. No, the organization does not investigate innovation- and technology- related opportunities to adapt or mitigate climate change (Please provide reasons)
9.1	E-Learning and innovation	How does the organization investigate innovation- and technology- related opportunities to reduce GHG emissions and/or adapt to climate change?
		a. By setting up research teams. (Please elaborate on research themes)
		b. By collaborating with climate-related knowledge partners (Please elaborate on area and nature of collaboration)
		c. By demonstration of potential solutions through pilot projects (Please cite specific cases)
		d. Others (please specify)
10	E-Key resources	What is the organizational strategy to finance climate-related activities?

		1. Briefly explain the mechanism used to decide overall annual spending on climate change related activities.
		2. Explain how the budget is allocated between various activities.
11	E-process	Does the organization use a quantitative financial strategy (e.g., Internal Carbon Pricing (ICP)) to factor climate impacts in decision-making? (Please answer Q.11.1 if answer to the question is "YES")
		a. Yes, the organization uses a quantitative financial strategy to factor climate impacts in decision-making
		b. No, the organization does not use a quantitative financial strategy to factor climate impacts in decision-making. (Please provide reasons)
11.1	E-process	Please provide information about ICP in <i>template</i> . If some other quantitative strategy is used, please provide details. Use a similar format as far as possible for providing information about any other strategy.
		Answer template: Information about Internal Carbon Pricing
		ICP Methodology Used (Shadow pricing / Implicit shadow pricing / Carbon fee)
		Established Price (per metric ton CO ₂ e)
		Start Year
		Type(s) of Decision(s) Impacted
		Explanation Briefly explain the mechanism of how the value of the carbon price was established and how the established carbon price is incorporated into decision-making.
12	E-process	Does the organization have an adaptation strategy to future-proof its business from the impacts of climate change? (Please answer Q.12.1 if the answer is "YES")
		a. Yes, the organization has an adaptation strategy to future-proof its business from the impacts of climate change
		b. No, the organization has no adaptation strategy to future-proof its business from the impacts of climate change
		c. Not applicable. (Please provide reasons)
12.1	E-process	What steps have been adopted by the organization under its adaptation strategy to future-proof its business from the impacts of climate change?
		a. Material physical risks due to climate change (storm, flood etc.) on business operations have been identified.
		b. Material transitional risks due to climate change (policy, regulatory, market etc.) on business operations have been identified.
		c. Impact of material climate risks on business has been quantified wherever possible.

		d. A climate resilience plan is established and integrated into organizational risk-management strategy/process.
		e. There is an organizational process to allocate adequate financial outlays for expenditure on climate change adaptation.
		f. There is an organizational process for achieving buy-in of senior management and other relevant stakeholders for adaptation measures that need to be implemented.
		g. Organization partners with external partners to contribute to increased climate resilience at the societal level.
		h. Others (Please specify)
13	E-process	Does the organization have a strategy for communicating and promoting its climate-related vision and solutions to influence market or policy developments? (Please answer Q.13.1 if the answer is "YES")
		a. Yes, the organization has a strategy for communicating and promoting its climate-related vision and solutions to influence markets and policy developments.
		b. No, the organization does not have any strategy for communicating and promoting its climate-related vision and solutions to influence markets and policy developments.
		c. Not applicable. (Please provide reasons)
13.1	E-Leadership	Has the organization been able to influence market or policy development with respect to climate change?
		a. Yes, the organization has been able to influence market or policy development. (Please explain what has been influenced)
		b. No, the organization has not been able to influence market or policy development. (Please provide reasons)
14	E-process, E-Leadership	Please provide a brief description of any other way the organisation has addressed climate change in its corporate strategy (such as long-term deep decarbonization strategy) that has not been covered by the questions above?
15	E-Internal Stakeholders	Does the organisation carry out climate change related training or awareness programs for its employees or relevant external stakeholder groups? (Please answer Q. 15.1 and 15.2 if the answer is "YES")
		a. Yes, the organisation carries out climate change related training or awareness programs for (select all that apply)

		b. No, the organisation does not carry out climate change related training or awareness programs. (Please provide reasons)
15.1	E-Internal Stakeholders	Please choose the stakeholder groups covered by the organization's climate change training and awareness programs.
		a. Employees
		b. Suppliers
		c. Logistics Providers
		d. Sellers/Distributors/Consumers
		e. Recyclers/End-of-life
		f. Others (Please Specify)
15.2	E-External Stakeholders	Please provide details of the organization's climate change training and awareness programs in the answer template provided.
		Answer Template
		Stakeholder Group Covered
		Topic(s) of Programme(s)
		Employees
		Suppliers
		Logistics Providers
		Sellers/Distributors/Consumers
		Recyclers/End-of-life
16	E-process	Does the organization provide incentives for climate change related performance, including the attainment of targets to employees or relevant external stakeholder groups? (Please answer Q.16.1 if the answer is "YES")
		a. Yes, the organization provides incentives for the management of climate change issues, including the attainment of targets
		b. No, the organization does not provide incentives for the management of climate change issues, including the attainment of targets
		c. Not applicable. (Please provide reasons)
16.1	E-Internal Stakeholders, E-key resources	What type of incentives are provided and who is entitled to benefit from these incentives?
		a. Monetary (List of monetary incentives along with who is entitled to each benefit).

	b. Non-monetary rewards (List of non-monetary incentives along with who is entitled to each benefit).
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RISK AND OPPORTUNITIES

Q. No.	EFQM Attributes	QUESTIONS
1		How is the impact of climate change viewed within the organization in terms of risk and opportunity?
		a. Climate change creates an equal balance of risks and opportunities
		b. Climate change creates mostly risks, limited opportunities
		c. Climate change creates mostly opportunities, limited risks
		d. Climate change creates no impact
		e. Climate change creates only risks
		f. Climate change creates only opportunities
2	E-process	Which risk types are considered in the organization's climate change related (mitigation and adaptation) risk assessments?
		a. Physical
		b. Regulatory, Policy, Legal
		c. Market
		d. Reputation
		e. Technology
		f. Others (please specify)
3	E-process	Has the organization identified climate change related risks and opportunities across the value chain through a materiality analysis or a formal risk assessment process? (Please answer Q.3.1 if the answer is "YES")
		a. Yes, the organization has identified climate-related risks and opportunities in the value chain through a materiality analysis or a formal risk assessment process
		b. No, the organization has not identified climate-related risks and opportunities in the value chain through a materiality analysis or a formal risk assessment process
		c. Not applicable (Please provide reason)
3.1	E-process	What are the potential financial impacts of significant climate change risks within the following risk types identified by the organization?
		Answer template: Financial Impacts of major risk types (add rows as required for each risk type)
		Risk Type
		Identified Material Risks
		<i>Physical</i>

		<i>Regulatory, Policy, Legal</i>	
		<i>Market</i>	
		<i>Reputation</i>	
		<i>Technology</i>	
		<i>Others (please specify)</i>	
4	E-process	Does the organization have a risk management procedure with regard to climate change risks? (Please answer Q. 4.1 and Q. 4.2 if answer is "YES")	
		a. Yes, the organization has a risk management procedure with regard to climate change risks	
		b. No, the organization does not have a risk management procedure with regard to climate change risks	
4.1	E-process	How does the organization integrate identification, assessment, and management of climate-related issues into overall risk management?	
		a. Integrated into multi-disciplinary organization-wide risk management processes	
		b. A specific climate change risk identification, assessment and management process	
		c. There is no documented process for identifying, assessing or managing climate-related risks	
4.2	E-process	Please give a brief description of the organization's risk management process with respect to the following points:	
		1. Mention the criteria for risk identification	
		2. Describe the method for risk quantification and prioritization	
		3. Mention the time horizon considered	
		4. Describe the risk management method(s) to mitigate, transfer, accept, or control the identified risks	
5	E-process	Does the organisation conduct scenario analysis with regard to climate change? (Please answer Q.8.1 if answer is "YES")	
		a. Yes, the organization conducts scenario analysis with regard to climate change.	
		b. No, organization does not conduct scenario analysis with regard to climate change (Please provide reason)	
5.1	E-process	What type of scenarios does the organization use as a context for their own scenarios?	

		a. Physical risk scenario (using the result of global climate models that forecasts Earth's response to changes in GHG concentration in the atmosphere to understand the impact on business operations)
		b. Transition risk scenario (drawing conclusion by modelling how policy and energy supply related technology will interact with economic activity, energy consumption and GDP as well as other factors)
		c. Both a and b
		d. None
5.2	E-process	. Please name the scenario(s) used for any selected option.
		a. 2-degree Celsius scenario along with input parameters, assumptions and analytical methods has been considered.
		b. Scenario less than 2-degree Celsius along with input parameters, assumptions and analytical methods has been considered.
		c. Scenario more than 2-degree Celsius along with input parameters, assumptions and analytical methods has been considered.
5.3	Result	Please mention the key aspects of organizational strategy, processes or business model that have been influenced by the results of scenario analysis.

GHG INVENTORY AND INITIATIVES

Q. No	EFQM Attributes	GHG INVENTORY AND INITIATIVES	
1	E: Process	Which standard or methodology does the organization use for collecting data and calculating its GHG inventory?	
		a. GHG protocol	
		b. ISO 14064	
		c. Other (please specify)	
2	E: Process	How has the organizational boundary for the GHG inventory been set?	
		a. Control approach (please specify operational or financial)	
		b. Equity-share approach	
3	Result	Please provide information on scope 1 and scope 2 emissions over the last 3 GHG inventories in the answer template provided.	
		<i>Answer Template: Change in Emissions over Last 3 Years</i>	
		Total Annual Emissions (MT CO2e)	Scope-1
			Scope-2
		Total Annual Turnover (MT of primary product produced or in Lakhs INR, if no product produced)	
		Note: Assessors' view of this template should contain an additional row where the emissions intensity, i.e. Total Annual Emissions / Total Annual Turnover for both scope-1 and scope-2 is automatically calculated and displayed.	
4	E: External Stakeholders, Process	Please provide information about the organization's scope 3 emissions in the answer template provided.	
		<i>Answer Template: Organizational Approach to Scope 3 Emissions</i>	

		Scope 3 Source	Relevance Please choose one of the following: Not relevant / Relevant but not calculated / Relevant and calculated. [A drop-down list with these 3 options should be provided]
		Purchased Goods & Services	
		Capital Goods	
		Fuel and energy related activities	
		Upstream transportation and distribution	
		Waste	
		Business Travel	
		Employee Commuting	
		Upstream leased assets	
		Downstream transport and distribution	
		Processing of sold products	
		Use of sold products	
		End of life treatment of sold products	
		Downstream leased assets	
		Franchises	
		Investments	
5	E: Process	Does the organization calculate and report the change in biologically sequestered carbon (due to land-use change, change in forest cover etc.) as a result of its direct activities? (Please answer Q. 5.1 if answer is option a or b)	
		a. Calculated and reported	
		b. Calculated but not reported	
		c. Not calculated so far	
		d. Not applicable to organization's activities (Please provide reason)	
5.1		Please provide information about change in biologically sequestered carbon due to organizational activity in the answer template provided.	

		<i>Answer Template: Change in Biologically Sequestered Carbon (Please add columns as necessary)</i>	Activity 1
		Activity Name	
		Net Change in Biologically Sequestered Carbon due to Activity (Mt CO2 e)	
		Reported? If yes, please specify where it is reported	
6	Result	Does the organization have one or more quantitative GHG reduction goals? (Please answer Q. 6.1 to 6.6, if answer is "YES". If answer is "NO", please answer Q. 6.7)	
		a. Yes, the organization has one or more quantitative GHG reduction goals	
		b. No, the organization does not have one or more quantitative GHG reduction goals	
6.1	E: Leadership	Is at least one quantitative GHG reduction goal an absolute emission reduction goal?	
		a. Yes	
		b. No	
6.2	E: Leadership	Is at least one quantitative GHG reduction goal a science-based target? (Please answer Q. 9.3.1, if answer is "YES")	
		a. Yes	
		b. No	
6.2.1	E: Process	If the GHG emission reduction goal is a science based target, then what methodology has the organisation applied?	
		a. Sectoral Decarbonization Approach	
		b. Absolute Emissions Contraction (IPCC Straight Line)	
		c. GEVA	
		d. C FACT	
		e. CSO	
6.3	E: Key resources	Who in the organization is responsible for setting and achievement of GHG reduction goals?	
		Please provide designation of responsible person.	
6.4	E: Process	Please give a brief description of any mechanism(s) (including indicators used) to monitor and track progress of GHG reduction goals.	
		A brief description of how and with what frequency the organization tracks progress of GHG reduction goals. Specific indicators used, if any, should also be mentioned. Specify separately for each goal, if different.	
6.5	E: Process	Please provide information in the answer template provided for each quantitative GHG reduction goal.	

		Answer Template: Information about Quantitative Targets (Please add columns as necessary)	Target 1
		Scope Selection dropdown list: 1. Scope-1, 2. Scope-2, 3. Scope-3	
		State the Target	
		Target Type Selection dropdown list: 1. Absolute, 2. Intensity	
		Base Year	
		Start Year	
		End Year	
		Base year emissions (metric ton CO2e)	
		Current Year Emissions (metric ton CO2e)	
		Are offsets purchased to meet this target? Selection dropdown list: 1. Yes, 2. No	
		Percentage of total targeted reduction met by offset purchase (Only applicable if answer selected in above row is "Yes")	
6.6	E: Process, Result	Please explain the reason why the organization does not have a quantitative GHG reduction goal and forecast total scope 1 and scope 2 emissions for the next 3 years.	
7	E: Leadership	Has the organisation determined a long-term climate-related goal, e.g., a timeline for net carbon neutrality for all its operations? (Please answer Q. 7.1, if answer is "YES")	
		a. Yes, the organisation determined a long-term climate-related goal	
		b. No, the organisation determined a long-term climate-related goal	
7.1	E: Leadership	Please give a brief description of the organization's approach to target-setting, including the rationale for determining the magnitude of adopted targets, including any long-term climate-related goal, e.g., net carbon neutrality for all operations or similar.	
8	Result	Are there any low-carbon technology, products or services being used or produced by the organisation? (Please answer Q. 8.1 if answer is option a, b or c.)	
		a. Low-carbon technology/products/services are used.	
		b. Low-carbon technology/products/services are produced.	
		c. Low-carbon technology/products/services are both used and produced.	

		d. Low-carbon technology/products/services are neither used nor produced.	
		e. Not applicable to the organization (please provide reason)	
8.1	Result	Please provide information about low-carbon technology, products or services being used or produced by the organisation in the answer template provided.	
		Answer Template: Use / Production of Low Carbon Technology, Products and Services	Product / Service / Technology 1
		Name / Brief Description Name or briefly describe technology, product or service.	
		Area of Application	
		Used or produced?	
		Business as Usual (BAU) Scenario Identify the technology, product or service used if the low-carbon option did not exist.	
		Estimated Emission Reduction (Mt CO2e) As compared to BAU scenario.	
		Expenditure/Revenue (INR) From the given low-carbon technology, product or service.	
9	Result	Does the organization have a certified Energy Management system in place or has been audited externally for energy-efficiency?	
		a. Yes. Please name all location(s) and applicable EMS/Audit details.	
		b. No	
10	Result	Please provide details about one key climate change adaptation initiative of the organization in the last 3 years.	
		Answer template: A key climate change adaptation activity completed in the last 3 years	
		Activity description	
		Start Year	
		End Year	
		Status / Outcome	
		KPIs	
		Average Annual Expenditure on Activity (INR)	
		Reason(s) for Undertaking Activity	
		Designation(s) of Responsible Person(s)	

11	E: Leadership	Has the organization undertaken/ plans to undertake any unique climate initiative or activity that can be replicated in other organizations? (Please answer Q. 11.1 if answer is "YES")
		a. Yes
		b. No
11.1	E: Leadership, Process, External Stakeholders	Please identify such initiatives and any plans/strategies to bring more companies on board.

TRANSPARENCY AND ACCOUNTABILITY

Q. No.	EQFM Attributes	TRANSPARENCY AND ACCOUNTABILITY
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1	E: Process, L&R	Is the GHG inventory of the organization verified by a third-party? (Please answer Q. 1.1 to 1.3 if answer is "YES")
		a. Yes, the GHG inventory of the organization is verified by a third-party
		b. No, the GHG inventory of the organization is not verified by a third-party
1.1	E: Process, L&R	Please mention the verification standard according to which third-party verification is done.
1.2	E: Process, L&R	Please mention the percentage of scope 1 and scope 2 emissions that were part of the third-party verification.
		Please provide percentage values for both separately.
		Formulae: Scope 1: Quantity of verified Scope 1 emissions / Total quantity of Scope 1 inventory emissions
		Scope 2: Quantity of verified Scope 2 emissions / Total quantity of Scope 2 inventory emissions
2	E: External stakeholders, Process	Is the GHG inventory of the organization publically available? (Please answer Q.2.1 if option a is selected)
		a. Yes, the GHG inventory of the organization is publically available (Please specify where this information is available)
		b. No, the GHG inventory of the organization is not publically available.
2.1		What specific information from the GHG inventory is publically disclosed?
		a. Scope-1 & Scope-2 totals
		b. Scope-1 , Scope-2 & Relevant Scope-3 category totals
		c. Scope-1 , Scope-2 & Relevant Scope-3 category totals, including disaggregated emissions by source and gas, wherever applicable
3	E: External stakeholders, Process	Are the GHG reduction goals of the organization publically declared?
		a. Yes , all GHG reduction goals are public and progress on each goal is periodically publically reported (Please specify where this information is available)
		b. Some, but not all GHG reduction goals are public / progress on each goal is not publically reported (Please specify where this information is available)
		c. No, GHG reduction goals are not publically declared
4		Please indicate if (and where) the following information is publically disclosed in the answer template provided:

		Answer Template: Public disclosure of Climate Risk Management	Is this information disclosed? Yes/No
		Climate-related risks material to the organization	
		Organizational strategy for identifying, assessing and managing climate-related risks	
		Metrics and targets used for climate risk management	
		Role of the board/top management in climate risk management	
5	E: External stakeholders, Process	Please provide information about any other (except those already covered by Q.2, Q.3 and Q.4) key public disclosures related to climate change in the answer template provided.	
		Answer Template: Publicly Declared Climate-Related Information (additional)	Disclosure 1
		What is the Information?	
		How is the information shared? (e.g. in annual sustainability report, on website etc.)	
		How frequently is the information shared? (e.g. monthly, annually etc.)	
		Is the information available online? (Please provide URL)	
6	E: Process	Has the organization responded to CDP's climate change questionnaire in the last 3 years?	
		a. Yes, public response.	
		b. Yes, non-public response.	
		c. Not responded in the last 3 years.	
7	E: External stakeholders, Process	Does the organization publically declare information in accordance with the "National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business (2011)"? If yes, please mention the medium via which this information is shared or provide a URL.	
		a. Yes (please mention where or provide URL, if online)	
		b. No	
8	E: Leadership, External Stakeholders	Please describe briefly any organizational initiatives to engage with stakeholders or the general population on the issue of climate change or disclosing climate-related information (if not covered by the questions above). Please be brief and for each initiative specify: the reasons for undertaking initiative, stakeholders covered, medium of engagement, duration of activity and estimated expenditure.	

SERVICES

Q. No.	EFQM Attributes	SERVICES
1	E: Process	Please give an overview of the sources of greenhouse gas emissions from the operations of the organization, including any major sources of

		emission in the value chain as a result of the organization's activity (scope 3). Please also indicate amount of (in Mt of CO2e) annual emissions from each source, if available.	
2	E: Key Resources, External Stakeholders	Please give an overview of how emissions from sources identified in Q1 are monitored and managed.	
3	Result	Please provide details, if any, of the organization's investments in emissions reduction projects anywhere in its value chain in the answer template provided.	
		Answer template: Emission Reduction Projects in the Value Chain	Project 1
		Objective of project	
		Amount invested	
		Baseline (Name the business as usual case in absence of the project)	
		Emission reductions achieved/planned (against baseline) in Mt CO2e	
4	E: Process	Does the organization report or measure its Scope 2 emissions using the market-based method?	
		a. Yes and this is reported (please specify where)	
		b. Yes this is calculated but not reported (please specify value in Mt CO2e)	
		c. Neither calculated, nor reported	
5	E: Key Resources, External Stakeholders	Does the organization have any quantitative target(s) for meeting its electricity consumption needs by buying/producing electricity from renewable energy sources? (Please answer Q. 5.1 if answer is "YES")	
		a. Yes	
		b. No	
5.1		Please specify the target (in relation to total energy produced/consumed) how the organization envisages to achieve this target.	
		Target should be specified as the percentage of total electricity consumed that comes from renewable energy sources. The target year and current status should also be specified. Eg: Our target is to source 80% of the total electricity consumed by the organization from solar and wind energy sources by 2020. Currently 50% of the organization's electricity consumption is from renewable energy sources.	

6	Result	Please list key initiatives to improve efficiency of energy use and specify the energy intensity (in KWh used per rupee of revenue) of operations over the last 3 years.	
7	Result	Please list key initiatives to improve efficiency of water use and specify the water intensity (in litres used per rupee of revenue) of operations over the last 3 years.	
8	E: Process, Key Resources, External Stakeholders	Is equity/debt investment, underwriting or providing commercial loans part of your business operations? (Please answer Q. 8.1 and 8.2 if answer is "YES")	
		a. Yes	
		b. No	
8.1		Please give a brief description of your approach to factor climate-related impacts in portfolio management.	
		Please include information about sectors across which organizational portfolio is divided (including share of portfolio allocated in each sector), as well as the organizational approach for assessing climate-related impacts of investment.	
8.2		Please use the answer template to provide information about sector-specific methods and metrics (if any) used for assessing climate-related impacts of investment for key sectors of investment.	
		Answer template: Climate metrics in portfolio allocation (Please add columns as necessary)	Sector 1
		Sector For example: non-renewable energy, mining, automobile, real estate etc.	
		Financial instrument(s) For example: Equity capital, debt capital, loan etc.	
		Metric(s) Used For evaluation of climate-related impact	
		Explanation How are the metrics factored into decision making?	
9	E: Process, External Stakeholders	Has the organization aligned or made a commitment to align its annual financial report with TCFD recommendations relating to the declaration of climate related financial information in the annual financial report?	

		a. Annual Financial Report of the organization is aligned with TCFD recommendations.
		b. Organization has made a commitment to align its Annual Financial Report with TCFD recommendations by (please mention year).
		c. Organization is aware of TCFD recommendations but has no plans at the moment to align its Annual Financial Report with it.
		d. Organization is not aware of the TCFD recommendations.