

PROJECT	CDP SCORING
CLIENT	CDP
LOCATION	LONDON, UNITED KINGDOM
INDUSTRY	NON-PROFIT ORGANIZATION
SERVICES	BUSINESS PROCESS OUTSOURCING (BPO), CDP SCORING
WEBSITE	WWW.CDP.NET

THE CHALLENGE

CDP is an international non-profit organization that provides the only global system for companies and cities to measure, disclose, manage and share vital environmental information. To mitigate climate change, protect natural resources and minimize risk, companies must have accountability for what and how they produce their products and offer their services. CDP is the only association that has the ability to create transparency for companies and cities.

CDP must ensure disclosures are scored consistently, timely and in sync with their methodology. With over 100 information fields being requested as part of the disclosure, the scoring is very resource-intensive, as well as highly seasonal, and a large amount of work has to be completed in a short length of time. With responses due in the span of a few months and scores released publicly across the globe a few months afterwards, the amount of work and the time constraints are a challenge in themselves. Thousands of organizations submit disclosures, with an increased response rate year-over-year. This increase, coupled with the fact that organizations send their disclosures in a variety of formats with varying levels of completeness, requires ongoing process improvements to maximize timeliness and accuracy.

Scoring globally necessitates a wide expanse of specific knowledge. CDP accepts a variety of verification standards from around the world and many scoring agencies will only review one country or region's disclosures to correspond with their expertise, rather than learning to assess all the different standards.

OUR SOLUTION

CDP and FirstCarbon Solutions, now known as ADEC Innovations, partnered to develop the processes necessary to ensure that together we provide consistency in applying the proper methodology in the quality of the scoring. ADEC has a large team available, providing economies of scale in training, quality assurance, answering scorer queries and turnaround time. In 2014 alone, ADEC scored over 4,000 disclosures in less than four months. The experienced team is sensitive to ever-changing needs and is dedicated to success, with no gaps in the process.

ADEC's experience with BPO allows the scoring process to run smoothly and cultivates expertise in-house. We developed a lengthy and detailed process map with 50+ steps, including Phase 1 (pre-scoring preparation), Phase 2 (scoring: Investor, Supply Chain, SME), Phase 3 (Performance Review report generation), and Phase 4 (feedback calls). Partnering with ADEC has helped to identify BPO opportunities that streamline the process and increase output efficiencies, with a significant increase in the number of scores per hour.

Using Scoring Partners is an effective way of analyzing company responses, and means the scoring is carried out independently of CDP and of any relationships CDP has with reporting organizations. Naming ADEC their Global Scoring & Sustainability Outsourcing Partner allowed CDP to gain an experienced ally that learned to assess the variety of global verification standards, enabling them to score for any country or region.

ADEC's support goes beyond facilitating the process of scoring for CDP; our solutions extend to CDP's responders as well. As the final step of the ADEC process, we provide Performance Review calls for the companies we score. We created an online system where responders can log in to review their score, download reports and schedule their feedback calls. The online system turned a highly manual process into an automated yet customized solution, enabling responders to access and evaluate their information whenever they need or choose.

ADEC's experience with BPO means the process runs smoothly, the CDP scoring methodology is consistently applied, and the team is very easy for us to work with. We continue to consolidate scoring around the world with ADEC because we have the confidence that it will be done on schedule and with high quality.

Esther Stoakes, Technical Officer – Scoring, CDP

THE ADEC INNOVATIONS ADVANTAGE

In addition to the practical BPO benefits of efficiently and accurately completing the scoring, CDP has found added value in partnering with ADEC. As a result of understanding the CDP scoring methodology, trained scorers learn from looking at CDP responses about best practices that companies are undertaking and are well placed to spread those best practices to the market.

With ADEC's Performance Review calls, we help CDP achieve their mission by providing feedback to help companies improve their performance on climate change, and giving CDP greater engagement with companies. With experience scoring 15,600+ CDP responses since 2011, ADEC gives CDP and reporting organizations peace of mind that scoring is thorough and accurate.*

ADEC offers a variety of services directly aligned with CDP's disclosure process, including Performance Review, response check, BPO data collection and analysis, and disclosure completion, which are proven to help organizations responsibly grow and operate, improve their environmental and compliance performance, and boost their bottom lines.

DELIVERABLES AND RESULTS

Developed a process map with 50+ detailed steps

Increased scoring throughput for full responses by 72%

Increased scoring throughput for SME disclosures by 319%

Increased accuracy

Scored over 15,600 disclosures since 2011

*In accordance with CDP's conflict of interest policy, FCS does not provide official scoring services for any of our CDP consulting clients.