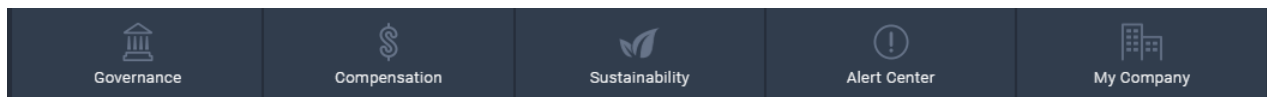


## QUALITYSCORE

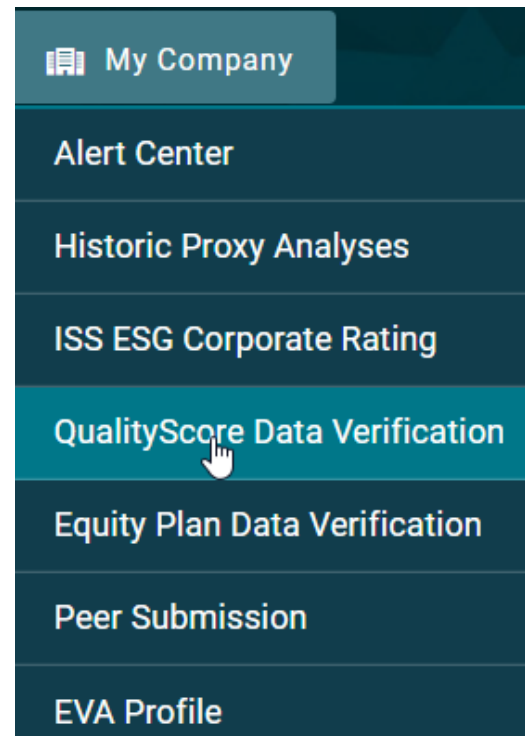
### DATA VERIFICATION INSTRUCTIONS

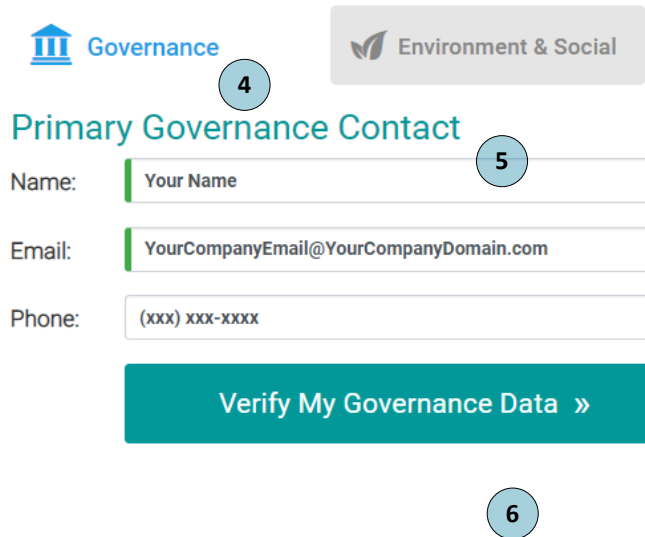
1. Log into your **Governance Analytics** account at [login.isscorporatesolutions.com](https://login.isscorporatesolutions.com)
2. At the top right side of the page, hover over the **My Company** menu.



3. In the My Company menu, click on **QualityScore Data Verification**.

3





The form is titled "Primary Governance Contact" and is part of the "Governance" section. It includes fields for Name, Email, and Phone. A "Verify My Governance Data" button is at the bottom. Numbered callouts 4, 5, and 6 are present.

**Governance** **Environment & Social**

**Primary Governance Contact**

Name:

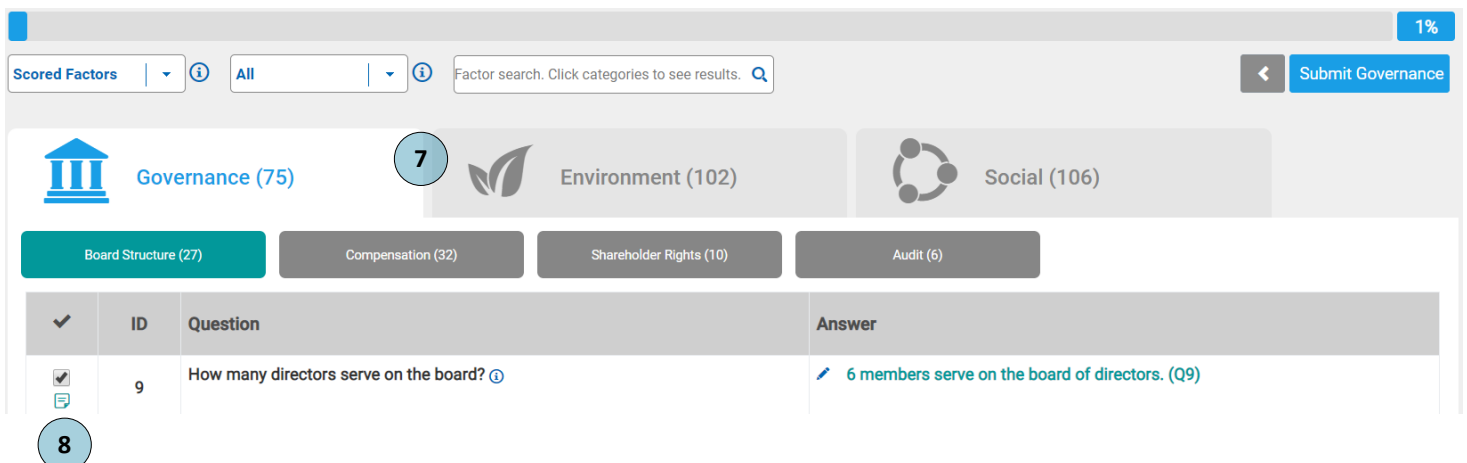
Email:

Phone:

**Verify My Governance Data »**

- Click on the appropriate QualityScore tab. *Note: There are separate verifications for Governance and E&S.*
- Fill out the **Primary Contact Details** form on the landing page.
  - The primary company contact will receive QualityScore Data Verification responses from ISS in addition to the user that submitted the response. The primary company contact listed here will be contacted with any questions on submitted changes.
- Click **Verify My Data** to start the verification process.

- Review the questions in each pillar (Governance, Environment, Social) by clicking into the tabs and selecting the category buttons.
- (Optional) Click on the **checkbox** next to a question to keep track of questions you have reviewed.
  - The overall progress is tracked in the progress bar at the top of the screen based on the factor filter. Changing the factor filter from "Scored Factors" (default) to "Unscored Factors" or "Third Party Factors" will change the number of factors driving the progress bar.
  - The "Reviewed By" icon to the left of the question ID number will display Date and user who reviewed the factor. Note that for Governance questions this will only record the most recent user to review the factor.



The screenshot shows the QualityScore dashboard. At the top, there's a progress bar for "Scored Factors" (1%). Below it, a search bar and a "Submit Governance" button. The main section has three tabs: "Governance (75)", "Environment (102)", and "Social (106)". Under the "Governance" tab, there are four sub-tabs: "Board Structure (27)", "Compensation (32)", "Shareholder Rights (10)", and "Audit (6)". A table of questions is displayed below, with a "Reviewed By" icon next to the question ID.

✓	ID	Question	Answer
<input checked="" type="checkbox"/>	9	How many directors serve on the board? ⓘ	<a href="#">6 members serve on the board of directors. (Q9)</a>

Board Structure (27)		Compensation (32)		Shareholder Rights (10)		Audit (6)	
✓	ID	Question	Answer				
<div><div>✓</div><div>🗨</div></div>	9	How many directors serve on the board? ⓘ	<div><div><div>✎</div></div>5 members serve on the board of directors. (Q9)</div> <div>9</div>				

9. If the answer to a question is inaccurate, then click on the **pencil icon** next to a question to propose a new answer.
  - Some Environment and Social questions have a parent/child relationship. If the parent question is answered "No", the child questions defaults to "Not Applicable" and is hidden from display. Click the + sign to view the child questions.
  - Click on the ⓘ information tool tip after the question for a definition.
10. Click on the **Proposed Change** field in the edit box.
  - Type the response that more accurately describes your company's answer to the selected question.
11. Click and select in the **Source** dropdown the publicly available source that verifies your proposed change.
  - ISS will only accept changes from publicly disclosed sources*
12. (Optional) Click on the **Type** field  
Enter the type or name of source entered above (e.g. 2017 DEF14).
13. Click on the **Pages** fields  
Enter the page numbers in the source document that demonstrates the proposed change.
14. Click on the **Date** field.  
Enter the date that the source document was published.
15. Click on the **http://** field  
Copy and paste the URL to the publicly available source document.
16. Use the **Other** field to describe the Source if "Other" Source is selected.

Environmental Risks

Does the company have an enterprise level environmental policy?

Yes

Source: Integrated report

Type: 10K

Pages: 5 - 6

Date: 1/1/2017

Other:

Proposed Change:

Yes.

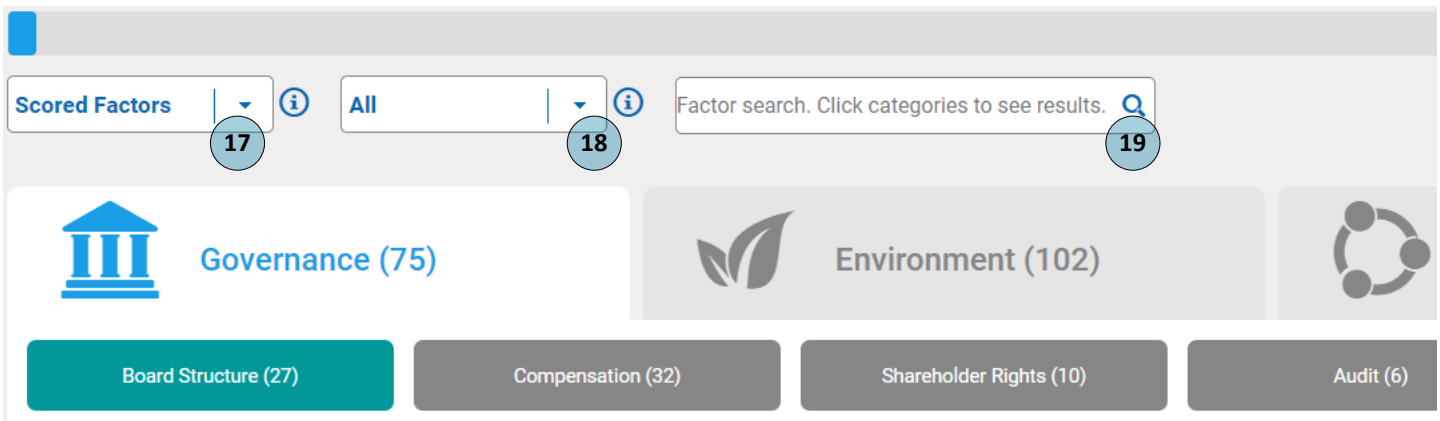
http://

www.YourCompanyWebsite.com/Sustainability-Report-From-This-Year

Clear

Save

17. (Optional) By default the questions are filtered to **Scored Factors**. Users also have the option to view **Unscored Factors**, **Third Party Factors** or **All Factors**.
- Unscored Factors do not affect your company's scores, but are collected by ISS; third party factors may be scored or unscored, but ISS does not collect the data directly. Please contact the appropriate source (e.g., GRI) to change the answer for that factor. *(See appendix for list of sources)*
  - The Governance third party questions, 228, 229, and 329, come from proprietary ISS methodology and use third party financial data.
18. (Optional) To view only the questions that you have reviewed or have proposed changes to, click on the **All** dropdown and select **Reviewed** or **Changed** respectively.
19. (Optional) To search for questions, click on **Factor Search**, type any keywords, and click on the categories to view the results. The number of questions with the keywords will appear to the right of the category name.




20. Click on the next category (e.g., Compensation)
21. Repeat steps 4 – 11 for each category in the pillar.
22. Click on **Submit** to submit your updated answers for either Governance or E&S.
  - *Once submitted for review, no users from your company will be able to submit further answer changes until the ISS Research team has responded to this submission. You will still be able to review your submission until then.*
  - *Any updates to the QualityScore answers for your company will be reflected in the scoring one day after the changes are finalized.*
  - ***Note: Governance is a separate submission than E&S so a user must submit these questions separately.***
23. Click on **Yes** to confirm your submission.
  - After submitting, you and the primary company contact (as specified in Step 1.) will receive a confirmation email.



**Governance Data Verification is not available between the time of your company's definitive proxy filing and the date of publication of your company's ISS Benchmark Proxy Research report. All data updates are under review as part of the ISS proxy statement procurement process, at which time your company's Governance QualityScore profile is reviewed in its entirety. After the ISS Proxy report is published, ISS Qualityscore data verification will re-open for companies to review.**




- The E&S or G primary contact and submitting user will receive an email within 5 business days (outside of a designated data verification period) notifying that an ISS response is available for review.
- To review the previous DV submissions, go to the **Review Previous DV Submissions** tile on the main QualityScore Data Verification landing page.
  - Click on the “**Select Submission Date**” dropdown to see the latest Governance or E&S submission. A  indicates a new ISS response that has yet to be reviewed.
  - After selecting the submission date, scroll down the page to the **Data Change Request Submitted** section where you can review the [ISS Response](#) for each submitted Item.
  - Click on the **Download** button to export all submitted changes and ISS responses to an Excel spreadsheet.

### More Information:

- Data verification is open year-round to scored companies, except for Governance during the proxy filing blackout period mentioned earlier.
- The latest methodology guides are available on the [QualityScore Data Verification](#) home page.
- If you have follow-up questions or comments to the ISS Response, you can re-submit a new data verification for the same questions, contact the [ISS Help Center](#), or reach out to your designated Account Executive (click on the **Contact ICS** button in the top menu) for further clarification.

### Review Previous DV Submissions 1

Select Submission Date 

Governance - Oct 26, 2018

Governance - Nov 10, 2017

Governance - Jul 14, 2017

Governance - May 23, 2017

Governance - Oct 28, 2016

3

Data Change Request Submitted Oct 26, 2018  Download

4

#### Item 1

Pillar	Governance
Category	Audit & Risk Oversight
Rating ID	1
Question:	Non-audit fees represent what percentage of total fees?
Prior Answer	Non-audit fees represent 12.06% of total fees. (Q1)
Submitted Change:	Non-audit fees represent 10.1% of total fees. TEST TEST TEST
Source Type	Annual Report
Document Type	
Pages	-
Date:	
URL	
ISS Response	Thank you for providing ISS with your feedback. No changes have been made based on the information provided for this request as ISS is currently reviewing your corporate filings for your 2018 annual meeting and will not respond to individual submissions while the meeting analysis is underway. Your feedback has been noted and you will have the opportunity to submit comments after publication of your report. TEST TEST TEST



The following E&S questions come from third party sources. For more information, review the organization's website. For questions, please contact the respective organization.

QUESTION	ORGANIZATION	CONTACT
Is the company a signatory to the Bangladesh Accord? (Q464)	<a href="#">Accord on Fire and Building Safety In Bangladesh</a>	<a href="http://bangladeshaccord.org/contact/">http://bangladeshaccord.org/contact/</a>
Does the company report GHG emissions data to the CDP? (Q45)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
Which is the most recent year the company has submitted GHG emissions data for to the CDP? (Q46)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
If the company reports GHG emissions data to the CDP, what is its recent-year CDP score? (Q48)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
Has the company, for the last three consecutive years, received lower than a C grade in any of CDP's scoring methodologies? (Q49)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
In the company's most recent CDP disclosure, which CDP option has been selected as best describing its risk management procedures with regard to climate change risks and opportunities? (Q102)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
What frequency of monitoring does the company disclose for their risk management procedures in their most recent CDP disclosure? (Q108)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
In the company's most recent CDP disclosure, to whom within the company's organizational structure are the results of risk management procedures with regard to climate change risks and opportunities reported? (Q109)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
How far into the future does the company monitor risk management procedures according to its most recent CDP disclosure? (Q111)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
Does the company disclose quantitative and qualitative environmental information through CDP's water questionnaire? (Q197)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
Does the company disclose quantitative and qualitative environmental information through CDP's forests questionnaire? (Q222)	<a href="#">CDP</a>	<a href="https://www.cdp.net/en/info/contact">https://www.cdp.net/en/info/contact</a>
Does the company endorse the UN Global Compact CEO Water Mandate? (Q198)	<a href="#">CEO Water Mandate</a>	<a href="mailto:ceowatermandate@unglobalcompact.org">ceowatermandate@unglobalcompact.org</a>
Is the company a member of the Extractive Industries Transparency Initiative? (Q491)	<a href="#">Extractive Industries Transparency Initiative</a>	<a href="mailto:lkrogsund@eiti.org">lkrogsund@eiti.org</a>

QUESTION	ORGANIZATION	CONTACT
Has the company obtained Forest Stewardship Council (FSC) or similar certification for sustainable forestry or plantation operations? (Q223)	<a href="#">Forest Stewardship Council</a>	info@fsc.org
Is the company a participant in the Global Network Initiative? (Q388)	<a href="#">Global Network Initiative</a>	http://globalnetworkinitiative.org/contact
Does the company report sustainability metrics in accordance with the Global Reporting Initiative (GRI)? (Q241)	<a href="#">Global Reporting Initiative</a>	http://database.globalreporting.org/register-report
Which is the most recent year the company has reported sustainability metrics in accordance with the GRI? (Q242)	<a href="#">Global Reporting Initiative</a>	http://database.globalreporting.org/register-report
If the company suffered a major environmental controversy, has it failed to provide an adequate response? (Q295)	<a href="#">ISS ESG</a>	https://issgovernance.service-now.com/csp
If the company suffered a major controversy linked to human rights or corruption, has it failed to provide an adequate response? (Q302)	<a href="#">ISS ESG</a>	https://issgovernance.service-now.com/csp
If the company suffered a controversy linked to labor standards, has it failed to provide an adequate response? (Q300)	<a href="#">ISS ESG</a>	https://issgovernance.service-now.com/csp
If the company suffered a controversy linked to "living wage", has it failed to provide an adequate response? (Q297)	<a href="#">ISS ESG</a>	https://issgovernance.service-now.com/csp
Has the company obtained RSPO (Roundtable on Sustainable Palm Oil) certification? (Q231)	<a href="#">Roundtable on Sustainable Palm Oil</a>	rspo@rspo.org
If the company is an RSPO (Roundtable on Sustainable Palm Oil) member, has it been subject to complaints during the past two years? (Q232)	<a href="#">Roundtable on Sustainable Palm Oil</a>	rspo@rspo.org
Does the company indicate that GHG emissions reduction targets have been approved by The Science Based Targets initiative? (Q42)	<a href="#">Science Based Targets</a>	info@sciencebasedtargets.org
Are the company's GHG emissions reduction targets clearly aligned with the 2°C scenario? (Q40)	<a href="#">Science Based Targets</a>	info@sciencebasedtargets.org
Is the company a participant to the UN Global Compact? (Q239)	<a href="#">United Nations Global Compact</a>	https://www.unglobalcompact.org/about/contact
When did the company become a participant to the UN Global Compact? (Q240)	<a href="#">United Nations Global Compact</a>	https://www.unglobalcompact.org/about/contact
Is the company a Corporate Participant to the Voluntary Principles on Security and Human Rights (VPSHR)? (Q390)	<a href="#">Voluntary Principles on Security and Human Rights</a>	http://www.voluntaryprinciples.org/contact/

