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## Version Control

<table>
<thead>
<tr>
<th>Version Nr.</th>
<th>Revision Date</th>
<th>Released</th>
<th>Revision Summary</th>
</tr>
</thead>
</table>
Guide to using the disclosure platform

Introduction

Cities are asked to respond to information requests using CDP’s disclosure platform. The disclosure platform consists of the Cities dashboard and the Online Response System (ORS).

If you are experiencing difficulties using the platform (i.e. error messages on the website), we advise you to follow these steps before contacting CDP:

1. Sign out of the ORS and the dashboard
2. Delete your cookies and browser history
3. Refresh your browser and try signing in again

If you are still experiencing difficulties, please contact your account manager or local CDP office with details of the actions you are taking and screenshots of any error messages. You can find your local office contact or Account Manager on the dashboard. If you do not have an account manager or local CDP office, please email cities@cdp.net.
The basics

Register, confirm and sign in

At the start of each disclosure year CDP sends an invitation email to nominated contacts associated to your city with relevant information and an activation link.

▼ If this is the first time you have used CDP, either because it is the first time your city is participating, or the first time you are responsible for supplying information on behalf of your city, the activation link will take you to the registration page (where you create your password).

▼ If you responded to a CDP program in a previous year, or you have registered via the website independently, you will be in our database and the activation link will take you to the sign in page (where you can sign in using your existing password).

If you are using the activation link to register for the first time, create a password, complete the captcha, confirm you have read the terms & conditions/privacy policy and click ‘Register’. Your email address, organization, and name will be prepopulated:

After creating your password and clicking ‘Register’, you will be redirected to the screen shown below. Next, you must complete your registration using the confirmation link emailed to the address you provided in the registration screen. Please remember to check your junk mail.
If you have not received the confirmation after 30 minutes, please use the Resend registration or confirmation link, also found on the sign in page.

Clicking the confirmation link in the email will redirect you to the sign in page on the CDP website where you will see a red notification banner. You can now sign in using the password you just created.

To access your dashboard once registered, you can simply go to https://www.cdp.net/en/users/sign_in, or www.cdp.net and click on ‘Sign in’ on the top right-hand corner of the screen.

Please contact cities@cdp.net if you have any problems registering, signing in or if you have not received the invitation email. Please note that you should type your email address and password manually. Do not copy and paste your email address or password into the fields as spaces may be copied in as well which will mean your details are not recognized.

Your Cities dashboard

After signing in, you will see the main page of your account, or ‘Cities dashboard’, as shown below. The Cities dashboard contains various features such as:

1. **Initials icon and dashboard menu**: allows you to navigate between your account page and dashboard, access the guidance tool (which can also be accessed from the Cities block), or sign out.
2. **Language and location:** allows you to change your dashboard language and update your geographical location.

3. **Jump to… menu:** use this to navigate to different sections of the dashboard.

4. **Users:** displays all users associated to the current questionnaire and indicates your permissions concerning the current questionnaire. See the ‘User types’ section for more on user permissions.

5. **Cities:** the questionnaire block shows the deadline date and response status, the authorities to which you are submitting and your project memberships. Once you have activated your questionnaire you will be able to access the ORS.

6. **Scores and Responses:** a list of all questionnaires that your organization has been requested to participate in, past and present. You can click on the response name to view any questionnaires that were submitted.

7. **Analytics and Insight:** Later in the year, this section gives you access to a two-page summary of your response as well as to Cities Analytics, an interactive tool based on CDP Cities data that help benchmark and drive sustainability efforts.

8. **Authority Blocks:** This section contains information about specific authorities that you will be submitting to.

9. **Announcement block:** read relevant news and updates related to CDP Cities and their partners.

10. **Webinar block:** find out registration information for upcoming webinars or watch recordings of past webinars.

11. **Resources:** allows you to access and download resources to help you with the reporting process.

12. **My files:** this section will contain your city’s snapshot report, if you reported previously to CDP Cities.

13. **Search for Responses:** search responses of any city, company or state and/or region which responded publicly to CDP.

14. **Need help?:** Contact details of your account manager, or the regional office, that you should contact if you have any queries.
Welcome to your dashboard.

This is where you can access your questionnaire, download guidance documents, and learn about upcoming events.

Please select your chosen language from the drop-down menu on the top right of this page to change the language of your dashboard and questions are.

← Users

← Scores and Responses

← Analytics & Insight

ICLEI: Local Government for Sustainability

ICLEI: Local Governments for Sustainability is a global network of more than 1,750 local and regional governments, supported by a team of experts, driving sustainable urban development. Active in 106 countries and cities, towns and regions of all sizes, we impact over 25 percent of the global urban population. ICLEI brings a strong urban component to national and global sustainability policies and translates these policies into action. We create systemic change in urban areas and facilitate city-to-city and city-to-region connections to build a sustainable urban world. Through our collective efforts to build a sustainable urban world, ICLEI shifts the trajectory of global development.

← Announcements

← Webinars

← Resources

← My files

Search past CDP responses

Search for a city or company name

Search

Need help? Please contact your CDP account manager.
**Project memberships**
CDP along with our partners C40, Global Covenant for Climate & Energy (GCoM), ICLEI - Local Governments for Sustainability, ACEEE and Union of the Baltic Cities are offering the option to join several projects through your CDP dashboard. Please see appendix I for the full list of partners and projects.

C40 cities will already be signed up to the C40 project membership and ICLEI cities may also already be signed up to a number of projects. These will also appear in the questionnaire block on the main dashboard without the option to join.

You can view the projects you are already committed to on your dashboard, as below. If your city is not already committed to these projects and you meet the required criteria, you are given the opportunity to join the initiatives. You’ll first be asked whether you would like to join a project whilst activating your response. You will also be able to opt into projects and report to their associated authorities after activating your response via your CDP dashboard any time before submitting your questionnaire, as detailed here.

![Cities 2020](#)

**Changing languages**
If you wish to change the language that you see in your dashboard and the ORS you can do this from your dashboard using the ‘Language’ drop-down. For the change to be displayed in the ORS, sign out of the ORS and enter it again from the dashboard.
You can continue to answer your questionnaire(s) in English even if you are viewing the questionnaire in another language.

⚠️ If your response is in any language other than English, it may not be scored. Please check with your account manager, or local CDP office.

**Guidance tool**

To access the guidance tool, which contains all of CDP’s guidance documents, recorded webinars, and translations, you will first need to sign in to the CDP website. Then, go to your initials icon menu, and click ‘Guidance tool’:

The guidance tool enables you to search for guidance by:

- **Program**: filter CDP’s guidance by the program to which you are responding to (CDP Cities) and by year.
- **Category**: specify the type of guidance you are looking for (e.g. ‘Questionnaires’, ‘Technical information’, ‘Recorded webinars’, etc.).
- **Keyword**: if you already know what you are looking for, you can also search by keyword.
- **List**: scroll through an alphabetical list of guidance documents before or after refining your search.

In addition, you can access a selection of CDP’s guidance and resources via the public guidance page. You can access this by clicking on the ‘Guidance & Questionnaires’ link on the top right of the dashboard screen or CDP website, then select the ‘Guidance for cities’ page. Here you will be able to view the following:

- **The CDP Cities questionnaire**, which details every question in the questionnaire, including questions where CDP collects data on behalf of our partners C40, Global Covenant for Climate & Energy (GCoM), ICLEI - Local Governments for Sustainability, and WWF.
- **The CDP Cities reporting guidance** which explains each question in detail and describes what information to provide.

You can also access guidance documents from the CDP Cities 2020 block:
Changing your password

To change your password, navigate to your Account page from the drop-down menu shown when you click on either:

- Hello [your name]; or
- Your initials icon (both of which are in the top right corner of the page).

On your Account page, you can change your password in the bottom half of the ‘Details’ block. If your organization name, email address and details are incorrect please contact CDP at cities@cdp.net:
You will then receive a confirmation banner and are redirected to the CDP’s main website page:

![Success! Your password has been updated](image)

To return to your preferred page, e.g. your dashboard page (where you can access the questionnaire), simply select ‘My Dashboard’ from the drop-down menu in the top right corner of the page.

There is also a ‘Forgotten your password?’ link on the sign in page.

**User types**

A contact may be one of three user types, each with different permissions. User types are for the current year only, therefore the listed contacts will not automatically be those user types the following year(s). For further information please read the User FAQs. There is no limit to the number of users that can be added to your account.

You can check the user types of contacts at your organization by expanding the ‘Users’ block on the response dashboard. Please note that only contacts who are registered on the CDP website will be showing, and that added contacts should only be from your own organization.
Main User:
The Main User is responsible for your city’s response. **There can only be one Main User per organization and year.** The Main User can access the response in the ORS, enter and save data, generate and share a ‘read only’ link, and is the only contact that can submit the questionnaires.

Please note that the Main User for a questionnaire must always be a representative of that organization and should not be a consultant. Consultants can be contributors.

The Main User also controls user access rights to the ORS on behalf of the organization via the user block. As shown in the screenshot above, the Main User can add or remove contacts for the current year. They can also change the roles of registered users and nominate a new Main User.

As the Main User, your contact details (name and email) may be stored in CDP’s systems for record management.

To become the Main User for your city, please follow the steps outlined in ‘Confirming your participation’.

Changing the Main User

If you are the current Main User, go to the Users section of your dashboard and select ‘Make Main User’ to nominate a contributor to become the Main User. The nominated user will receive an email notification with instructions to follow and your role will change to contributor.

If the questionnaire has been activated but there is not currently a Main User and you are a contributor, in the Users section you can click ‘Become Main User’. You will then be requested to complete a confirmation screen.
If the current Main User has left the organization email cities@cdp.net for the role to be reset.

**Contributor(s):**

Contributors can edit and save data, export and import data, and share data in the ORS. Contributors cannot submit a response. Contributors can collaborate with multiple colleagues, who can all directly access the ORS.

There is no limit on the number of Contributors and this type of user is suitable for a consultant. For further information please read the User FAQs.

**View only user(s):**

View only users can view responses in the ORS. View only users can be assigned to colleagues for review or sign off purposes. They can export responses but cannot enter, save, share, or submit data in the ORS.

There is no limit on the number of View only users. For further information please read the User FAQs.

**Adding new users**

Main users can add new users to the invitation via the user block on their dashboard. You can see if you are the Main User when you expand the user block. If you are the Main User you will also see the ‘Add New User’ button:

When you select **Add New User** you will be shown a form to complete. Please complete all the fields and select whether you want the user to be able to be a contributor (with editing rights) or a view only contact. When you click **Add New User** you will see a banner notification at the top and the new user will receive an email notifying that they have been added as a user and instructions to register, with the Main User in copy. The new user will only appear on the user block once they have registered their account.
When is the deadline?
The deadline for responding to the CDP Cities questionnaire is shown in the program block.

Activating your questionnaire

Cities need to activate their response each year before they can start responding to the questionnaire. Follow the below steps to activate your response.

Step 1: Confirm participation
Cities need to confirm their participation, this provides an indication to CDP and partners that the city is going to be participating for this year.

Confirm your participation by selecting ‘Confirm participation’ in the Cities program block. Any user can confirm participation.
Step 2: Confirm Main User
You will be asked to confirm whether you are the Main User for your city. Read the provided information on the responsibilities of the Main User, and if you are the nominated Main User for your city tick you are authorized to be the Main User and click ‘continue’.

If you decline to be Main User by clicking the ‘I will not be the Main User’ button, you will be a contributor, which allows you to respond to the questionnaire. You will have to wait for the Main User to start the questionnaire before you can access it.

Step 3: Opt-in to Projects
This step allows you to join projects and to report to their associated authorities. Please see here for more information on projects.

To opt-in to any of these projects, click the ‘Join’ button next to the project you wish to join. You will then see a message that your questionnaire is being updated.
Step 4: Finish
Clicking 'Finish' is the last step to activate your response and your questionnaire will open in the Online Response System (ORS) in a new tab.

Your dashboard after activating your questionnaire
Back on your dashboard your program block will now look like the version show below.

If you did not opt-in to the optional projects in step 3, you will find the option to join the projects on your questionnaire block on your Cities dashboard until you submit your questionnaire. To view these, expand the questionnaire block by clicking on the title 'Cities' as shown below. Please note this is an example and you may see different projects to the ones shown. After clicking ‘join’, you will be asked to confirm and then see a dialog box as your questionnaire is updated. Once ready, you can open your questionnaire in the ORS by clicking ‘continue’ on your dashboard.
Date and tick when completed

Click banner to expand

A tick means your city is opted in

Click ‘Continue’ to access the ORS

Click ‘join’ to opt into a project
The Online Response System (ORS)

The ORS will open in a new tab or window in your browser, therefore please ensure that pop-up blockers are switched off, or that cdp.net is set as an ‘allowed’ domain. The ORS is where you can fill out the answers to the Cities questionnaire and submit your response.

The ORS Homepage *NEW 2020 FEATURES*

The first page you see is the ‘Welcome’ page for the questionnaire:

You can see the following main features here that you will also see throughout the ORS:

1. **Exit ORS**: where you sign out of the ORS. You can then close that tab or window. Please note, you may still be signed into the dashboard.

2. **Dashboard links**: link back to the relevant parts of your dashboard, where you can perform the action required.

3. **Save, Share & Submit**: depending on your user type you may see all, some, or none of these permissions. See the ‘User types’ section for more on user permissions. Using ‘Save’ displays a warning for parts of questionnaire not yet completed, or that have an error.

4. **Import/Export**: These buttons allow users to export and import the questionnaire, including all responses entered, as a word or excel document. Please see the Exports and Imports section below for more information.
5. **Audit Log:** This button takes the user to the audit log. It allows users to track all changes made in the ORS by any user. Please see the Audit Log section below for more information.

6. **Floating blue progress bar:** This tracks questions completed by indicating the number of questions you have saved an answer for so that you can track your progress. Please note, depending on your answers, the total number of questions may fluctuate. This is for your own tracking purposes only, you can still submit your response even if the progress bar is not at 100%. Please note that some questions are not counted in the progress bar however questions on the ‘Submit your response’ page are counted.

7. **Navigation menu *NEW 2020 FEATURE***: Click the arrow and use the menu to jump between modules and pages. It will also show you which sections have unanswered questions.

8. **Previous, Next, and skip buttons:** for moving between neighboring pages or skipping to the start or end of the questionnaire. You should use these rather than your browser buttons. Please also make sure your page is saved before moving on. The ‘Submit your response’ page has a greyed out Next button as there is no next page.

9. **Copy Forward:** If you submitted a response to the 2019 or 2018 questionnaire, your answers have been auto-populated in to your 2020 questionnaire where applicable. Please review the auto-populated answers carefully. It is your responsibility to ensure your answers are updated for the accuracy and completeness of your 2020 response. This icon will show for answers that have auto-populated: See the copy forward section below for more information.

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**Navigating the ORS *NEW 2020 FEATURE***

Users can navigate around the ORS in two ways:

**Navigation menu:**

- Clicking on the ‘Navigation’ button will open a menu on the left detailing the questionnaire sections available. Click on the relevant section to be taken directly to that page. The navigation menu will auto-hide after you click your destination or if you click the cross in the corner. Clicking on the arrows will open up and display sub-sections.

- The navigation menu also has a tab which shows the number of unanswered questions within each section in red. Select the ‘All unanswered’ button to display how many unanswered questions there are in each section. By expanding the sections, you can see a more granular breakdown within subsections. Depending on your answers, the number of questions may fluctuate. This is for your own tracking purposes only and you do not need to answer all questions in order to submit.
Navigation buttons:

You can use the ‘Previous’ and ‘Next’ buttons under the progress bar to move between pages (see below in purple). The skip buttons (see below in orange) allow you to jump to the ORS homepage and the final (submission) page.

Please make sure you save regularly, before moving page and before logging out, as unsaved data cannot be recovered.

Accessing guidance

Reporting guidance

Throughout the questionnaire, you can access the reporting guidance for the specific question via ‘Link to question level guidance’. When you click ‘CDP Cities Guidance’ a new tab or window will open with the relevant guidance.

Information icon

You can also click the information icon for more direction on some questions. For example, the information icon may tell you whether you should select one option, or all that apply.
Saving your response

‘Save’ button

The save button is located on the top left corner of each page. Please click the ‘Save’ button regularly, before moving page and before logging out, and in particular after entering significant data or attaching/removing documents. If you are planning to leave the response inactive, please use the ‘Save’ button before moving away, as the system may time-out after a long period of inactivity and data would subsequently be lost.

It is advisable to do this frequently to avoid the loss of data, e.g. due to time-outs. The green pop up messages, as shown below, will confirm once your data has been saved.

Autosave

There is an autosave function in the ORS in addition to the ‘Save’ button. The icon will appear next to questions where you entered data as you move through a page.

Please do continue to use the ‘Save’ button when entering large amounts of data, adding or removing attachments, navigating through pages, and before exiting the ORS.

In addition to the green ‘Saved’ icon, you may see a blue ‘Save in Progress’ icon. Please wait for that icon to change to the saved icon before continuing. If it does not change, there may be an issue with your internet connection or your log in session may have timed out, and the data you have recently entered will not be saved. Please sign out of the ORS and sign back in to continue with your response.
Copy Forward

If you submitted a response to the 2019, 2018, or 2017 questionnaires, your answers have been auto populated in to your 2020 questionnaire where applicable. A copy forward icon will show next to all questions which are eligible for copy forward.

If you did not previously submit a response to a question or this is a new question no answers will copy forward. If you click the copy forward icon a message will appear outlining that no previous answers have been found.

When you click the copy forward icon you will see an overlay of your answers from last year. In the overlay you will see the answers you entered last year even if they are not copy forward. The red cross indicates where information was entered last year but these questions have not been copied forward this year. By clicking ‘Copy previous response’ you can manually copy your answer into this year’s questionnaire. If you have edited the question already for 2020 then by clicking ‘Copy previous response’ it will override the data already entered.

Please be aware if a de-selection is made for a leading question in the current year questionnaire, the follow up questions may still contain the prior year response and will need to be edited, as necessary.

Comments are not auto-populated, however, if you press the copy forward icon, the comment from your previous response can be manually copied forward. Attachments are not auto-populated.

Please review auto-populated answers carefully, it is your responsibility to ensure your answers are updated for the accuracy and completeness of your response.

CDP has tried to ensure copy forward from your previous response is available where possible, however, some questions have been modified from last year’s questionnaire, and therefore not all fields may copy over. As a result, your data might only be available on specific fields within table questions. We encourage you to double check the response to ensure that the response is complete and up to date.
Once the response has been activated the auto-populated answers will be show and you can add, edit and amend the data as necessary.

Audit Log
The Audit Log button is located at the top left of the screen, there are two elements to the Audit Log:

- Answer Audit log
- Workflow Audit log

The Audit Log is where the user can see all the changes made to the response by any user since the questionnaire was activated.

Cities Questionnaire 2020
State: Draft

The user is also able to view the Audit Log for a specific question. This allows the user to see all the changes made to one question. Select the Audit log icon next to a question to view this.
**Workflow Audit Log**

The workflow audit log shows changes to the overall status of your response. Once you have made a change to the whole of your response e.g. you have submitted then workflow audit log will be updated, and the summary column will show this transition from Draft to Submitted. The User column shows who has made the change. Note that the API_User is when CDP has made a change to the overall status of your response due to a request from a user, e.g. the response was re-opened or amended. In this page you can view your response for each time the whole response was submitted by selecting “View” in the row of the submission you are interested in.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User</th>
<th>Type</th>
<th>Summary</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>27-Feb-2020</td>
<td>10:42:53</td>
<td>CDP Contact</td>
<td>Manual</td>
<td>CDP amendments &gt; Submitted</td>
<td>View</td>
</tr>
<tr>
<td>26-Feb-2020</td>
<td>10:54:05</td>
<td>Your Name</td>
<td>Manual</td>
<td>Draft &gt; Submitted</td>
<td>View</td>
</tr>
<tr>
<td>25-Feb-2020</td>
<td>11:15:53</td>
<td>Build Admin</td>
<td>Automated</td>
<td>Response created at state: Draft</td>
<td></td>
</tr>
</tbody>
</table>

**Cultural settings *NEW 2020 FEATURE***

Cultural settings are a selection personal to an individual user that dictates how data is formatted and displayed. Cultural settings are only applied in the ORS and affects how numbers and dates are displayed to the current user. In the ORS you will see the following questions types adapt to the cultural setting selected:

- **Date questions**: Dates will be displayed in a format specific to the cultural setting selected. The cultural setting determines the order of the Days, Months and Years. You can see the format required in the answer box before an answer is entered. E.g.

  - **Base year start**: MM/DD/YYYY
  - **English US vs. English UK**
    - **Base year start**: DD/MM/YYYY

- **Numeric questions**: Numbers will be displayed in a format specific to the cultural setting selected. The cultural setting determines which decimal separator or group separator is used (i.e. a decimal point or other) and determines which group separator is used (i.e. a comma or other).

  You can see the format required in the answer box before an answer is entered as a greyed out 123456.
E.g. the decimal separator for English (UK) is a decimal point, and the group separator is a comma. Two-thousand and a half is displayed as 2,000.5

If you change the culture setting to French (France), the decimal separator is a comma, and the group separator is a space. Two-thousand and a half is displayed as 2\,000,5

**Changing your cultural setting**

A user can select their preferred setting via their Account page in the dashboard. Select the initials in the top right-hand corner and select Account. Scroll down to the ‘Cultural Settings’ section. By clicking on the ‘Please select’ button you will get a dropdown of all the available cultural settings to choose from. After selecting the most suitable, please select ‘Update cultural settings’. You will see a red banner message indicating you have been successful. This will now have changed your settings in the ORS.

⚠️ **To update your settings, you must first exit the ORS, change the selection and open the ORS again from your dashboard.**

Your selected cultural setting does not affect other users working on the same questionnaire. If a user does not select their cultural settings, they default to a cultural setting depending on the language selected and the location of the user.

See [appendix II: Cultural settings](#) for more information on cultural settings including a list of the default settings, a list of the cultural settings available for section and the full breakdown
of how the cultural settings display in the ORS. Note that these settings do not apply to your formatted response or the dates on the dashboard.

For information on how cultural settings behave when exporting responses, please see the sections for word and excel exporting.

Changing your cultural settings will not change your language settings; you can set different language and cultural settings. If you do not make a selection, the default cultural settings will correspond with your language settings.

Leading questions

These are questions that will impact which questions or options will show later in the questionnaire. Please be aware of leading questions and check the corresponding reporting guidance for the pathways illustrating ‘leading’ questions and what impact they have on the rest of the questionnaire.

Question types and additional question features *NEW 2020 FEATURES*

Auto-calculation function *NEW 2020 FEATURE*

For some questions, there are numeric datapoints which the ORS will auto-calculate using applicable figures inputted in to other datapoints of the same question. These may be additions, multiplications or divisions. The auto-calculated field has a calculator icon. Please see the reporting guidance which will detail what data points are used for the calculation. If any of the applicable fields have not been completed (i.e. are left blank rather than containing ‘0’) it will not auto-calculate and will display: Fields used in this calculation are unanswered

If you receive an error message, please check/correct the figures you have inputted alongside the reporting guidance for the question.

Attachments

Some questions allow, or specifically request, attachments to be added to that question directly. Please click the information icon for direction for that question. The character counter is to indicate the number of characters added to the field, not to indicate how many files are attached.

To attach a file, click the paperclip icon and you will see the upload pop-up. Add your file via the ‘Choose files’ in the right of the pop-up, and when it has uploaded the left will change from ‘there are no files attached to this question’ to ‘Files attached to this question’ and you will see the file listed. You can add more than one file at a time.
Click ‘Close’. The paperclip icon will now be blue. You cannot see directly from the ORS which files are attached. Click the paperclip icon to see your files, or to remove files.

⚠️ There is a file size limit of 30MB. Ensure that the file name does not contain invalid characters (e.g. + % $ &), or the file will not attach.

Always use the ‘Save’ button after attaching or removing documents to ensure you do not lose any data, and so you can access the contents of your attached file via the ORS.

Please note we advise against importing attachments with characters in the file name. If the uploaded attachment has a character in the file name, the character will be lost when uploaded.

**Character limits *NEW 2020 FEATURE***

Some questions ask for responses to be completed in text fields. There are character limits set for these fields which varies between questions.

The character limits that apply to each question are displayed on the text field with a counter for your convenience. If the limit is exceeded the counter and text box will turn red and you will not be able to submit your response.

When copying and pasting text into a question the same character limits will also apply as above.

⚠️ Organizations are advised to enter their response to text fields into the ORS before gaining management/legal approval as character counts made within the ORS may differ slightly from those in Microsoft Word (due to formatting).

**Comment fields**

Some questions have an ‘add comment’ field, accessed by clicking on the speech bubble icon. Additional comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share.
**Date fields**
In date fields, only digits and / are accepted. You can either click the calendar icon in the field and select the date, or you can free type the date in based on the cultural settings you have selected. To delete a date, hover over the box and click the small cross.

Please note if a date field does not have any data entered, a greyed out ‘MM/DD/YYYY’ (depending on your cultural settings) will display as default.

**Numeric and percentage fields**
In numeric fields, only digits (and decimal points if applicable) are accepted. Group separators will be added automatically based on your set cultural settings. There can be rules set on the maximum number of digits and decimal places in these fields, which vary between questions. These are clearly listed in the reporting guidance.

For percentage fields, there is no need to enter the percent symbol ‘%’, as this is indicated in the question for you.
Please note if a numerical field does not have any data entered, a greyed out ‘1,234.56’ will display as default, with the group and decimal separators displaying based on your cultural settings.

<table>
<thead>
<tr>
<th>Gross global Scope 1 emissions (metric tons CO2e)</th>
<th>Proportion of reported emissions verified (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,234.56 (range: 0 - 999,999,999,999)</td>
<td>1,234.56 (range: 0 - 100)</td>
</tr>
</tbody>
</table>

**Pick lists *NEW 2020 FEATURE***
Some questions and data fields have a pre-defined list of options to select from. These come in a variety of formats:

- **Single-select buttons**
  Single option questions only allow you to make one selection. The selected option’s circle will turn blue with a dot. If you wish to remove your selection, click ‘clear selection’.

- **Multi-select checkboxes**
  Multiple option questions allow you to make more than one selection. Click an option to select or to unselect. The selected options’ checkbox will turn blue with a tick.

- **Single-select drop downs**
  For some questions, you can select options from a drop-down list. If it is single select, then your answer is restricted to one option from a drop-down menu. Selected options will resize once selected. If the option is not showing in full, when you select the option it will resize.

  As a new feature for 2020, you can now dynamically search for an option by typing in the box. Alternatively, you can scroll through the list.
If you need to delete your selection, hover your cursor in the box for the delete button (a small cross) to show and click to remove your current selection.

Organizations should select the option that best describes their situation. For a description of the meaning of each option in the list please consult the reporting guidance. Only select ‘Other’ when none of the listed options are appropriate as this greatly assists data analysis.

If organizations choose the option to select ‘Other’, a text box also appears. You can use this field to specify details.

**Multi-select drop downs**
For some questions, you can select options from a drop-down list. If it is multi-select, then you can select as many options that apply.

As a new feature for 2020, you can now dynamically search for an option by typing in the box. Alternatively, you can scroll through the list. If you need to delete one of your selections, click the delete button (a cross) against the option.

**Tables**
Table columns can have any of the characteristics of other question types. Character limits and number ranges will be displayed. This includes leading questions within columns and rows.

Some table questions have a fixed number of rows, and for others you can add additional rows. The ‘Add row’ function will be displayed where you can add extra rows.
Tables which allow you to add rows, also allow you to delete rows.

Please note that tables can be displayed in one of two formats:

- **Grid format** - a standard table view

- **Vertical format or repeating sections** - In vertical format tables, rows are separated by a line

- **Dynamic Tables** - In dynamic tables, where more than 25 rows have been added these responses will be paged. The following icon will appear at the bottom of the table so you can switch between the pages:

**Additional question features “NEW 2020 FEATURES”**

- The current selected field will be blue-edged. Text boxes will auto-expand when being edited and a scroll bar will appear. Alternatively, you can manually expand the box by clicking and dragging the right bottom corner.
All clickable buttons will go blue when the mouse hovers over.

When copying and pasting data, formatting will not be retained, except for rich text questions.

Sharing your response
You can share your response with other colleagues by exporting your response as a:

- Word export
- Excel export

If your colleague needs to be able to view the response at any time before submission, they can be added as a View only user.

Signing out
To sign out of the ORS, save your current page and click ‘EXIT ORS’ in the top right corner.

You will receive the following message and you can now close the tab/window in which it appears.

However, you may still be signed into the dashboard. You can sign out of your dashboard by returning to the tab/window you may still have open, or by going to http://www.cdp.net/, and selecting ‘Sign out’ in the top right drop-down menu.
To return to the ORS

To continue working on your questionnaire(s), please sign in to your dashboard at https://www.cdp.net/en/users/sign_in and click ‘Continue’ in the relevant program block.

Export your response from the ORS

You can export your questionnaire response to:

- Word
- Excel

Export to word

Users can download their response from the ORS into word. This function is for viewing and sign off purposes only, you will not be able to import any changes made in word back into the ORS. Please note the word export timestamp is GMT+1 (UK time).

How to export to word

Click the Export dropdown and then select word.

The following screen will appear. Select either Portrait or Landscape, CDP recommends exporting to word in portrait format. Click ‘OK’, the export of your response will now download. This can be saved and shared in a read-only format.
Export to excel

Users can download their response from the ORS to a specially formatted excel. Users are able to edit answers in the excel, save them and import the changes into the ORS.

Please note that the excel export will show you every question in the questionnaire. Therefore, you may see questions which are hidden in the ORS currently due to conditional logic (e.g. some lead questions not selected). Please use the CDP Guidance to determine whether each question is relevant to your response.

⚠️ Please make sure you have set your language before exporting your response to Excel if you wish to import it after making changes.

How to export to excel

To export the questionnaire into an excel format that can be used offline, select the ‘Export’ button.

Once you click ‘Excel’ you will see the options below. You can choose to export one section or the entire questionnaire. If you have already entered data and/or comments into the ORS and want to remove these from the export, then you can untick ‘Include data’ and/or ‘Include comments’. However, if you want the data and/or comments to be exported into the excel spreadsheet, then the relevant boxes should remain ticked.
You should then click ‘OK’ and wait for the excel spreadsheet to download. The download speed will vary and the download may take a while to complete.

**Reviewing questions in your excel export**

The excel extract will show you every question in the questionnaire, each section of the questionnaire will be split into separate worksheets within the excel as shown below. Please use the [CDP Guidance](#) to determine whether each question is relevant to your response.

Help text is still available in the excel export. It will appear in an italicized grey font to differentiate it from the question text which is in black font. Please note links to guidance documents will not be displayed.

You can also find the question pathway in the excel file help text. For example, in the question shown below, you should only respond to 3.3 if you have selected ‘Yes’ to question 3.1.

**How to edit the excel**

- **Enter text**

You can type text directly into the text boxes. However, if you would like to copy and paste text from another source (e.g. Word or PDF document), please use the ‘Formula Bar’.

Please note that if you have entered information into the ORS in a rich text field (i.e. a text field that allows formatting) and exported it to excel, the cell will be locked in excel and you will see the message:
Rich text questions are read only in Excel once they have an answer in the survey.

If rich text fields are blank on export then they are editable in the excel document and the answers can be re-imported. Formatting can then be added in the ORS after.

Excel will not support all types of formatting. On text field there are character limits, which you can see to the right-hand side of each text field. In the example shown below, the character limit for question 1.0 is 5000 characters.

**Date fields**

Dates will display or need to be entered based on your default excel country settings. Once you import the file back into ORS, the data will display as per your ORS cultural settings.

Where a full date is required, if you just enter a year an error will occur, so please ensure that you enter the field in correctly.

**Numeric fields**

For questions that ask for a numeric value, please note the range that the value should fall into which is displayed either to the right or underneath the field. In the example below, the numbers entered in these fields should be higher than 0 and less than 999,999,999.

Numbers will display as per your default excel country and number format settings. Once you import the file back into ORS, numeric data will display as per your ORS cultural settings.

Some questions contain auto-calculation fields which are only displayed in the ORS and not in the excel. These calculation fields are displayed as ‘Import to view calculation’ text.
Drop-down selection fields

To make a selection in a drop-down field, first click the field and then click the arrow on the right to see the full list of options. Please note when selecting ‘Other’ an additional text box will appear beneath the field, where you are encouraged to provide an explanation.

Check-box fields appear slightly differently in the excel export to the ORS, as they are shown as one field per option, with ‘Yes’ and ‘No’ drop-down options. Please note ‘No’ is the default selection here, which indicates an un-selected checkbox.

Add-row table questions

Add-row tables will appear with a pre-defined number of blank rows. This allows you to complete more rows of data as needed. You can identify the blank rows as those with 'New row 1', 'New row 2' etc. row headers. Rather than clicking 'Add row' as you would do in the ORS, simply complete the data directly in the blank rows made available.

Attachments

Attachments are not visible in the Export.

Adding comments
Additional comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share. Please note that comments submitted on public responses will be public on your CDP response. Comments can be added into the excel file where you see a small red arrow in the top right-hand corner. You will have a maximum of 1000 characters.

Import your response to the ORS

To reimport your response from excel into the ORS, select import at the top of the screen. Once selected, use the file finder to upload your file and click OK. Please ensure your excel document you are re-importing is saved as the format of ‘xlsx’.

Select ‘all pages’ or the section you wish to import and check the Import map is set to Standard.
Click OK, if the import has been successful you will see the following screen. Please note that even if some fields fail, the successful fields will still have imported into the ORS.

If the import fails, please download the import results file. In the import results file, look for the cells with the red triangle in the corner this indicates an error. Please review and amend the error in a new excel export and import this.

Please be aware some questions in the excel may be hidden in the ORS if your answer to a lead question renders them hidden in the ORS. In the excel it is possible to enter invalid dropdown answers based on the conditional logic. Please check through answers carefully once imported.

Your imported answers will now be displayed in the ORS. Your imported answers will be reflected in the Answer Audit Log.

**Excel import best practice:**

- Only use each excel import sheet once to avoid duplicate rows in ‘Add row’ questions. If you need to do another import simply take a new excel export first.
- Only use the excel import sheet for the response you exported it from. Sheets cannot be shared between responses.
If it has been a long time since you took your excel export and your import fails, then you may need to take a new export.

Ensure mandatory questions are completed when importing into the ORS.

Make sure to double-check your data before importing.

GHG Data Upload

This feature allows you to automatically import the GHG emissions data from your inventory file (CIRIS Emissions Inventory or GPC Tool Emissions Inventory), in relation to question 4.6b. This feature works for versions 1.7 and 1.9 of the GPC Tool Emissions Inventory but may not work for other versions. This question will only show if you have ‘Global Protocol for Community Scale Greenhouse Gas Emissions Inventories’ selected in 4.3 and ‘No – continue reporting using the GPC format’ to 4.3a.

1. Ensure the file you are importing is saved in either .xls or .xlsx format. Binary formatted or macro-enabled excel spreadsheet cannot be uploaded. The CIRIS and GPC tool templates are macro-enabled spreadsheets, so in order to upload the data, you will have to save the file in either .xls or .xlsx format locally on your computer first.

2. Second, upload your file using the Import button at the top of the screen.

3. Select the page of the questionnaire to upload your emissions to i.e. City Wide Emissions.

In the ‘Import map’ field, select the format of the emissions inventory template you are using, either CIRIS (City Inventory Reporting and Information System) or GPC Tool Emissions Inventory.

Select ‘Overwrite existing data/comments when import cell//comment is empty’ and click ‘OK’.
4. If your import is successful, you will see the following screen. You will see the number of data points imported. Your answers will now show your ORS response.

5. Check all answers have been correctly imported and look correct in your CDP response by navigating to 4.6b. Excel automatically rounds numbers and checks the numerical data is exact when imported.

Please note that comments and notation keys from the Excel file will not be automatically uploaded to your CDP response, so you will have to enter these manually. If you select ‘NO’ (Not Occurring) as a notation key, please add a comment to question 4.6b in the column ‘Where data is not available, please explain why’ with your explanation.

Submitting your response

Prior to submitting a questionnaire, you are strongly encouraged to review your response, paying attention to:

- **Spelling, grammar, and figures** (e.g. emissions figures if applicable) are correct.
- Your answers adhere to the relevant reporting guidance document.
- Completeness: please make sure to answer as many questions as you can, even if the answer is ‘no’ or ‘I don’t know’.
- Web links and cross references are **not** used to answer questions.
- The value ‘Other’ is selected in the dropdown list **only if** no other option fits your required value.

Only the Main User can submit the response and is therefore the only user that can see the submit button. If you need to change the Main User, the current Main User can do this via their cities dashboard, otherwise please contact cities@cdp.net or your local contact.

Making your submission choices

Before you can submit your response, you will be required to confirm:

- The language you are submitting your response in;
Acceptance of the terms for responding; and
How CDP should handle your response (public or non-public).

**How to submit your response (Main User only)**

1. Navigate to the ‘Submit your response’ page at the end of the online questionnaire:

2. Select the **language** you are submitting your response in:
   - In which language are you submitting your response?
   - English
   - Clear selection

3. Read and accept the Terms and Conditions and tick the box.
   - Please read and accept our Terms and Conditions.
   - I have read accept the Terms and Conditions

4. Indicate if you wish your response to be **public or non-public**.

   For more information on the differences between a public and a non-public response, please see the Terms & Conditions that apply to the response you are submitting. You may also wish to view the **Privacy Policy**.

   For GCoM-committed cities, please note that all Global Covenant of Mayors data points will be treated as public, therefore you will not have an option to respond as non-public.

5. The **final step** is to scroll to the top of the page and click ‘Submit’.

**Submission trouble shooting**
You will get a red ‘submit failed’ notification in the corner if you try to submit your response and have errors in your response:

- without having completed all mandatory fields.
- with fields that have a value that is out of range.
- with fields that exceed the character limit.
If you click on the errors and warnings button, a pop-out box will show the list of errors (red) and warnings (yellow). If you click an error or warning it will take you to that field in the ORS for you to amend. Once the errors or warning is resolved it will disappear from errors and warning list.

You will be able to submit once all errors are resolved. Please note that warnings do not prevent you from submitting.

Submission confirmation
Clicking ‘Submit’ will take you to the ‘Thank you for your submission…’ page.
You will also receive an email from CDP confirming the submission and with information on next steps.

**Your dashboard after submitting your response**

After submitting navigate back to your response dashboard and under the Cities block you can see that you have successfully submitted your response by the ticks as shown below. Please note this can take a few minutes to update after your submission and you will see circles instead of ticks. If you do not see ticks within 1 hour of submitting please email your local CDP contact or cities@cdp.net.
Amending your response

Making a change to your response is free of charge and can be made before or after the reporting deadline. However, changes made to a response after the reporting deadline may not be included in analysis or scoring, as this will be underway.
If you need to make a change to your questionnaire response, please navigate to ‘Latest Submission Details’ in your Cities 2020 block and click ‘Amend Submission’. You will then get a message:

Amendment has been requested

Please refresh the page, then your dashboard screen will change (shown below) from ‘Completed’ to ‘Amendment in Progress’ with the ‘Continue’ button (this may take a couple of minutes). Your response will stay in ‘Amendment in Progress’ until you resubmit, so please resubmit as soon as possible.

Once you access the ORS again from the dashboard, you may navigate the questionnaire as if it were unsubmitted, making the necessary change(s). When complete, click the ‘Submit Amendments’ button.

Viewing your response

After submitting you can view your submitted response in two ways:

In the ORS as a snapshotted response
If you wish to view your submitted response in the ORS, first navigate to your response dashboard. Expand the questionnaire block and click the option to ‘view submission’.
Once in the ORS, to ensure you are viewing your submitted response correctly, navigate to the workflow audit log.

From here you can view your submission. You may see multiple submissions, e.g. if you have submitted amendments, so you can choose which submission you wish to view. Please note that the audit log is in chronological order with the newest changes at the top.

As a formatted response from Scores and Responses
You can view your submitted response in a web page viewable format (known as a ‘formatted response’) from your dashboard. Please allow up to 48 hours after submission for this to be processed.

Navigate to the ‘Scores and Responses’ block. Select the questionnaire within the ‘Response’ column to open the response in a new window.
You will be able to see your entire response, including all project-specific questions (if relevant) and the submission page.

- The submission page will always be hidden to any users not within your organization.
- If you submitted your response privately, your formatted response will only ever be visible to users in your organization.
- Currently all cities responses are scored privately, hence the ‘score’ column says ‘not scored’.

The response will include all questions which were shown to you in the ORS even if no information was entered. Additionally, if a row or column was not shown to you in a table, e.g. a row for a particular sector that does not apply to your organization or because a previous selection determined that the column was hidden, it will appear in the formatted response as `<Not applicable>.

Single select questions (i.e. it is not a multiple-choice question, so you can only make one selection) will show as ‘Please select’ if no answer was selected in the ORS.

The menu on the left-hand side is expandable, click on the arrows to view questions within that module and navigate around your response. You can also export your response to PDF.
Further help

For more information on responding through CDP please see the guidance links throughout the ORS and the guidance page of our website.

If you have any problems in accessing or using the ORS, you can check our FAQs, or email your local CDP contact or cities@cdp.net with full details (and screenshots) of your issue.
Appendix I: Project memberships

For more information on project memberships, please see the section [here](#).

<table>
<thead>
<tr>
<th>Partner</th>
<th>Projects</th>
<th>Project description</th>
<th>Available to opt-in?</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACEEE</td>
<td>ACEEE’s City Clean Energy Scorecard</td>
<td>CDP is the reporting platform for ACEEE’s City Clean Energy Scorecard. The Scorecard measures the progress of city policies and programs that save energy, promote renewable energy, and reduce greenhouse gas emissions.</td>
<td>No</td>
</tr>
<tr>
<td>C40</td>
<td>C40 Cities questions</td>
<td>C40 is a network of the world’s megacities taking action to address climate change. C40 supports cities to collaborate effectively, share knowledge and drive meaningful, measurable and sustainable action on climate change. It has been created and led by cities and is focused on tackling climate change and driving urban action that reduces greenhouse gas emissions and climate risks while increasing the health, well-being and economic opportunities of urban citizens.</td>
<td>No</td>
</tr>
<tr>
<td>CDP Cities</td>
<td>CDP Cities questions</td>
<td>CDP Cities provides the global platform for cities to measure, manage and disclose their environmental data. We work with over 625 cities measuring and disclosing environmental data each year to manage emissions, build resilience, protect themselves from climate impacts and create better places for people to live and work. Insight informs action and disclosure is the first step on the journey to building sustainable low-carbon cities aligned to a 1.5°C pathway.</td>
<td>No</td>
</tr>
<tr>
<td>CDP</td>
<td>Matchmaker</td>
<td>Matchmaker is a global initiative to showcase urban climate infrastructure projects to investors and financial market participants. Matchmaker serves as a clearinghouse for municipal projects that support climate change mitigation and adaptation efforts and is free for local governments. Opt-in if your city is interested in being considered for participation in Matchmaker.</td>
<td>Yes</td>
</tr>
<tr>
<td>Global Covenant of Mayors Europe</td>
<td>Covenant of Mayors for Climate &amp; Energy (GCoM)</td>
<td>CDP is a recognized reporting platform to the Global Covenant of Mayors for Climate &amp; Energy (GCoM), alongside the EU Covenant of Mayors platform. GCoM is an international alliance of thousands of cities and local governments supporting voluntary action to combat climate change and move to a low emission, resilient society.</td>
<td>Yes</td>
</tr>
<tr>
<td>GCoM (regional)</td>
<td>GCoM (regional)</td>
<td>The CDP-ICLEI Unified Reporting System (CDP-ICLEI) is a recognized reporting platform to the Global Covenant of Mayors for Climate &amp; Energy (GCoM). GCoM is the largest global alliance for city climate leadership, uniting a coalition of more than 10,000 cities and local governments.</td>
<td>Yes</td>
</tr>
<tr>
<td>ICLEI - Local Governments for Sustainability</td>
<td>100% Renewable Energy Campaign</td>
<td>The 100% Renewable Energy Cities and Regions Network supports the renewable energy transition in cities, towns and regions around the globe. It supports local and regional governments to set and achieve 100% RE commitments. This includes capacity building offers, peer learning and exchange opportunities, technical guidance, a reporting platform to track progress, a project pipeline and support to pitch projects to potential investors, and access to relevant research and findings. The network is managed by ICLEI and is part of the Global 100% RE Platform. There is no fee to join the network.</td>
<td>Yes</td>
</tr>
<tr>
<td>carbonn Climate Registry</td>
<td>The carbon Climate Registry served as a reporting platform supporting cities, towns and regions in tackling climate change to create transparency, accountability and credibility. From April 2019, local and regional governments will report through ICLEI and CDP's unified reporting system. By streamlining ICLEI's carbon Climate Registry (cCR) and CDP’s reporting platform, reporting will be radically simplified and local and regional governments will receive support from both organizations.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>District Energy in Cities Initiative</td>
<td>The District Energy in Cities Initiative is working to raise awareness on the opportunities and multiple benefits of district energy, communicate best practice and inspire cities to take control of their heating and cooling sector through district energy.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Durban Adaptation Charter</td>
<td>The Durban Adaptation Charter (DAC) commits local governments to climate action in their jurisdiction that will assist their communities to respond to and cope with climate change risks thereby reducing vulnerability.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Ecologistics</td>
<td>EcoMobility is ICLEI's global campaign on sustainable urban mobility, focusing on integrated, socially inclusive, and environmentally friendly transport options.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Ecomobility Alliance</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green Climate Cities</td>
<td>The Green Climate Cities (GCC) Program offers cities a proven process methodology for walking step-by-step toward climate neutrality. This methodology and its associated Measuring, Reporting and Verification (MRV) framework were tested by the cities engaged in the Urban-LEDS project.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>The Building Efficiency Accelerator</td>
<td>The Building Efficiency Accelerator (BEA) is a public-private collaboration that turns global expertise into action to accelerate local government implementation of building efficiency policies and programs.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>The Climate and Clean Air Coalition</td>
<td>The Climate &amp; Clean Air Coalition is the only global effort that unites governments, civil society and the private sector to improve air quality and protect the climate by reducing short-lived climate pollutants across sectors.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>The Japan carbonn</td>
<td>The Japan registry began as a national supplement to the global carbonn Climate Registry and supports</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>Description</td>
<td>Result</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------</td>
<td></td>
</tr>
<tr>
<td>Climate Registry</td>
<td>Japanese cities in reporting their climate data and driving climate action.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Transformative Actions Program</td>
<td>The Transformative Actions Program (TAP) aims to catalyze and improve capital flows to cities, towns and regions and strengthen the capacity of local and regional governments to access climate finance and attract investment.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Urban-LEDS II</td>
<td>The Urban-LEDS II project, aims to enhance the transition to low emission urban development by guiding local governments in the Global South to integrate low-carbon strategies into all sectors of urban planning and development.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Union of the Baltic Cities</td>
<td>Union of the Baltic Cities (UBC) is a leading network of cities in the Baltic Sea Region with around 100 Member Cities from Denmark, Estonia, Finland, Germany, Latvia, Lithuania, Norway, Poland, Russia and Sweden. Founded in 1991 in Gdańsk, UBC is a voluntary, proactive network mobilizing the shared potential of its member cities. Among others, the aims of the UBC are to promote cooperation and exchange of experiences between cities in the region to advance and deliver sustainable urban solutions and quality of life.</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
Appendix II: Cultural Settings

For more information on how cultural settings work, please see the section here.

Default cultural settings based on language/location:

<table>
<thead>
<tr>
<th>Language</th>
<th>Cultural Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Within UK &amp; EU: English (United Kingdom)</td>
</tr>
<tr>
<td></td>
<td>Outside of EU: English (United States)</td>
</tr>
<tr>
<td>Spanish</td>
<td>Spanish (Spain)</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Portuguese (Brazil)</td>
</tr>
<tr>
<td>Chinese</td>
<td>Chinese (Simplified)</td>
</tr>
<tr>
<td>Japanese</td>
<td>Japanese (Japan)</td>
</tr>
<tr>
<td>French</td>
<td>French (France)</td>
</tr>
<tr>
<td>Korean</td>
<td>Korean (Korea)</td>
</tr>
</tbody>
</table>

All cultural settings available for selection including a full breakdown of the display formats:

<table>
<thead>
<tr>
<th>Cultural setting</th>
<th>Decimal separator</th>
<th>Group separator</th>
<th>Example of numeric question</th>
<th>Date format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese (Simplified)</td>
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