

Getting Started with MSCI ONE and the ESG Issuer Communications Portal

A User Guide for Issuers

October 2023



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MSCI ONE Data Provisioning, which includes our MSCI ESG Issuer Communications Portal (ICP), is a dedicated online portal for the more than 10,000 equity and fixed income issuers in the MSCI ESG Research coverage universe to gain insights into their ESG and Climate profile, access certain ESG Research reports at any time and provide feedback on their data.

In this user guide we share how to gain access to MSCI ONE, tips for sharing data feedback, and troubleshooting resources for a few common technology-related issues. We welcome feedback from issuers at any time during the year and value your contributions.

1. How do I create a new account?

There are a number of ways to create an MSCI ONE account. (The ICP is now embedded within MSCI ONE, so the steps in this guide apply to both.)

Note: There are two account types on MSCI ONE: 1) Guest User access, which allows you to explore some of the free tools available to all users of the platform and 2) Data Provisioning access, which is required for making updates and corrections to your company’s data. The steps in this document are for full Data Provisioning Access in MSCI ONE, inclusive of the ICP.

If a colleague adds you to your company via the MY CONTACTS tab in the ICP, you are automatically granted full access to MSCI ONE, inclusive of the ICP, and no further action is needed. (If this is the case, proceed to section 2 of this User Guide.)

If any of the following scenarios apply, please contact Issuer Communications at esgissuercomm@msci.com to set up your MSCI ONE Data Provisioning user account:

- You are a first-time user on behalf of your company (whether your company is new to our coverage universe or you are new to your company)
- You have no account with MSCI ESG Research (Guest User or otherwise)
- You have never engaged with MSCI ESG Research
- You otherwise need support in gaining Data Provisioning access

1.1 Open MSCI ONE in **Chrome/ Firefox** – <https://one.msci.com>

Note: We recommend accessing MSCI ONE in a Chrome or Firefox browser. Internet Explorer 10 or 11 is also an option. However, the platform will not function properly on older versions of IE, including IE 8 or 9.

1.2 If you have an existing username and password for other MSCI platforms, please use those credentials to access MSCI ONE. If not, please proceed to Step 1.3.

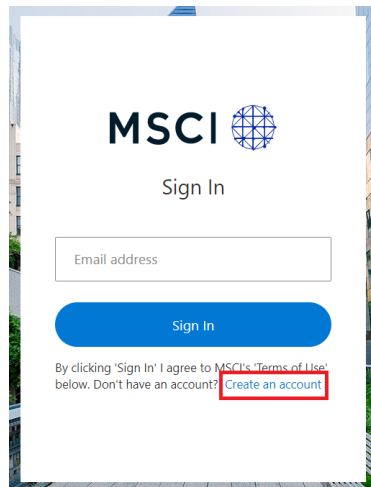
1.3 When you reach out to Issuer Communications to gain MSCI ONE Data Provisioning access:

Issuer Communications will confirm your first name, last name, email and country. If you choose to create a Guest User account in the meantime, please use the same email address.

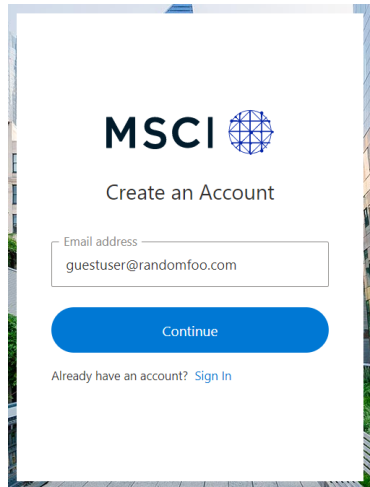
Issuer Communications will send you an email confirming your access. You may also receive an automated email prompting you to create or finalize your account credentials – the final step in gaining MSCI ONE Data Provisioning access.

If you are curious about the MSCI ONE platform and wish to explore prior to your account being confirmed, you can follow the steps outlined below to create a Guest User account. (Remember to use the same credentials.) Guest User access provides a way to explore the MSCI ONE platform before gaining Data Provisioning permissions.

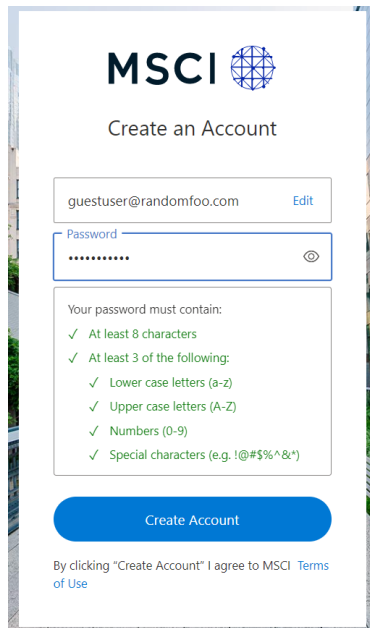
1.4 Open the MSCI ONE link in **Chrome/ Firefox** - <https://one.msci.com> and click on “Create an Account”



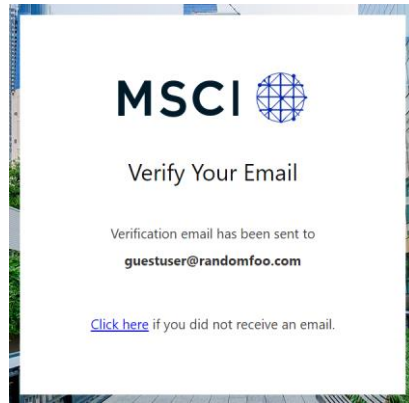
1.4a Provide your email address (the same as you shared with Issuer Communications in 1.3) and click the “Continue” button.



1.4b Enter a password and click on “Create Account”

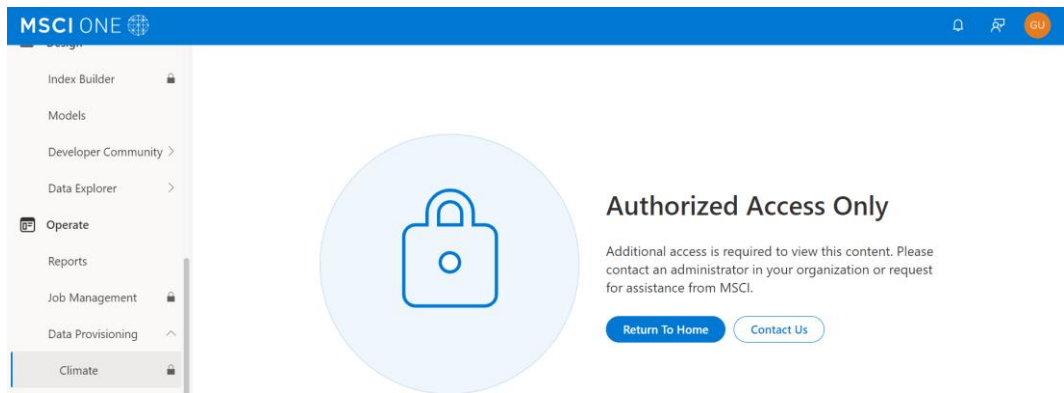


1.4c Verify your email to complete your registration



1.4d Upon successful verification, you will need to login again. To do this, enter your credentials and complete your user profile by entering your First and Last Name in the appropriate fields.

Until you are assigned MSCI ONE Data Provisioning access, you will see a lock next to the Climate tab under Operate > Data Provisioning.



1.5 Once the Issuer Communications team confirms your access via email, go back to the MSCI ONE homepage to finish activating your account. For additional guidance navigating MSCI ONE, explore our [navigation guide](#) and [demo video](#).

2. How can I reset my password?

Once you have successfully registered, if you happen to forget your password, follow the steps below to reset it.

2.1 Open the MSCI ONE link in **Chrome/ Firefox** - <https://one.msci.com>

2.2 Click on Forgot your password and follow the prompts



MSCI 

Sign in

Email address

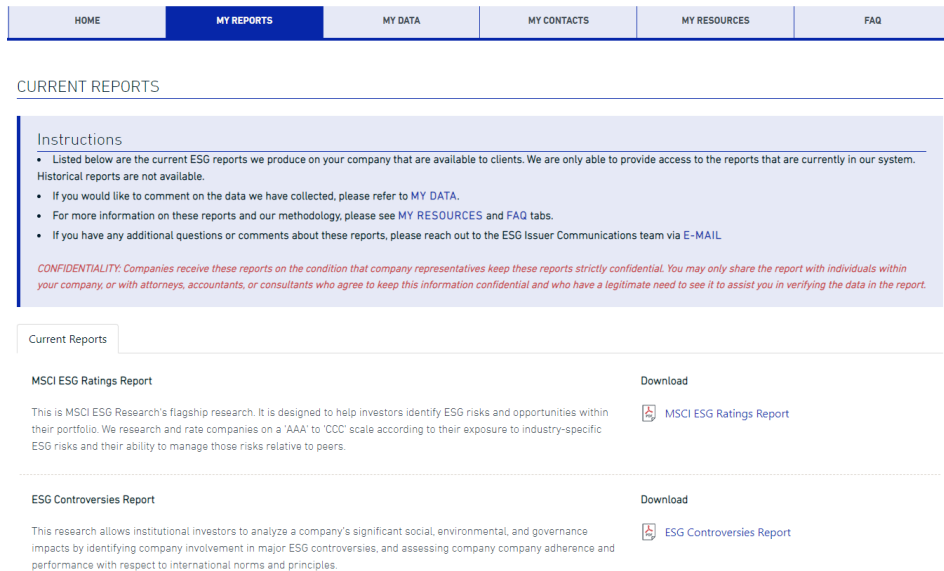
Password

Forgot Your Password?

By clicking "Sign In" I agree to the MSCI [Terms of Use](#)

3. Where can I find my company’s MSCI ESG reports?

In MSCI ONE, navigate to Operate > Data Provisioning > ICP. Under the “MY REPORTS” tab, you can download the latest copies of the available MSCI ESG reports for your organization.



HOME MY REPORTS MY DATA MY CONTACTS MY RESOURCES FAQ

CURRENT REPORTS


Instructions

- Listed below are the current ESG reports we produce on your company that are available to clients. We are only able to provide access to the reports that are currently in our system. Historical reports are not available.
- If you would like to comment on the data we have collected, please refer to MY DATA.
- For more information on these reports and our methodology, please see MY RESOURCES and FAQ tabs.
- If you have any additional questions or comments about these reports, please reach out to the ESG Issuer Communications team via E-MAIL.


CONFIDENTIALITY: Companies receive these reports on the condition that company representatives keep these reports strictly confidential. You may only share the report with individuals within your company, or with attorneys, accountants, or consultants who agree to keep this information confidential and who have a legitimate need to see it to assist you in verifying the data in the report.

Current Reports

MSCI ESG Ratings Report Download

This is MSCI ESG Research's flagship research. It is designed to help investors identify ESG risks and opportunities within their portfolio. We research and rate companies on a 'AAA' to 'CCC' scale according to their exposure to industry-specific ESG risks and their ability to manage those risks relative to peers.  MSCI ESG Ratings Report

ESG Controversies Report Download

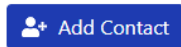
This research allows institutional investors to analyze a company's significant social, environmental, and governance impacts by identifying company involvement in major ESG controversies, and assessing company company adherence and performance with respect to international norms and principles.  ESG Controversies Report

4. How can I update contacts in the MSCI database?

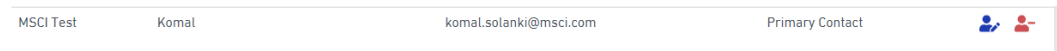
If you are an active user of the ICP, you can add, modify or delete colleagues' accounts. Please note that this is the easiest way to give your colleagues access to MSCI ONE, inclusive of the ICP. Please go to the "MY CONTACTS" tab and following the below steps:



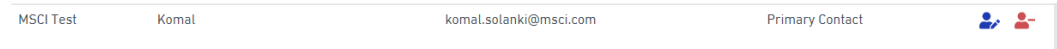
Add a new contact: Please click on the "Add Contact" button.



Modify an existing contact: Please click on the blue icon.



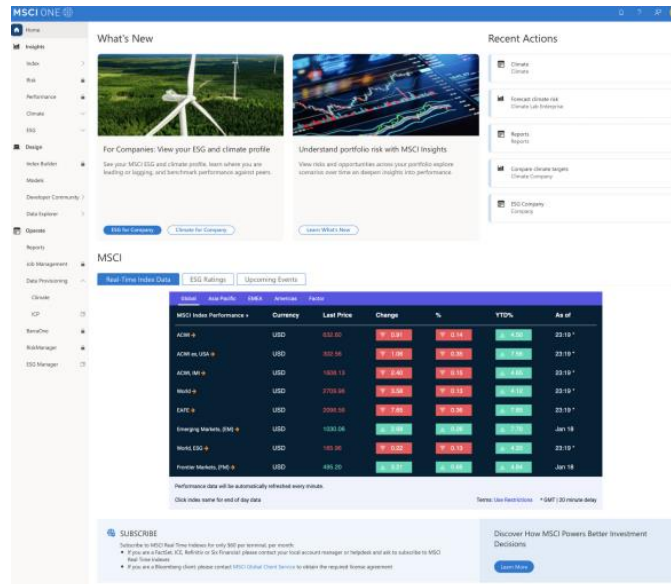
Delete a contact: Please click on the red icon



5. How can I provide feedback on data collected by MSCI ESG Research?

5.1 Determine whether your feedback pertains to Climate or to another data category, as this will guide where to go

All data feedback goes through MSCI ONE Data Provisioning. From the MSCI ONE homepage, navigate to Operate > Data Provisioning. Here you'll select Climate to provide Climate-related data feedback, or ICP to provide feedback on all other data categories.



Navigate to the MSCI ONE Data Provisioning > Climate tab to provide feedback on your Climate data.

Navigate to the MSCI ONE Data Provisioning > Climate > ICP > “MY DATA” tab to provide feedback on all other data categories. You can also explore the Issuer Academy and our additional resources such as our FAQs (Frequently Asked Questions) from the ICP homepage.

5.2 The definitions for data feedback are the same across both MSCI ONE and the ICP

MSCI Value: MSCI assessment

Issuer Value: If you wish to propose another value, please select the most relevant option from the drop-down options and provide values where there is a free text field.

Issuer Fiscal Year: Please use this box to enter the year for which you are providing data.

Source Link: MSCI uses only publicly available information. Please add the source weblink of the disclosure to support your proposed value.

Source Date: This date represents “as of” when your source was published.

Is it an update? OR Is it a correction?

- A) **Is it an update?** An updated value is available based on new filings or disclosures not yet reviewed by MSCI ESG analysts. The update will be processed according to our methodology.

- B) Is it a correction? A data update may qualify as a correction if the value as reported in the Fiscal Year reviewed and assessed by MSCI ESG Research is incorrect or incomplete. If the date of disclosure is more recent than the Fiscal Year shown for the respective data point, the feedback will be processed as a standard update, not as a correction.

For a data correction, the MSCI Fiscal Year and the Issuer Fiscal Year must be the same in order to successfully submit your feedback.

Note: MSCI ESG Research reserves the right to reclassify a correction submission as a standard update should it not qualify as a correction according to our definitions.

5.3 In MSCI ONE, you'll see all saved updates under the relevant accordion. If you wish to have colleagues review your edits prior to submission, you can invite them to do so at this time. When you're ready to submit all your saved drafts, click "Bulk Submit" in the top right corner.

In order to submit your data feedback, you must acknowledge that you understand our definitions of updates and corrections, as described above.

In the ICP, once you have added comments, click on "Submit." Please ensure that you have reviewed all relevant data prior to submitting comments.

While we welcome feedback at any time, in order to avoid any confusion while processing your feedback, we kindly request that you refrain from providing additional comments until all previous submissions have been reviewed and resolved.

6. How long will it take MSCI to review my feedback submission?

The feedback is reviewed by MSCI analysts and follows a standard data review cycle. The review of submissions is conducted in batches, and update notifications are sent upon completion of the feedback review. The turnaround time for review depends on the volume of feedback that MSCI analysts have received at any given period. Please visit the Data Provisioning page in MSCI ONE and the MY DATA tab in the ICP to see the current estimated review turnaround times for any feedback submitted for each data type. More information about our process can also be found on our ESG Issuer Academy and through our publicly available [MSCI ESG Methodologies](#).

7. Data review categories

The following MSCI Action Category Definitions can be found in MSCI ONE. Go to Operate > Data Provisioning > Climate > Definitions (in the top right corner).

Accepted - Data Update - Revision

Based on review of company feedback, we have made an update to our assessment of the relevant indicator.

Accepted - Data Update – Partial Revision

Based on review of company feedback, we have made an update to our assessment of the relevant indicator. However, the update may not reflect the entirety of the data provided by the company.

Accepted - Data Update - New Data

We have updated the relevant indicator to reflect this new information.

Accepted - Technical Issue

We have identified a technical issue impacting this indicator and are investigating its resolution. Once we have resolved this issue, the update will be incorporated into the analysis and you will receive another notification inviting you to review any updates to your company’s data and assessment.

Not Accepted – Does Not Meet Methodology Criteria

Pursuant to our methodology, the comments and information provided are not sufficient to warrant an update to the relevant indicator at this time. This could be because the provided disclosure is not related to a relevant indicator used by MSCI ESG Research or it does not cover the scope of the policy/program/committee/efforts pertaining to this indicator, e.g., the company conducts employee satisfaction surveys but there is no information specifying the frequency; or, the company has programs to reduce water usage in its supply chain but there is no indication of whether the program covers all or selected suppliers.

Already Considered - Information Already Considered in Assessment

This information has already been reviewed, considered, and incorporated where applicable, into our evaluation of the company. No further changes are warranted to this indicator, pursuant to our methodology.

Not Accepted - Information Outside Scope

Pursuant to our current methodology, the comments and information provided are outside the scope or not relevant to our assessment of this indicator.

Not Accepted - No Public Disclosure Identified

We are unable to accept the comment for this indicator due to lack of supporting documentation in the public domain. Please note that we only rely on publicly available information.

MSCI Classifications (See 5.2 and 5.3)

Correction: MSCI ESG analysts have confirmed that the data submitted will be treated as a correction.

Update: MSCI ESG analysts have classified the feedback as a timing update, which means these are based on new disclosures not reviewed by MSCI yet. Timing update submissions will be reviewed by our analyst team along with any other feedback, according to current turnaround times. You will receive an additional notice once the timing update feedback has been reviewed.

8. Basic Troubleshooting tips

A) UNAUTHORIZED MESSAGE:

During first time registration if you receive an “Unauthorized” email error message, please click on “E-MAIL”, and provide details as specified in the email template.

B) BLANK PAGE:

If you see a blank page post logging in, it’s possible this is because you are using Internet Explorer. Please use Chrome/ Firefox browsers.

C) PAGE NOT LOADING:

If the site is not loading, please go to browser history, clear cache and cookies, open a fresh browser and try accessing the portal again.

Please refer to the cache and history browsing guide on how to clear cache and cookies:
<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

D) ANY OTHER TECHNICAL ISSUES

If you encounter any other technical difficulties in accessing the platform, please email esgissuercomm@msci.com

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