THESIS®

BY THE SUSTAINABILITY CONSORTIUM

2022 THESIS
Supplier Survey Summary Report

Published 2023

Summary

On January 10th, a 19-question survey was sent to suppliers who purchased a THESIS license in 2022. The objectives of the survey were to:

- **Gain insights into THESIS respondent user experience**

- **Gather supplier feedback**

- **Identify most common pain points for suppliers**

- **Use as information to support retailer relationships and enhance functionality of THESIS**

- **Gather receptiveness and contact information for potential follow-up interviews of suppliers**

TSC staff will utilize survey responses and analysis to inform strategic and tactical changes to THESIS 2023.

Number Contacted	Number of Responses	Response Rate
1541	167	10.8%

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Survey Insights – Executive Summary

High-level findings of survey include:

Overall satisfaction with user experience on SupplyShift platform; TSC strategic need to i**ncrease trainings for suppliers** and knowledge sharing around subject matter expertise with a special focus on simplifying/building out KPI Guidance; and an industry need for **better resources** around data collection and calculating responses.

- 73% of respondents felt prepared and confident to complete their assessments before the deadline (152 responses)

Positive feedback on user experience on SupplyShift platform:

- 86% Agreed that they found it easy to set up their accounts and purchase a 2022 THESIS license on SupplyShift (150 responses)
- 78% Agreed that they found the THESIS on SupplyShift platform easy to navigate (149 responses)

Most common supplier pain points and support needs across open text questions:

- More support collecting data & calculating responses (4)
- More training and support understanding content & sustainability subject matter expertise (4)
- THESIS Content (4) - Make THESIS KPIs and response options relevant to my company (3)

Top 5 supplier pain points (percent of total identified) (Q13 - 101 responses):

- Data Collection – 27%
- Calculating responses – 16%
- Understanding Content – 13%
- Not all KPIs were applicable to my organization – 9%
- No relevant response option – 4%

Top 3 questions with highest positive responses:

- 86% Agree: Q5 - I found it easy to set up my account and purchase a 2022 THESIS license on SupplyShift (150 responses)
- 78% Agree: Q6 - I found the THESIS on SupplyShift platform easy to navigate (149 responses)
- 76% Agree: Q7 - I was able to complete my assessments accurately and effectively (150 responses)

Questions with highest negative responses

- 22% Disagree: Q4 - The Sustainability Consortium (TSC) provided useful resources that made a difference to my organization's completion of THESIS (149 responses)
- 20% Disagree: Q2 - THESIS results and scorecard provided valuable information for informing my organization's sustainability and risk management programs. THESIS provided actionable insights into my sustainability performance (150 responses)
- 20% Disagree: Q8 - Overall, I am satisfied with the THESIS assessment experience (150 responses)

Multiple Retailer Sharing: 66% percent of respondents responded that they shared with multiple retailers (61 responses)

If you didn't share with multiple retailers, why? (17 responses)

- 76% - Retailer Signaling/Requests

- 12% - Plan to share THESIS data outside of THESIS system

- 12% - I don't understand the value of THESIS

Trained Service Providers: 66% Did Not Utilize a Trained Service Provider (TSP) and 15% didn't know what a TSP is. Only 18% Utilized a Trained Service Provider (12% found them helpful) (122 responses)

Time Commitment to complete THESIS Assessments (99 responses):

- 20 hours or less: 38%

- 40 hours or less: 23%

- 100 hours or less: 16%

- More than 100 hours: 9%

Top 3 resources suppliers found helpful (106 responses):

- KPI Guidance – 46%

- THESIS Help Center – 18%

- TSC Helpdesk – 8%

Survey Insights – Summary and Detailed by Survey Question

The table below shows the highest-percentage of suppliers who agreed with the questions Q1-Q8. The three questions with the highest percentage of respondent agreement are highlighted in green and the three questions with the highest percentage of respondent disagreement are highlighted in yellow.

Percent Agree	Percent Disagree	Number of Responses	Question
86	5	150	Q5 - I found it easy to set up my account and purchase a 2022 THESIS license on SupplyShift.
78	7	149	Q6 - I found the THESIS on SupplyShift platform easy to navigate.
76	13	150	Q7 - I was able to complete my assessments accurately and effectively.
73	16	152	Q1 - When the assessment window opened, my team felt prepared and confident to complete our assessments before the deadline.
62	20	150	Q8 - Overall, I am satisfied with the THESIS assessment experience.
59	18	149	Q3 - THESIS is relevant to my business and provides value to my business.
57	20	150	Q2 - THESIS results and scorecard provided valuable information for informing my organization's sustainability and risk management programs. THESIS provided actionable insights into my sustainability performance.
49	22	149	Q4 - The Sustainability Consortium (TSC) provided useful resources that made a difference to my organization's completion of THESIS.

Supplier Pain Points and Support Needs Analysis

The top five most commonly cited support needs or pain points per question are noted below and coded by color. Across these three questions, the number of times each category was included was tallied and the top three topics were ranked:

- Training & Sustainability Expertise - purple
- THESIS Content Needs – green
- Data Collection & Analysis – peach
- THESIS Timeline - yellow

Most Common Supplier Pain Points and Support Needs Cited Across Relevant Open Text Survey Questions:

1. **More support collecting data & calculating responses**
2. **More training and support understanding content & sustainability subject matter expertise**
3. **THESIS Content - Make THESIS KPIs and response options relevant to my company**

Q13 (Pain Points)	Rank	%	Q15 (Support Needed)	Rank	%	Q16 (Sustainability priorities)	Rank	%
Data Collection	1	25%	More training & tailor trainings to level of expertise	1	15%	Support collecting data up the supply chain	1	14%
Understanding Content	2	13%	Support understanding content	2	12%	Training on sustainability subject matter expe rtise	2	13%
Calculating responses	3	12%	Give clear recommendations and guidance for improving scores, including examples	3	9%	Balancing sustainability with business requirements	3	8%
Not all questions applicable to my organization	4	6%	Support data collection	4	8%	GHG Emissions Reductions	4	7%
No relevant response option	5	5%	Make THESIS KPIs and assessments relevant to my company	4	8%	Supplier knowledge sharing	5	5%
			More time to respond	5	5%			
			Industry standardization	5	5%			