



Frequently Asked Questions

My email verification did not arrive.

Please allow a couple of minutes for the verification email to come through. If you still cannot find it, including checking your spam/junk folder, please contact support@thedisruptionhouse.com with your company name and date of registration for us to help you out.

I did not get my TDH ESG assessment link.

Please allow a couple of minutes for the verification email to come through. If you still cannot find it, including checking your spam/junk folder, please contact support@thedisruptionhouse.com with your company name and date of registration for us to help you out.

How long will it take for my link to arrive?

You should receive a link to your ESG survey within 5 minutes. If you still cannot find it, including checking your spam/junk folder, please contact support@thedisruptionhouse.com with your company name and date of registration for us to help you out.

I clicked "Done" before I finished. Can I retake the survey?

Once you click "Done" at the end of the ESG survey, it locks and submits your answers. If it was an error and you would like to retake the survey, please reach out to support@thedisruptionhouse.com with your company name and date of registration and a member of our team will get back to you.

How do I share my survey with my team members for input?

If you prefer to share the survey with multiple team members for collaborative responses, please contact us at support@thedisruptionhouse.com. We will provide you with an Excel copy of the assessment which can be completed by your team members and then transcribed into the online assessment.

How do I get help with filling in the survey?

There are no right or wrong answers. The survey is looking to discover what your level of understanding is of ESG practices and whether you are implementing them in your organisation. This will help you to understand where you are on your ESG journey and to prioritise the next steps to help you grow sustainably and profitably.

I clicked done and my scorecard has not arrived.

You should receive a link to your ESG survey results within 5 minutes. If you still cannot find it, including checking your spam/junk folder, please contact support@thedisruptionhouse.com with your company name and date of registration for us to help you out.

How long does it take for my scorecard to arrive?

Your ESG Scorecard should arrive in your inbox within 5 minutes.

Who can see my scorecard?

Only you can see your scorecard. Your scorecard is stored securely within our systems and will not be shared with anybody without your permission.

How do I download my certificate?

You can download your certificate by right-clicking on the certificate and selecting the "Save Image As..." option.

Where can I use my certificate?

You can use your certificate wherever you wish! Show it off on your website, your company's LinkedIn page or wherever else you want!

How long is my certificate valid for?

There is no time limit on your certificate. However, the capability as recognised on your certificate is valid for 12 months from the date of survey submission.

How do I download my badge?

You can download your badge by right-clicking on the certificate and selecting the "Save Image As..." option.

Where can I use my badge?

You can use your badge wherever you wish! Show it off on your website, your company's LinkedIn page or wherever else you want!

How long is my badge valid for?

There is no time limit on your badge. However, the capability as recognised on your badge is valid for 12 months from the date of survey submission.

How do I share my scorecard?

Please share a PDF copy of your saved scorecard with them.

Can I save my scorecard?

You can save your scorecard by right-clicking on the open scorecard and selecting the "Save As..." option.

How do I get help with reading and interpreting my scorecard?

We have included a handy guide to reading and understanding within the scorecard.

How do I improve my scores?

Whether you are just starting out on the journey, curious to know how you can make a difference, or seeking to advance your sustainability agenda to the next level, TDH can support you with a range of additional services. Our ESG Insight and Analyst reports can help you understand your ESG priorities and help you set a proportionate ESG strategy for your organisation. For more information on products and prices, please visit our website or contact a representative who can discuss solutions best suited to your company's needs.

<https://thedisruptionhouse.com/our-solutions/>

What do I do if I don't agree with my scores?

Your ESG scores are calculated using an extensive scoring algorithm based on your survey responses. If you feel they are not representative of your ESG standing, reach out to support@thedisruptionhouse.com and we can facilitate a conversation with our analysts.

I want my scorecard to be deleted - how do I do this?

You can request The Disruption House to delete your scorecard by reaching out to support@thedisruptionhouse.com with your company name. We will require additional proof of identity to maintain security. For compliance reasons, your underlying data is archived in case of any future enquiry as to why we scored you as we did.

My company information on the scorecard is incorrect. How do I get this corrected?

Please reach out to support@thedisruptionhouse.com if you feel any company data is incorrect on the scorecard.

I didn't get my Alive & Kicking discount code.

You should receive your Alive & Kicking discount code within 10 minutes. If you still cannot find it, including checking your spam/junk folder, please reach out to support@thedisruptionhouse.com with your company name and date of registration.

My Alive & Kicking football did not arrive.

Please reach out to support@thedisruptionhouse.com and tell us when you requested it and where you requested it to be sent. We will investigate the issue for you.