



V.E - Methodology Innovation & Quality  
SEPTEMBER 2021

# Client Satisfaction & Continuous Improvement

V.E, A PART OF MOODY'S ESG SOLUTIONS



# Our Commitment to Client Satisfaction and Continuous Improvement

V.E, a Part of Moody's ESG Solutions, is a global provider of ESG (Environmental, Social and Governance) solutions serving the investor and issuer communities.

Our mission is to equip markets participants with the ESG insights they need to manage risks and better address their social and environmental impact.

To do this, we provide a comprehensive suite of solutions comprised of assessments, data, research, benchmarks and analytics.

To satisfy our clients' needs and expectations, we have set the following quality commitments:

- We will work to improve the timeliness of our assessments and grow our coverage,
- We will continue to invest in our teams and attract new talents,
- We will further improve issuers' experience with V.E,
- We will build towards a sales excellence approach,
- We will continue to invest in our tools and solutions to enhance efficiency and growth,
- We will ensure that V.E's brand is impactful on the market

We will leverage on the quality management system that we have implemented across the Agency and its sites to continuously improve our organisation and processes and will have it regularly reviewed by the Executive Committee and an independent third party

**Sabine Lochmann**

**President**