

**Table 1. The measures that were used in the survey**

<b>Information relevance</b> (Cheung et al., 2008; Lock & Seele, 2016)	
Relev1	The information I obtain from online CSR communications is relevant.
Relev2	The information I obtain from online CSR communications is appropriate.

<b>Information accuracy</b> (Filieri & McLeay, 2014; Rawlins, 2008; Wixom & Todd, 2005)	
Acc1	The information I obtain from online CSR communications is correct.
Acc2	The information I obtain from online CSR communications is reliable.

<b>Information timeliness</b> (Filieri & McLeay, 2014; Rawlins, 2008; Wixom & Todd, 2005)	
Tim1	The information I obtain from online CSR communications is up to date.
Tim2	The information I obtain from online CSR communications is timely.

<b>Source trustworthiness</b> (Newell & Goldsmith, 2001; Shan, 2016; Wang & Scheinbaum, 2018)	
Trust1	I trust online CSR communications.
Trust2	The businesses make truthful claims in their online CSR communications.

<b>Source expertise</b> (Newell & Goldsmith, 2001; Shan, 2016; Wang & Scheinbaum, 2018)	
Exp1	The businesses have a great amount of experience in using online communications.
Exp2	The businesses are skilled in developing online CSR communications.

<b>Attitudes toward information</b> (Erkan & Evans, 2016; Filieri & McLeay, 2014)	
Att1	Online CSR communications are informative.
Att2	Online CSR communications are useful.

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