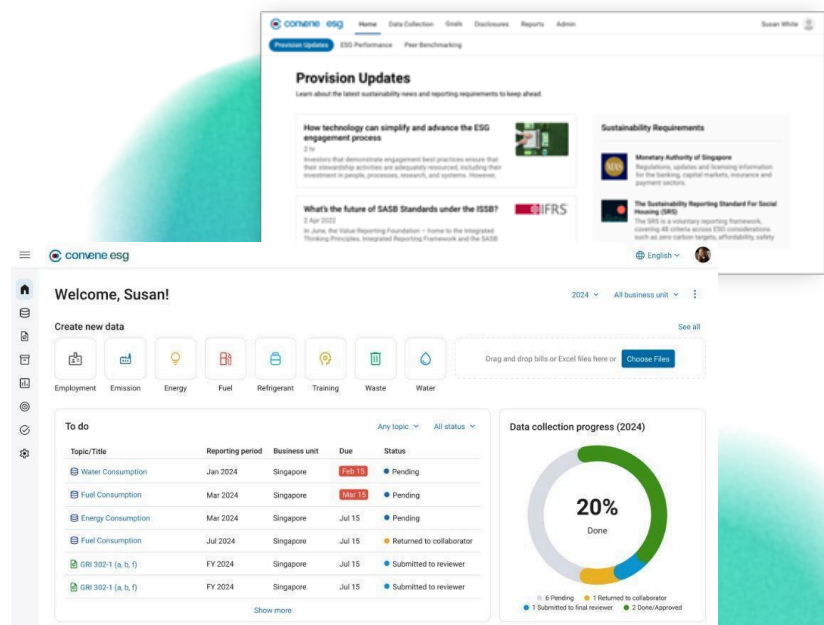


Convene ESG Service Definition (August 2025)

Leadership in Reporting: Enterprise ESG AI Command Centre

G-CLOUD SUBMISSION



1. Overview

1.1. The Ultimate ESG Reporting Solution

Convene ESG offers an end-to-end, AI-powered solution for Environmental, Social, and Governance (ESG) reporting. It empowers organisations to streamline the entire ESG lifecycle—from disclosure review and best-practice recommendations to data collection, performance analysis, peer benchmarking, publishing, and audit readiness.

Leveraging advanced AI and automation, Convene ESG simplifies complex processes, uncovers insights, and enhances decision-making. The platform enables leadership teams to stay in full control of ESG strategy and compliance, reduce reporting burdens, and drive measurable progress toward ESG goals with confidence and clarity.

Our AI-powered V3 platform delivers complete visibility and monitoring of ESG data in a single, secure, consolidated location. The all-in-one system removes the need to switch between applications, thanks to bulk uploads and seamless integrations, creating smoother reporting workflows. Our key capabilities include:

- Digitising the ESG journey by streamlining data and collection workflows;
- Preparing compliant, accurate, and future-proof reports, supported by our global team monitoring framework updates;
- Leveraging AI features such as OCR and automation to minimise human error; and
- Ensuring data traceability for ownership, approvals, accountability, and audit purposes.

Recognising that many organisations have unique requirements, we go beyond an off-the-shelf solution. Our in-house developers, multilingual ESG experts, and dedicated onboarding team provide full customisation and integration to meet specific standards and objectives.

1.2. A Trusted International Brand

Azeus is an Information Technology company with the core business of providing software application solutions to clients. In our years of operation, we have built a solid record in building mission-critical systems such as those for law enforcement and public health authorities, which require more than 99.9% serviceability. Our 34-year track record includes systems development and implementation; with services covering installation, configuration, integration with existing systems, user training, as well as data migration and conversion for smooth transition to our solutions.

One of our most notable products is Convene, a board management software. Since its launch in 2011, we have rapidly expanded our user base and have successfully deployed Convene environments to clients in over 100 countries. Guided by a strong insight into the leadership and governance needs of organisations and with the backing of our innovative and highly trained development team, Convene continues to consistently deliver value to our clients all over the world.

Azeus has made it a point to consistently adhere to the highest quality standards, having attained its CMMI Level 5 certification in 2002. Since then, Azeus' software development processes have consistently been assessed to have maintained this standard.

The Capability Maturity Model Integration (CMMI) is a capability model developed by the Software Engineering Institute along with the US Government and Department of Defense for the purpose of promoting process improvement and efficiency of practices. Achieving the highest CMMI certification (Level 5) is an indicator that a company's processes are stable and mature, ensuring the consistent delivery of quality output and making room for innovation and flexibility.

2. Product Features

2.1. A Centralised Reporting Hub

Our core mission is aimed at delivering a data hub for all ESG related data as a means of providing all stakeholders with a single source of truth for ESG performance monitoring and reporting.

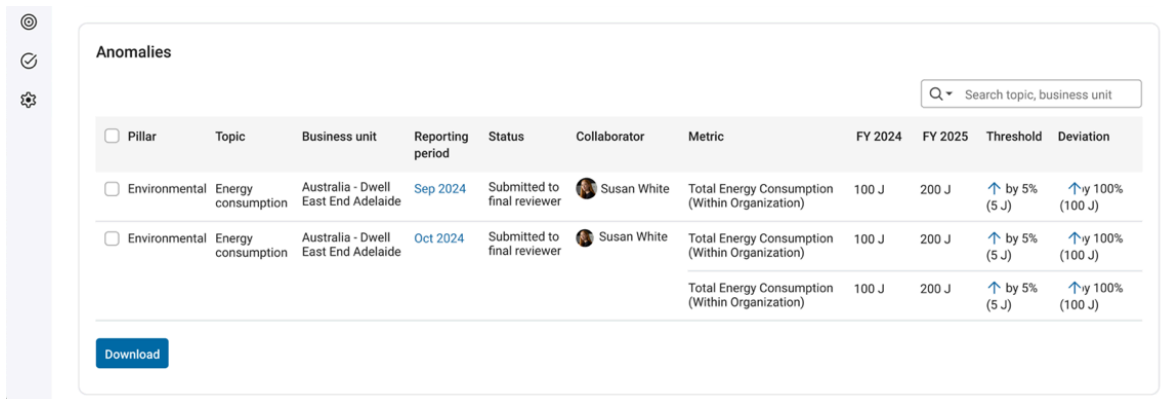
We understand that organisations from all sectors and sizes often must adhere to local, national and international ESG data requests which is why we have been committed to understanding the overlap between reporting frameworks. Through our solution, our clients collect the data once and then report to multiple requests to cut down on data duplication and inconsistencies.

A selection of our most popular frameworks and reporting standards include:

Region	Framework/Reporting Standard (*under development)
Global	GRI, TCFD, SASB, UN SDG's, IFRS S1 + S2, GRESB, TNFD
UK	Streamlined Energy & Carbon Reporting (SECR), Sustainability Reporting Standards for Social Housing, RITTERWALD Certified Sustainable Housing Label
Europe	VSME, CSRD, SFDR*, EU Taxonomy*
Latin America	Normas de Información de Sostenibilidad (Mexico), Stock Exchange NCG 461 Disclosures (Chile)
Asia-Pacific	SGX (Singapore Exchange), Bursa Malaysia Stock Exchange, HKEX ESG Code, Philippines Securities and Exchange Commission, TH SET (Thailand)

2.2. Data Validation and Analysis

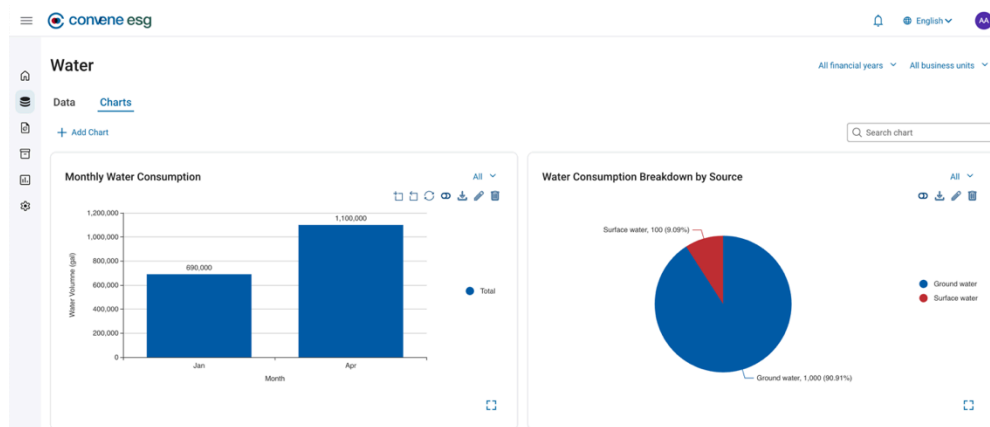
Convene ESG's manual data entry and import functions have been formatted so that only the data needed by the reporting standards the client needs to report to is collected. Additionally, our system also counts with an anomaly detection system to flag any data that requires a review. Here, the client can define the parameters to trigger the anomaly alerts.



<input type="checkbox"/> Pillar	Topic	Business unit	Reporting period	Status	Collaborator	Metric	FY 2024	FY 2025	Threshold	Deviation
<input type="checkbox"/> Environmental	Energy consumption	Australia - Dwell East End Adelaide	Sep 2024	Submitted to final reviewer	Susan White	Total Energy Consumption (Within Organization)	100 J	200 J	↑ by 5% (5 J)	↑ by 100% (100 J)
<input type="checkbox"/> Environmental	Energy consumption	Australia - Dwell East End Adelaide	Oct 2024	Submitted to final reviewer	Susan White	Total Energy Consumption (Within Organization)	100 J	200 J	↑ by 5% (5 J)	↑ by 100% (100 J)
						Total Energy Consumption (Within Organization)	100 J	200 J	↑ by 5% (5 J)	↑ by 100% (100 J)

Download

Data analysis is available for all ESG metrics and can be accessed either through the home page or by navigating through to the specific ESG data topic the user would like to see. For each metric, the client can analyse performance through the various graphs and charts, or drill down by business unit and year for further comparison.



We are planning to roll out an AI-suggested Improvement Opportunities feature to offer even deeper insights for strategic planning and target setting.

2.3. Performance Tracking

Convene ESG has a 'Goals' module that allows the client to establish their targets against their chosen ESG metrics. As shown in the image below, the client can specify the: target value or target %, baseline year, target year, and milestone(s).



New goal

Topic: Energy consumption

Metric: Total consumption

Goal: Decrease by 30%

Target year: 2025

Baseline year: 2023

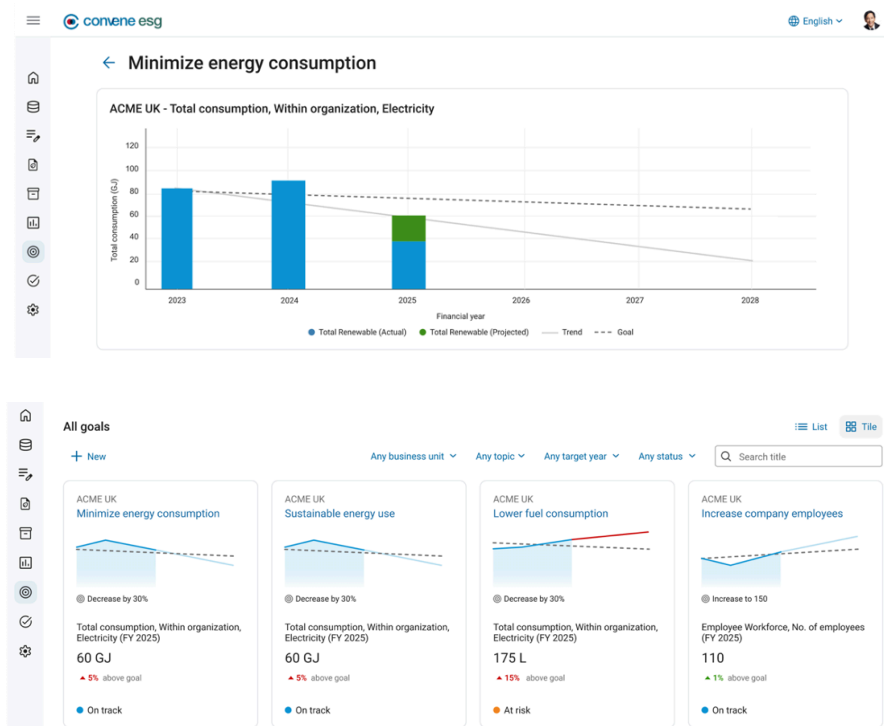
Current year: 2024

Current year deviation: +5% above goal

Goal milestones

Period	Year	Milestone	Value
FY	2025	Decrease by 30%	60 GJ
FY	2026	Decrease by 30%	60 GJ
FY	2027	Decrease by 30%	60 GJ

Following the creation of the target, data related to the metric that is then subsequently uploaded onto Convene ESG, will automatically update the progress towards the target and milestones.



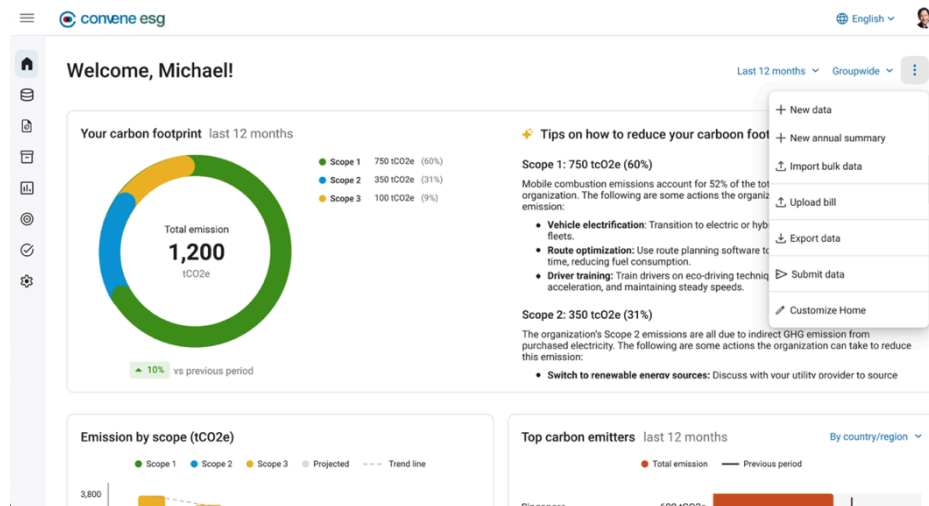
2.4. Data Collection

Convene ESG supports four types of data collection:

- Manual data entry through pre-formatted data collection forms for ESG metrics and framework specific narratives;
- For the upload of quantitative data, users can also import utility bills using AI for the applicable metrics;
- Bulk import of spreadsheets; and
- API integration to third party data sources.

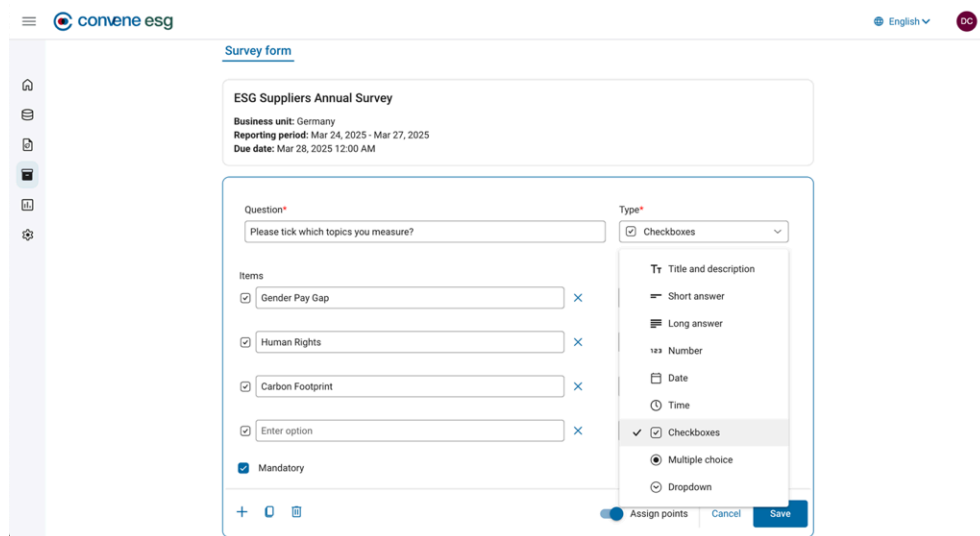
2.5. Carbon Calculator

Convene ESG is equipped with a carbon calculator that supports the calculation and reporting on scope 1, 2, and 3 GHG emissions. The carbon calculator including the calculation methodology has been designed to follow the GHG protocol guidelines. As a result, clients can calculate their footprint using activity, spend or average-data methods to best suit their data availability across the 15 scope 3 categories. Our team of ESG experts also keep our library of emission factors up to date which draws from widely known databases including USA EPA, UK BEIS, France ADEME, IPCC and many more.

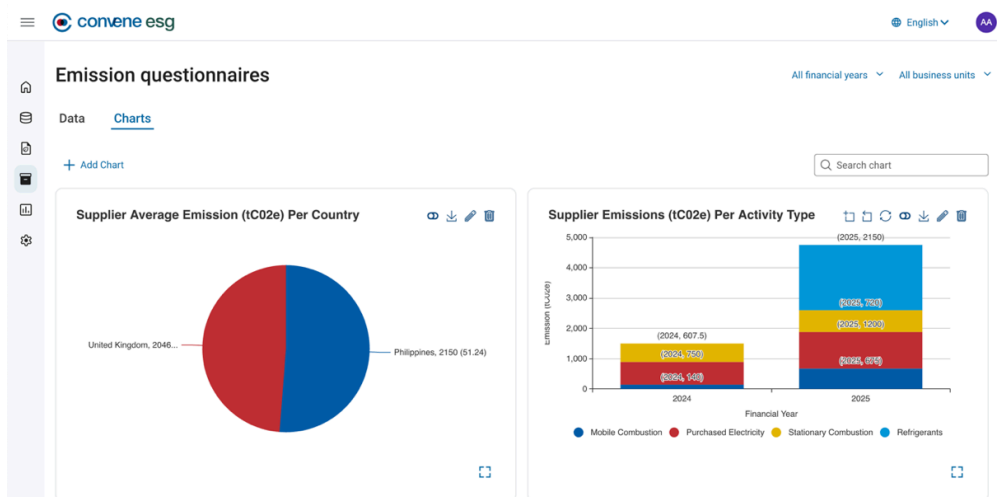


2.6. Value Chain Reporting

Our solution features a supplier module to help organisations request GHG and ESG data from their value chain. In this module, clients can import their list of suppliers and then prepare and send them a GHG questionnaire or a custom survey.



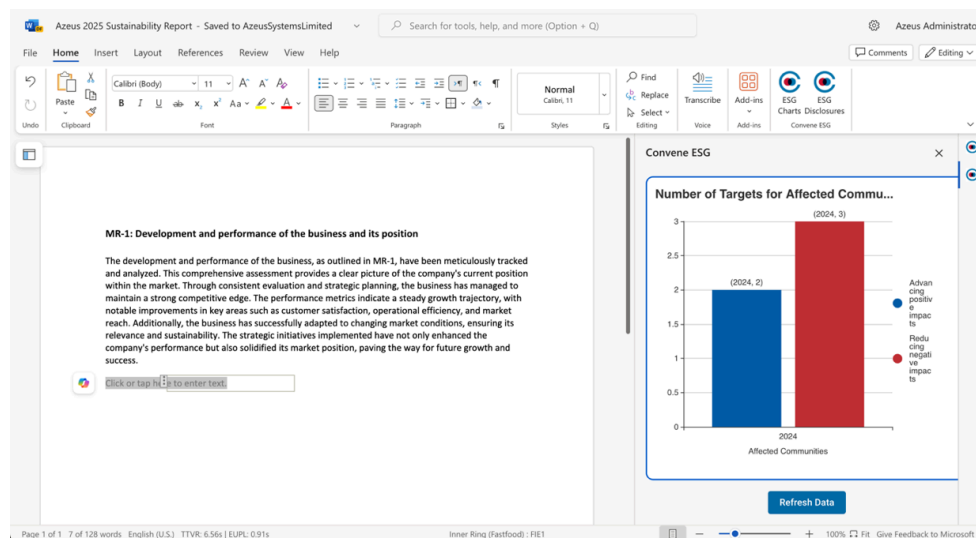
Suppliers then receive an email invite to provide the data requested and upload supporting documents through their weblink contained in the invite email. Once suppliers begin submitting data, the client on Convene ESG can keep track of the responses, invite more suppliers, and view the data analytics through dashboards.



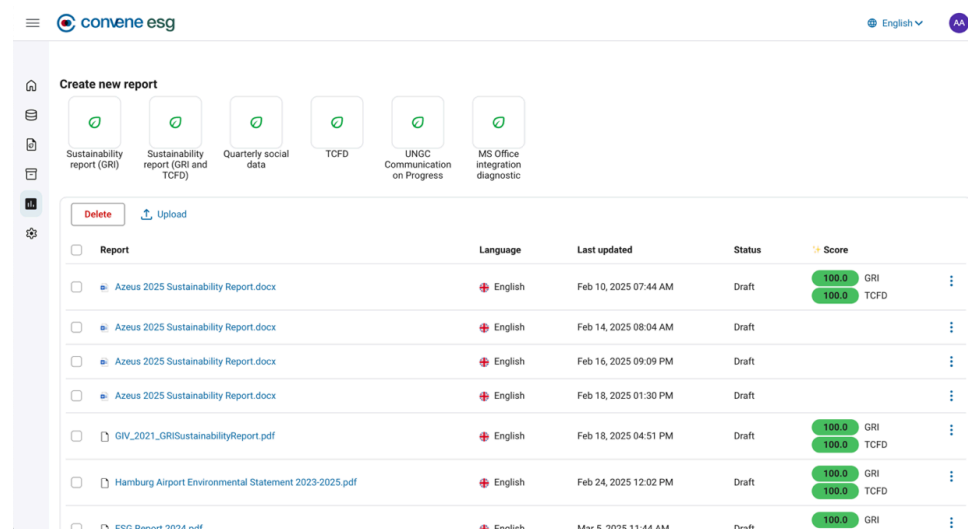
2.7. Custom Reports

Convene ESG comes with a built-in Microsoft Word integration as part of the report publishing module. Once the data has been collected and the GRI narratives have been completed, the client can head to the 'Reports' tab where they can create a template of their ESG report. The template can be customised by the users and all changes made on the MS Word integration will be saved on the platform.

We have also developed MS Word plugins that allow the client to push new narratives, graphs, data updates or revisions to the report that have been made on the platform to ensure consistency.



Clients can also run an AI compliance check against the GRI framework to detect any outstanding sections.



<input type="checkbox"/>	Report	Language	Last updated	Status	Score
<input type="checkbox"/>	Azeus 2025 Sustainability Report.docx	English	Feb 10, 2025 07:44 AM	Draft	100.0 GRI 100.0 TCFD
<input type="checkbox"/>	Azeus 2025 Sustainability Report.docx	English	Feb 14, 2025 08:04 AM	Draft	
<input type="checkbox"/>	Azeus 2025 Sustainability Report.docx	English	Feb 16, 2025 09:09 PM	Draft	
<input type="checkbox"/>	Azeus 2025 Sustainability Report.docx	English	Feb 18, 2025 01:30 PM	Draft	
<input type="checkbox"/>	GIV_2021_GRI Sustainability Report.pdf	English	Feb 18, 2025 04:51 PM	Draft	100.0 GRI 100.0 TCFD
<input type="checkbox"/>	Hamburg Airport Environmental Statement 2023-2025.pdf	English	Feb 24, 2025 12:02 PM	Draft	100.0 GRI 100.0 TCFD
<input type="checkbox"/>	ESG Report 2024.pdf	English	Mar 5, 2025 11:44 AM	Draft	100.0 GRI

2.8. Workflows

Workflows can be established for users that need to upload data or need to contribute to answering the specific questions contained within selected reporting frameworks.

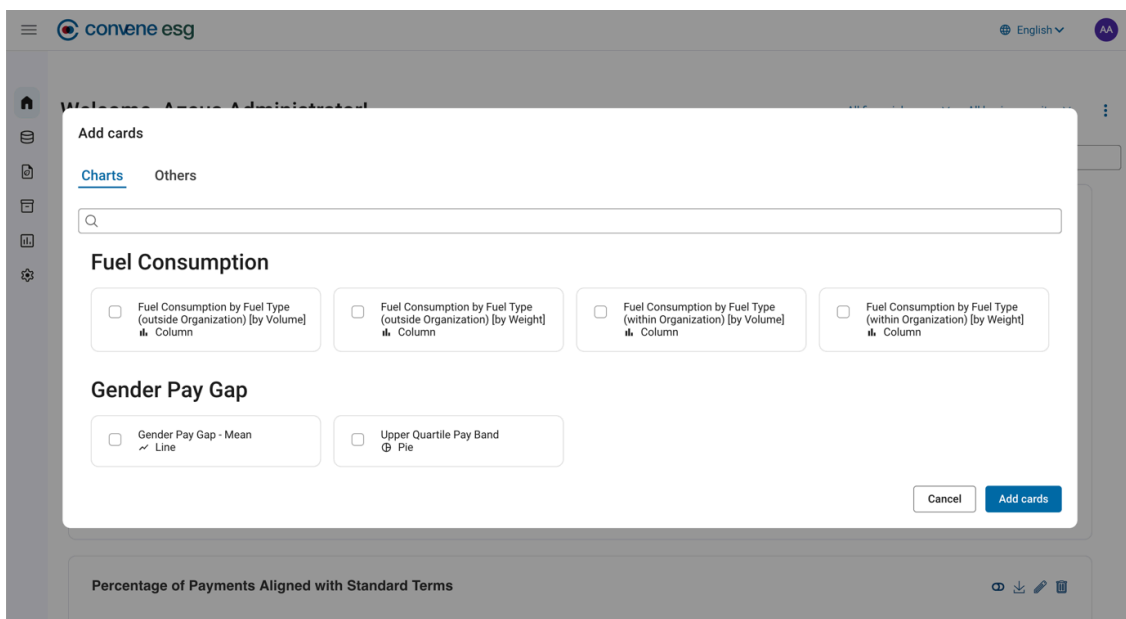
Staff members can be assigned to the metric or the framework narrative by an admin which enrolls the users into the data collection workflow with reminders as detailed in section 5 and 6.

An additional workflow that the client can use when assigning a metric is the 'Reviewer' functionality. When a user submits data onto the platform, a nominated reviewer will be notified to review the data that has been submitted which they can approve or return back to the user for corrections.

2.9. Real-Time Dashboards

Performance dashboards for each ESG metric are updated in real-time and can be filtered by year, business unit, and other criteria depending on the type of metric.

Our 'Home Page' can also be customised by each user by adding or removing cards or widgets to create their own personal dashboard. For example, staff members responsible for providing workforce data can add graphs related to the gender pay gap and their to-do list.



2.10. Data Import and Export

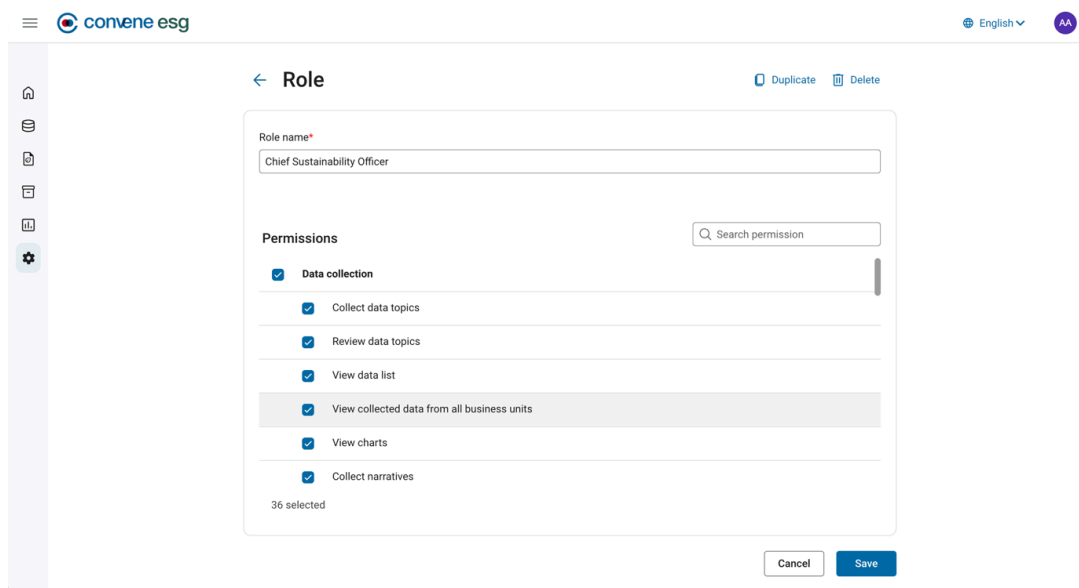
We support the upload of CSV and XLS files to add data in bulk to the platform. Currently, we provide the XLS templates that the client needs to use to successfully perform the bulk import.

Data that is held on the platform can also be downloaded in XLS.

2.11. Role-Based Access and Tasks

By default, Convene ESG comes with following system user roles: User admin, CSO (Chief Sustainability Officer), Officer, Collaborator, Board Management, Auditor, Supplier Manager, and Supplier Module Admin.

Our clients can rename these roles, review and change the user permissions for each one but they cannot be deleted. For added flexibility, new roles can be created by the client if they wish to do so.



The screenshot shows the 'Role' configuration page in the Convene ESG system. The page has a sidebar on the left with icons for Home, Users, Roles, Data, and Settings (selected). The main content area is titled 'Role' and includes a 'Duplicate' and 'Delete' button. The 'Role name' field is set to 'Chief Sustainability Officer'. Below this is a 'Permissions' section with a search bar and a list of permissions, all of which are checked: 'Data collection', 'Collect data topics', 'Review data topics', 'View data list', 'View collected data from all business units', 'View charts', and 'Collect narratives'. At the bottom, there are 'Cancel' and 'Save' buttons. A status indicator at the bottom left of the permissions list shows '36 selected'.

2.12. Notification and Task Reminder

Email notifications are enabled for all clients and are automatically sent based on the deadline for data upload which is set by the client upon creating the assignment. Clients can customise the interval in which the automated email reminders are sent. Email reminders to prompt users to upload data can also be triggered manually. The next image shows a typical email notification that is received by users.

You have been assigned as Collaborator for the following topics:

Topic	Business Unit	Due Date	
Energy Affordability	European Operations	Dec 31, 2025	Enter Data Now
Energy Consumption	European Operations	Dec 31, 2025	Enter Data Now
Energy Generation	European Operations	Dec 31, 2025	Enter Data Now
Energy Sales	European Operations	Dec 31, 2025	Enter Data Now
Reduction of Energy Consumption	European Operations	Dec 31, 2025	Enter Data Now

If these topics are not applicable to you, please contact your system administrator.

Thank you.

The Convene ESG Team

2.13. Brand Customisation

The client's logo can be added to the platform and the administrator will also be able to change the image behind the login screen for all users.

3. Technical Specification

3.1. Hosting Requirement

Convene ESG is offered as a SaaS solution and uses Amazon Web Services (AWS) as the cloud host. AWS UK is the host region for UK clients unless otherwise stated.

3.2. Data Export and Tagging

Our solution already supports automatic XBRL tagging and export for the ESRS reporting standard due to it being a reporting requirement.

3.3. API Capabilities

All of the ESG data and narrative data points, including carbon-related data, are available through an inherent API layer using the OData Protocol. Ingestion of data through API is possible with CSV, XML, and JSON formats.

Please see the explanation below for a general overview of the approach to Integration Preparation:

Understanding and Scoping

- Confirm which system (Convene ESG or [provider]) will initiate the data exchange;
- Determine the integration direction: Read (pull from ESG), Write (push to ESG), or Bi-directional; and
- Define integration frequency: real-time, scheduled sync, or manual.

API Integration

- Ask client to review our OData API documentation and endpoints; and
- Ask client to Test read/write capabilities.

If Using XLS-Based Options

- Use the provided XLS template to map [provider] output for import; and
- Test import and export flows using real or sample data.

If Custom Integration (i.e. Push to [provider]) is needed

- Review [provider]'s API (if pushing data from ESG).
- Define data transformation logic and field mapping
- Scope development work and set up secure communication channels

3.4. Single Sign On

Convene ESG supports SSO via SAML 2.0 and can integrate with enterprise identity providers such as Microsoft Azure Active Directory, Okta, and others, ensuring secure and seamless user access management.

3.5. Disaster Recovery Requirements

The Convene System Team conducts annual Disaster Recovery drills to test and improve the Disaster Recovery plan so that the Recovery Time Objectives (RTO) and Recovery Point Objective (RPO) are met.

In addition, we have a Disaster Recovery Plan to ensure the continuity of our services to minimise the business impact and interruption in the event of disastrous situations at Amazon Web Services (AWS) Data Centres or in case AWS is out-of-operation for a prolonged period. This document can be shared once an NDA has been signed.

3.6. Backup

We employ backup processes and other measures that ensure rapid restoration of business-critical systems as and when necessary. Daily automated backups are done during off-peak hours to ensure data integrity and have a retention of 7 days. Unused or obsolete archives are destroyed and replaced to prevent unauthorised retrieval.

AWS provides multiple data centres (known as Availability Zones) for each region. Each availability zone is built and configured to be highly resilient, but in case one entire Availability Zone goes down during a disaster, Convene ESG can be easily recovered in another Availability Zone in the same region.

3.7. Data Protection and Information Security

AWS Hosting Security

AWS's cloud infrastructure has been designed and is managed according to the following regulations, standards, and best-practices:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS70);
- SOC 2;
- SOC 3;
- ISO 27001;
- ISO 27017;
- ISO 27018; and
- GDPR compliance.

AWS provides comprehensive physical and infrastructure security for data and back-ups on its global data centres. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilising video surveillance, intrusion detection systems, and other electronic means. All visitors and contractors are required to present identification and are signed in and continually escorted by authorised staff. In addition, all Convene servers are hosted within a Virtual Private Cloud (VPC) that logically separates the Convene Cloud infrastructure from other tenants within the public cloud. A master list of the entity's system components must be maintained.

Cloud Data Segregation

Each Convene ESG client has its own single-tenant environment with its own set of data schemas, protected with individual authentication credentials and completely unique keys--to ensure that data is separated from other organisations. All client environments are protected by security firewalls, with only specific ports and addresses allowed. Access to the cloud infrastructure is limited to a dedicated access network that requires VPN access and two-factor authentication. Only authorised personnel are provided access to the dedicated access network.



Data & Document Security

For data at rest, documents are protected with federal government standard AES 256-bit encryption when stored in Convene ESG's database and file storage.

For data in transit, wireless network transmissions to and from Convene ESG are protected with RSA 2048-bit and 2048-bit Transport Layer Security (TLS) encryption, providing privacy and data integrity for file transfers, VPN connections, instant messaging, and the like.

Other Certifications

Convene's own internal and external processes and practices are regularly audited to be compliant with the following industry standards:

- AICPA SOC 2/3;
- ISO 27001;
- ISO 27017; and
- ISO 27018.

Our UK office also holds Cyber Essentials Plus certification.

3.8. Delivery

For our Cloud-Hosted Service, the availability SLA for Convene ESG software service is 99% monthly uptime.

The Convene ESG availability of a month is calculated as: Total number of hours the system was up in the month / (Total number of hours in the month – Scheduled system downtime in the month). Unavailability means substantial loss of software service where users' business operations have been severely disrupted.

3.9. Quality Control & Assurance

Azeus applies a comprehensive set of quality assurance and control mechanisms governing the ongoing development of the solution. We implement the following quality control activities:

- Design Review: each identified enhancement needs to undergo a review that involves design completeness, correctness, usability validation, and technical feasibility.
- Code Review: the team employs both automated and manual code reviews to minimise technology debt and ease future maintenance of the product.
- Enhancement QC (Platform-specific and Cross-platform): the testing team creates a test strategy for each enhancement. The tester injects other types of tests as needed, depending on the change, e.g., backward compatibility tests against the old version of the portal and app, load, and performance testing.
- Regression Test: the testing team tests all features.
- Core Function Test: the testing team tests the core user flows.
- Alpha Testing: the build will be released in an internal production environment to catch any issues before being deployed to clients.

Only when a new version passes all of the above tests will it be approved for client use.

4. Service

4.1. Resourcing

Upon contract execution, Convene ESG will conduct a comprehensive assessment of the client's requirements to develop a tailored onboarding and support strategy. Our resourcing model typically, though not always, includes the following roles:

Account Manager

- Acts as the primary relationship manager between Convene ESG and your organisation;
- Ensures alignment of project objectives with business needs; and
- Facilitates ongoing communication, contract management, and service escalations.

Project Manager

- Serves as the primary point of contact for coordination and communication;
- Ensures timelines, deliverables, and stakeholder expectations are met; and
- Oversees risk management and issue resolution.

Technical Lead

- Designs and oversees system architecture and integration with existing infrastructure;
- Ensures scalability, security, and compliance with industry standards; and
- Provides technical guidance for customisations and enhancements.

Software Developer

- Implements and develops required system customisations;
- Ensures smooth deployment and ongoing enhancements based on feedback; and
- Works closely with internal IT teams for integration and testing.

Product and ESG Specialists

- Gather and analyse business requirements;
- Translate needs into technical specifications (in coordination with the Technical Lead);
- Support user acceptance testing (UAT) and feedback incorporation;
- Develop and deliver user training sessions;
- Prepare training materials, guides, and FAQs for seamless adoption; and
- Provide post-implementation support to ensure user proficiency.

Materiality Assessment Support Services (Where Required)

- Review previous disclosures and identify relevant economic, environmental, and social issues;
- Draft recommendations on material issues, with rationale for inclusions and exclusions, and options for refinement based on client input;
- Facilitate management engagement sessions, including ESG 101, to secure buy-in and validate material issues across business units and departments;
- Support stakeholder engagement, including survey design and setup (up to 300 respondents) on the client's preferred platform, with onsite or online data collection as applicable;
- Analyse stakeholder feedback and confirm the relevance and priority of material topics; and
- Summarise validated topics by impact to business and stakeholders, for integration into sustainability reporting or strategy.

4.2. Onboarding

During onboarding, Convene ESG will conduct user interview sessions to gather requirements. Functional specifications will then be produced to ensure that all customisation and integration details, if any, are aligned with business needs. Development work will commence thereafter. Please note that any customisations or integrations beyond the agreed project scope will be quoted and charged separately.

Convene ESG provides training services tailored to different types of users. We ensure that clients receive the most suitable training plan, regardless of their prior sustainability knowledge. The application is designed to be simple and intuitive; in our experience, clients require minimal training before realising its benefits.

As part of onboarding, we will work with clients to assess the training needs of each user group. The assigned Project Manager will coordinate with you to establish a training plan aligned with the roll-out of the application to end users.

4.3. Project Delivery Timeline

The below is an indicative schedule for deployment of the standard solution. A final timeline will be provided for client sign-off after the scoping session. Any agreed upon timeline will be adjusted and communicated depending on the availability and submission of data/information by the client.

Project Launch and Requirement Gathering (2 weeks)

- Requirement Questionnaire
- Identification of Data Requirements
- Scoping workshops and finalizing system configurations (Example: feedback on data collection forms and mass import templates).
- Finalizing system customisations (Example: Adding new indicators outside of loaded frameworks, new report types, new dashboards, etc.).

Environment setup¹

- Loading of previous years of historical data
- Creation of user accounts and assigning of roles
- Setting-up configurations

Users Training and Environment Turnover (1-2 weeks)

- Training Sessions for Users & Collaborators (by batch) [OBJ]
- Review of current sustainability report to identify gaps (Gap Analysis and assessment)
- Finalization of proposed engagement timeline

Subscription

- Implementation of customisations by Convene ESG (if any) - (timeline TBD)
- Loading of data by collaborators
- Filling out narratives required for different requirements and frameworks by collaborators
- Report generation
- Sustainability report draft review by Convene team
- ESG reporting support from ESG analyst throughout subscription
- 24/7 technical support

We can provide a more detailed engaging and performance management plan upon kick-off.

¹ May vary based on customization/configuration/client workflow as well as the volume of past period client data for migration.

5. Service Levels

5.1. Availability

The Availability SLA for Azeus Convene ESG service is 99%.

5.2. Severity Definitions

Reported issues are prioritised according to their nature and impact to business operations. The priority definitions are:

Priority	Definition	Target Response Time
1 – High	Service is unusable.	1 hour
2 – Medium	Service is usable, but affects day-to-day operations.	4 hours
3 – Low	Service is usable but has minor issue(s). Ad-hoc queries by end users.	8 hours

5.3. Service Help Desk

Role of Service Help Desk

Support services are provided through the Convene ESG Help Desk with support staff attending to any usage enquiries, requests for assistance and reported problems with the applications and technical aspects of the Service.

Support requests and incidents are logged into the ticket monitoring system with a ticket number assigned for reference. All information such as user profile, date and time, target response and fix times, as well as follow-up actions are logged in the ticket monitoring system. Users can contact the Help Desk and provide the assigned ticket number to check the status.

Covered Hours

Convene ESG software service will be monitored 24×7 to ensure serviceability. Help Desk support service will be provided 24/7/365.

Contacting the Convene ESG Help Desk

An email address will be provided to customers for contacting the Convene ESG Help Desk.

5.4. Support Boundaries

Support services cover end-user support for inquiries and problems for the following:

- Using the Azeus Convene ESG Portal to access the subscribed features and services through compatible web browsers on compatible platforms; and
- Integration via the Convene ESG API or any other supported methods.

5.5. Software Updates

There will be three types of release - patch release, minor release and major release. Major releases include upgrades and new features for the standard software version. Sometimes, major releases may include substantial changes and some major enhancements to the standard package that may cause previous versions to be incompatible. Minor releases will be released for minor changes/enhancements, or to fix reported bugs of the product. Patches include fixes to critical issues, where it was deemed that it cannot wait to upgrade to Minor or Major release. Patches may be applied across different package versions if deemed necessary and clients will be notified.

All changes in these different releases will undergo rigorous and comprehensive testing and change control. Merging and/or propagation of all fixes and upgrades across different package versions will be handled properly using Software Configuration Management tools.