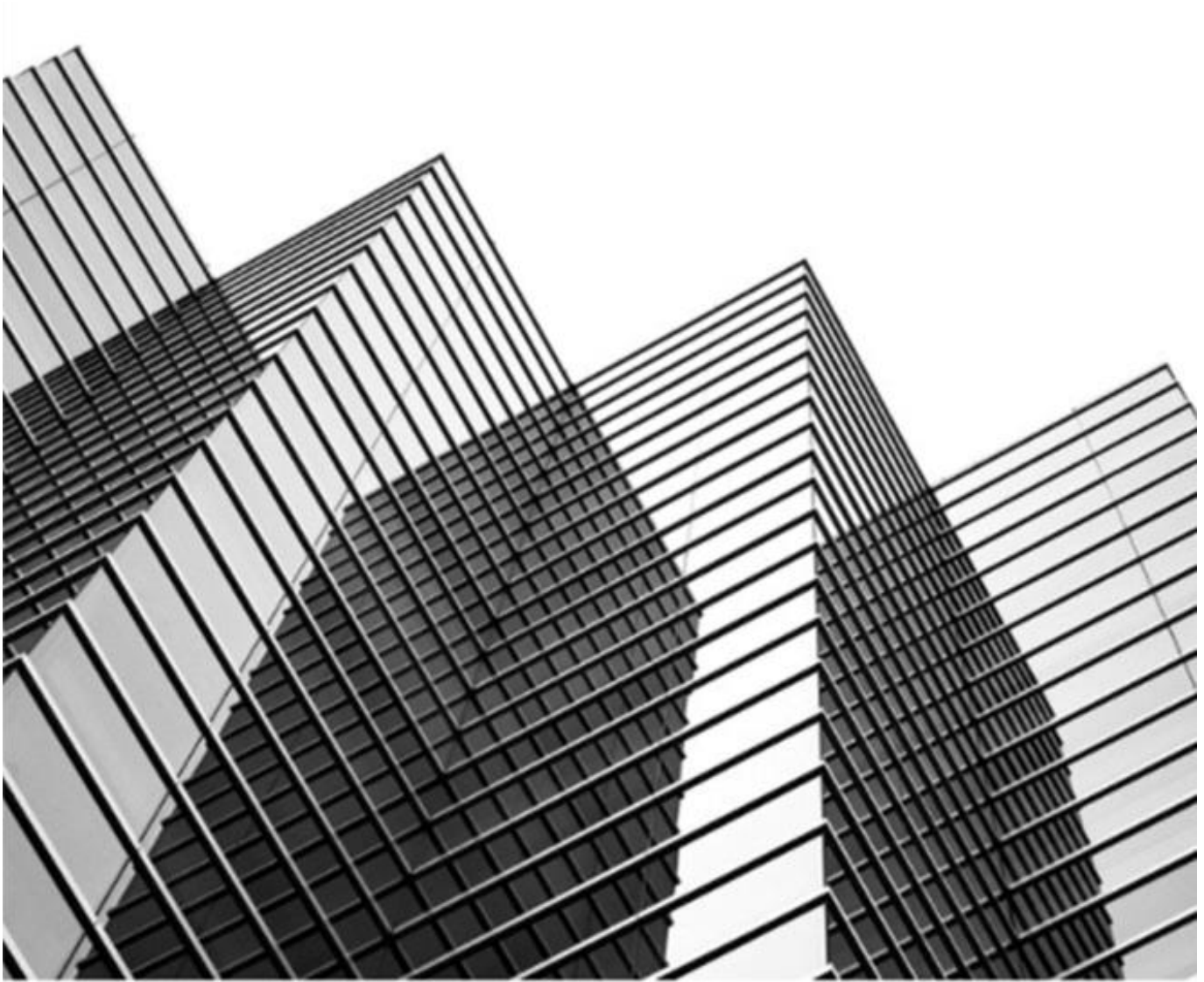




SERVICE DEFINITION DOCUMENT



Company Name: IRIS Intelligence Ltd.
Companies House No.: 06346803
VAT Number: 931984202
Website: <http://www.irisintelligence.com/>

OVERVIEW

IRIS Intelligence provides a user-friendly, integrated software platform that enables National and Local Government Agencies and Arm's Length Bodies (ALBs) to improve business processes and operations across a range of products. These include:

- ✓ Strategic and Enterprise Risk Management (ERM) Software
- ✓ Governance, Risk, and Compliance (GRC) SOFTWARE
- ✓ Project and Program Risk Management (PPRM) Software
- ✓ Cyber Security Remediation Tracker (CSRT)
- ✓ Artificial Intelligence Risk Management Framework (AI-RMF)
- ✓ Environmental, Social, and Governance Management (ESG) Software
- ✓ Net Zero Tracker (including RIO.AI)
- ✓ Internal Audit Management (IAM) Software
- ✓ Systematic Innovation and Idea Management (SIIM) Software
- ✓ Legal and Regulatory Remediation (LRR) Software
- ✓ Project and Portfolio Management (PPM) Software
- ✓ Asset Management Software (AMS)
- ✓ Business Continuity Planning (BCP) Software
- ✓ Knowledge Information Management Software (KIMS)
- ✓ Custom Management Information Software (CMIS)

Across the IRIS Intelligence product range, teams will find software that embeds best practice business process and automates tasks, dramatically reducing costs for the organisation and improving the ability of your team to deliver effectively on-time and on-budget.

Our systems will help identify, assess, prioritise, and actively manage risk, compliance, performance, and remediation across the enterprise. Trusted by leading government bodies, defence organisations, and regulated industries worldwide, IRIS replaces fragmented spreadsheets and static reporting with a live, auditable system that turns risk insight into decisive action.

IRIS has been involved in the drafting of regulatory guidance throughout its history, ranging from the original Management of Risk (M_o_R) principles (which fed into ISO 31000 and the HM Treasury Orange book guidance) through to having the only foreign (British) national approved to work on the forthcoming guidance to the US Federal Government from the Association of Federal Enterprise Risk Management.

Our software is available as a fully hosted (SaaS) solution or for delivery on-premises. Sample implementations of the software include UK Cabinet Office, NASA, US Treasury, the Department for Business & Trade, US Geological Survey, British Columbia Energy Regulator and many more.

SYSTEM FEATURES

- Aligns with PMBOK, ISO 31000 and ISO 27001 standards
- Flexible processes and terminology to meet client requirements
- Personalized homepage with actions, timelines, links and dashboards
- Role based access, approvals, authentication and security controls
- Qualitative and quantitative assessment across cost, schedule, technical and other impacts
- Scenario analysis, automation and Monte Carlo risk modelling
- Mitigation and contingency actions with ownership, cost, ROI and scheduling
- Gantt, burndown and waterfall views with project tool export
- Dynamic risk matrices, burndown charts and roll up dashboards
- One click exports to PowerPoint and Excel using client templates
- Risk identification, libraries, candidate registers, roll up, transfer and archiving
- Custom data fields, documentation, metadata tagging and system integrations
- Accessible via all major internet browsers
- Automated email notifications send reminders for upcoming deadlines and overdue actions
- Full integration with Microsoft Office, PowerBI, Tableau, and Primavera P6
- Audit trail to track every data change and access log
- Multiple modules allow for the management of risks, issues, opportunities, and controls in one environment



SYSTEM BENEFITS

- **Proven Reliability:** Trusted by high-profile organizations including **NASA, the US Department of Defense, and the UK Cabinet Office** across hundreds of environments.
- **Unrivalled Flexibility:** Extensive **"Preference Editor"** allows administrators to change terminology, fields, and workflows in minutes without any coding.
- **User-Centric Design:** **Intuitive interface** that requires minimal training, allowing casual users to focus on specific tasks via personalized dashboards.
- **Military-Grade Security:** Certified with **CyberEssentials Plus** and the US DoD Certificate of Networkiness (now RMF), utilizing top-tier encryption and "default deny" protocols.
- **Real-Time Visibility:** Instant access to **interactive dashboards** and visual reports (Heatmaps, Treemaps) available at every organizational level.
- **Seamless Integration:** High interoperability via **open APIs** and pre-built connectors for MS Office, PowerBI, Tableau, and Primavera P6.
- **Proactive Automation:** Enforces active management through **automated email reminders** and in-system red flags for upcoming or overdue actions.
- **Advanced Data Analytics:** Built-in **Monte Carlo statistical engine** and automated **Return on Investment (ROI)** calculations for risk mitigation activities.
- **End-to-End Lifecycle:** Capability to **convert risks into issues or opportunities** without re-entering data, supported by a comprehensive three-tier audit trail.
- **Global Scalability:** Reliable **cloud-based SaaS delivery** supporting thousands of concurrent users with a standard 99.5% (99.9% actual) uptime SLA

SECTOR EXPERIENCE

The software is approved by a range of global government agencies across a range of Industry Sectors.



Construction & Infrastructure

The construction of new and complex infrastructure programs requires management of risk to ensure on-time on-budget deliver. ROI calculations and Quantitative modules (e.g. Monte Carlo) may be particularly relevant,



Energy & Utilities

Software provides risk management solutions for traditional, renewable and nuclear sectors. Project and Program Risk Modules facilitate the building of new capacity; ERM and Strategic Risk in the delivery phase



Aerospace, Space & Defense

Deployed in the most secure environments, system includes a suite of reports designed for the sector. As the environment and the engineering program increases in complexity, more robust risk software is required.



Healthcare Sector

Manage risk throughout the healthcare supply chain from R&D to patient care to construction and delivery of new facilities. Monitor and comply with the expanding range of legal and regulatory issues.



Local Government

The software solution suite helps local government agencies manage the complexity of their environments, whether through management of strategic and operational risks or the roll out of new regulatory guidance.



Education Sector

The IRIS product range can help manage risks impacting students, faculty, staff, and the Board impacting research, academic, athletics, and funding programs.

An Independent Past Performance Survey commissioned by Dun & Bradstreet provided IRIS Intelligence with a top rating of 95, indicating at least 19 out of every 20 respondents to the anonymous survey scored IRIS's performance as 10 out of 10 or 9 out of 10 (8 out of 10 does not create a positive score in the D&B survey).

Overall Performance Rating

95



Overall, how satisfied do you feel about the performance of this company during this transaction?

Detailed Performance Ratings

		0	25	50	75	100
RELIABILITY:						
How reliably do you think this company follows through on its commitments?	95					
COST:						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	95					
ORDER ACCURACY:						
How well do you think the product/service delivered matched your order specifications and quantity?	96					
DELIVERY/TIMELINESS:						
How satisfied do you feel about the timeliness of the product/service delivery?	96					
QUALITY:						
How satisfied do you feel about the quality of the product/service provided by this company?	92					
BUSINESS RELATIONS:						
How easy do you think this company is to do business with?	98					
PERSONNEL:						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	97					
CUSTOMER SUPPORT:						
How satisfied do you feel about the customer support you received from this company?	98					
RESPONSIVENESS:						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	97					

IRIS PRODUCT RANGE



IRIS INTELLIGENCE STRATEGIC AND ENTERPRISE RISK MANAGEMENT (ERM) SOFTWARE

IRIS Strategic and Enterprise Risk Management (ERM) Software helps organisations assess strategic, operational, legal, regulatory and financial risks across the enterprise and manage them more effectively. It facilitates increased risk identification, enables consistent risk assessment processes across teams, and tracks the progress of risk mitigation activity. Qualitative and quantitative risk assessment methodologies are supported and the system supports full integration with Excel, PowerPoint, MS Project and provides email alerts to ensure risk information is kept up to date and mitigating actions are completed.

The IRIS-ERM software supports a variety of UK and international guidance including ISO31000, ISO27000, HM Treasury Orange Book, COSO and many more.



IRIS INTELLIGENCE GOVERNANCE, RISK, AND COMPLIANCE (GRC) SOFTWARE

IRIS Intelligence Governance, Risk, and Compliance (GRC) System helps organisations assess manage uncertainty and achieve targets. It facilitates the design and implementation of control frameworks, the identification and mitigation of risk items, the creation and roll-out of policies, and enhances awareness and compliance across the organisation. The software IRIS provides tools to continually track organisational progress and delivers timely, customised reports to Management. IRIS GRC is a highly flexible system with the ability to tailor system settings to specific customer processes or support HM Treasury Orange Book, ISO27000, ISO31000, NIST or other regulatory frameworks.



IRIS INTELLIGENCE PROJECT AND PROGRAM RISK MANAGEMENT (PPM) SOFTWARE

IRIS Project and Program Risk Management (PPM) Software helps organisations assess enterprise-wide risks and manage them more effectively. It facilitates increased risk identification, enables consistent risk assessment processes across teams, and tracks the progress of risk mitigation activity. Qualitative and quantitative risk assessment methodologies are supported covering financial (cost), schedule (time) and quality (technical performance). The system supports full integration with Excel, PowerPoint, MS Project and provides an audit trail and email alerts to ensure risk information is kept up-to-date and mitigating actions are completed.

The IRIS risk software supports a variety of UK and international guidance including ISO31000, Project Management Institute PMBoK, Association of Project Managers and others.



IRIS INTELLIGENCE CYBER SECURITY REMEDIATION TRACKER (CSRT)

IRIS Cyber Security Remediation Tracker (IRIS-CSRT) provides a holistic picture of the Cyber Vulnerabilities across the organization, together with real-time action tracking of the program of activity required to mitigate them and meet your regulatory requirements. The IRIS-CSRT System enables enterprises to proactively identify and manage threats and vulnerabilities concerning Cyber security. The service facilitates the identification and management of all types of Cyber Security risks including data breaches and cyber physical threats.

The system includes consistent assessment methodologies for confidentiality, integrity and availability impacts together with development, tracking and reporting of appropriate mitigating actions. The service can be used to integrate best practices and policies from NIST and NCSC and enables IT and Business Units to collaborate and track the cyber security remediation program.



IRIS INTELLIGENCE ARTIFICIAL INTELLIGENCE RISK MANAGEMENT FRAMEWORK (AI-RMF)

The IRIS Intelligence Artificial Intelligence Risk Management Framework (AI-RMF) helps organisations understand and manage the risks and opportunities arising from the implementation of Artificial Intelligence within their operating practices. Whilst Artificial Intelligence provides the opportunity for substantial productivity improvements, it also carries a number of business critical risks, including Intellectual Property destruction, leakage of Personally Identifiable Information, Hallucinations & False Positives as well as incorrect assumptions and outputs that should not be allowed to go unchecked. Our AI-RMF tool helps teams understand the scope of current and future use of AI within their organisation, the risks that this implementation will create and the controls that should be implemented to manage those risks effectively.



IRIS INTELLIGENCE ENVIRONMENTAL, SOCIAL, AND GOVERNANCE MANAGEMENT SOFTWARE (ESG)

IRIS Environmental, Social, and Governance Management System (IRIS-ESG) helps organisations align ESG activity based on international standards such as SASB, GRI, TCFD and many others. The system includes powerful tools, including planning remediation activity, automated email reminders to ensure progress and a series of management dashboards providing real time data both online and via export to custom PowerPoint templates. Organisations can set up, track and deliver a remediation programme across multiple business units and asset categories. Our simple, intuitive and easy to use systems provides a single unified source of ESG data for stakeholders and is quickly configured to match your specific ESG commitments and stakeholder needs.



IRIS INTELLIGENCE NET ZERO TRACKER

IRIS Net Zero Tracker (IRIS-NET0) builds on the ESG system with a specific tracker designed to help teams manage their journey to Net Zero. The system builds on the gap analysis from the ESG

requirements, to articulate the current footprint of the team and develop a plan to reduce this to target levels. Remediation activity can be planned and activated within the system, email reminders generated to ensure regular reviews and progress, whilst system dashboards provide real time data both online and via export to custom PowerPoint templates. Organisations can set up, track and deliver a remediation programme across multiple business units and asset categories.

IRIS Net Zero Tracker can be used in combination with the Rio AI platform. The system can be used as a central sustainability management platform that enables organisations to collect, calculate, manage and report high quality environmental, social and economic data across their operations, assets and supply chains. It supports compliance with international regulations, standards and frameworks by automating data collation, applying robust accounting methodologies and generating audit ready reporting and disclosures. Users can assess material risks and opportunities, measure carbon, energy, water and waste footprints, set credible targets such as Net Zero, and track performance through customisable dashboards. By combining expert sustainability knowledge, integrated data tools and analytics, and optional consulting and educational support, the system helps organisations move from compliance focused reporting to insight driven decision making and long-term sustainability strategy.

Please refer to Appendix A for more information on the Rio AI platform.



IRIS INTELLIGENCE INTERNAL AUDIT MANAGEMENT SOFTWARE

IRIS Intelligence Audit Management System supports the internal audit function to plan, test, assess and report on the design and operational effectiveness of internal controls. Customisable workflows promote team coordination, while detailed analytics support decision making and drive continuous improvement. Libraries of Internal Controls and Tests can be stored in the system and downloaded into the live audit plans for specific accounting periods, process reviews or operating units



IRIS INTELLIGENCE SYSTEMATIC INNOVATION AND IDEA MANAGEMENT (SIIM) SOFTWARE

Over Three Million Patents have been investigated, Doctoral Research conducted into natural evolution and the experience of 50000 Engineers has been distilled into Fundamental Inventive Principles. The software unleashes creativity embedded within teams by providing inspiration cards based on the Fundamental Inventive Principles that are scientifically proven to spark more (and better) ideas. Ideas can be rated and approved by experts, managers or the crowd and project planning techniques are included to turn those ideas into reality.

As with all IRIS products, Idea Trigger features integration with the Microsoft Office suite, email reminders and a full audit trail.



IRIS INTELLIGENCE LEGAL AND REGULATORY REMEDIATION (LRR) SOFTWARE

IRIS Legal & Regulatory Remediation Software (IRIS-LRR) provides a simple roadmap through the complexity of regulatory compliance. IRIS-LRR has been built to deliver a clear and actionable program of activity to comply with new regulatory requirements. The software will help your team assess the current state of regulatory compliance, understand the gaps then plan and track the program of activity to successfully achieve the requirements.

IRIS-LRR is fully customisable integrated system to help organisations ensure compliance with legal requirements. It facilitates effective compliance through a gap analysis and remediation tracker tool based on a variety of legal and regulatory frameworks including (but not limited to) GDPR, CCPA, ISO 27000, NIST SP 800-53 and many more.



IRIS INTELLIGENCE PROJECT AND PORTFOLIO MANAGEMENT SOFTWARE

IRIS Software helps teams manage projects, programs and portfolios more effectively. It facilitates communication between stakeholders from ground level to senior management, enabling efficient allocation of resources, project tracking and timely program delivery. It is a highly flexible system, supporting PMBoK, APM and PRINCE2 methodologies and tailored customer processes.



IRIS INTELLIGENCE BUSINESS CONTINUITY PLANNING (BCP) SOFTWARE

The IRIS Business Continuity Planning Software provides your business with all the tools necessary to plan and implement your business continuity protocols and assess its effectiveness after any disruption. Our software will facilitate increased risk identification, enable consistent risk assessment processes across teams, and track the development and deployment of business continuity plans.



IRIS INTELLIGENCE ASSET MANAGEMENT SOFTWARE (AMS)

The IRIS Asset Management Software provides organizations with an intuitive and easy-to-use platform to effectively manage equipment and inventory. The IRIS Asset Management System is fully customisable to fit your organisational needs in managing your software and hardware assets throughout their life cycles. Assets can be tracked and managed from initial planning and procurement, through in-service production phases and finally sunset with an activity tracker that provides clear visibility of the asset register across all categories and business units.



IRIS INTELLIGENCE KNOWLEDGE INFORMATION MANAGEMENT SOFTWARE (KIMS)

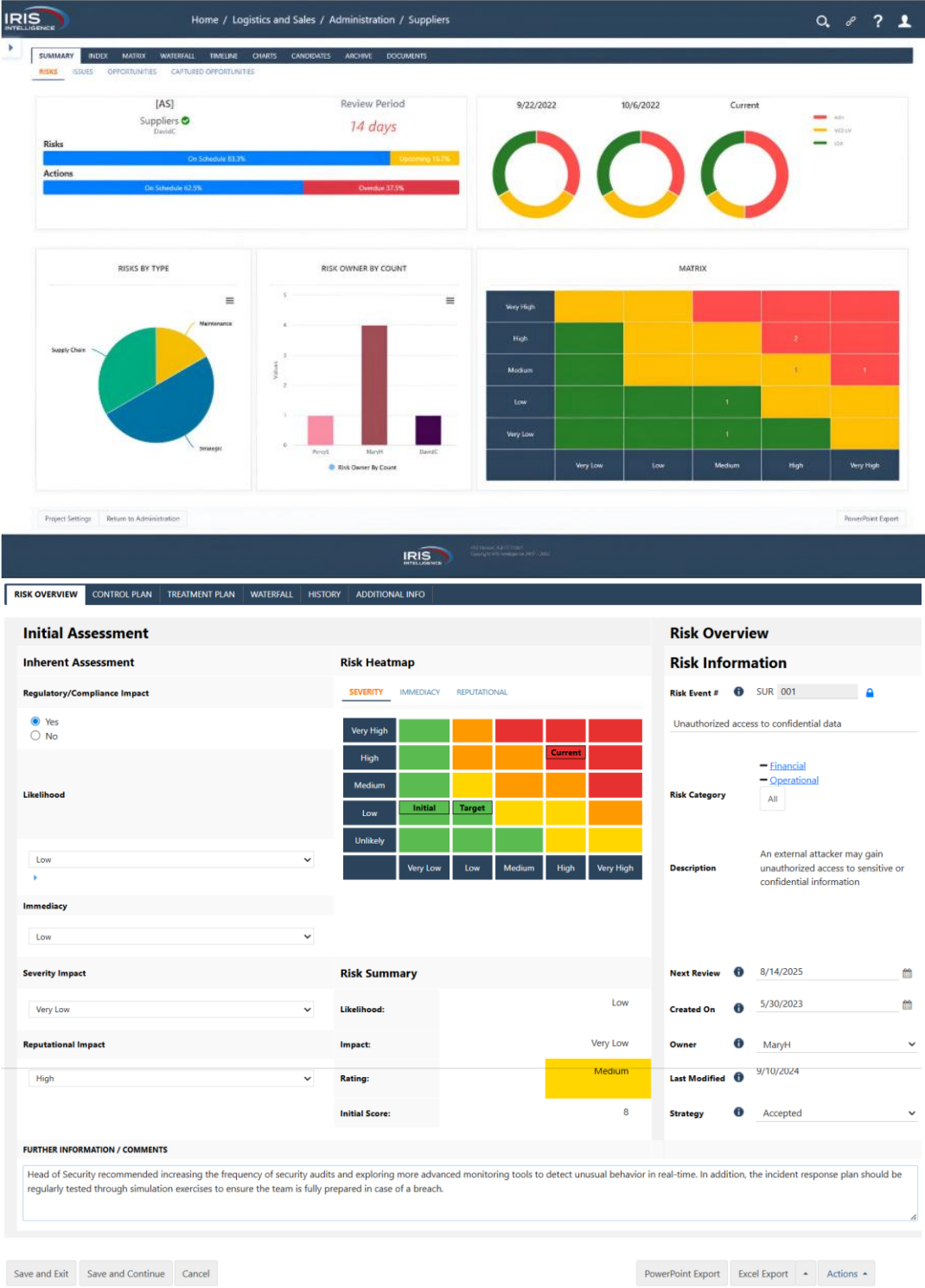
IRIS Knowledge Information Management System helps organisations gain competitive advantage by effectively managing their data and information. It allows organisations to gain a clear understanding the data and information they hold, the location and format of that data and the risks, responsibilities and requirements of holding the information. The IRIS system will provide tools to continually monitor and manage data and to deliver timely, customised reports to Management.



IRIS INTELLIGENCE CUSTOM MANAGEMENT INFORMATION SOFTWARE (CMIS)

Combine the benefits of custom software with the security of Commercial-Off-The-Shelf (COTS) software. Utilise the flexibility of the IRIS Intelligence software to configure and create a Management Information Dashboard and Database specific to the needs of your organisation. Newly configured custom MI system will automatically include integration with Microsoft Office products such as Excel, PowerPoint and Project, together with an automated audit trail and configurable dashboards. All systems permit multiuser access and can be accessed via any major browser.

SAMPLE SCREENSHOTS



RISK SUMMARY

BOWTIE

MITIGATION

CONTROL

CONTINGENCY

WATERFALL

QUANTITATIVE DATA

ADDITIONAL INFORMATION

HISTORY

Risk

Owner

admin

Project

Route 10 Biloxi to Gulfport

Last Reviewed

7/23/2024

CAUSE

Equipment Failure

Human Error

Natural Disaster

Transportation Accidents

Add

EVENT

EXISTING PREVENTATIVE CONTROLS

Chemical Spill

EXISTING MITIGATIONS

CONSEQUENCE

Environmental Damage

Evacuation of nearby residents

Health hazards to plant workers

Add

Current Probability

Medium

Current Impact

Medium

Score

9

EXISTING PREVENTATIVE CONTROLS

Create New

All Steps

10 per page

Search

↺

Associated Cause	Action Title	Effectiveness
Human Error	Employee Training and Procedures	Effective
Equipment Failure	Process Safety Management (PSM) Systems	Ineffective
Equipment Failure	Routine Maintenance and Inspection	Ineffective
Equipment Failure	Safety Instrumented Systems (SIS)	Effective

Showing 1 to 4 of 4 items

First

Prev

1

Next

Last

Create New

EXISTING MITIGATING CONTROLS

Create New

All Steps

10 per page

Search

↺

Associated Consequence	Action Title	Status	End Date
Environmental Damage	Emergency Response Plan	Active	12/2/2024
Evacuation of nearby residents	Community Outreach and Communication	Active	8/16/2024
Health hazards to plant workers	Spill Response Equipment	Active	8/16/2024

Showing 1 to 3 of 3 items

First

Prev

1

Next

Last

RISK OVERVIEW

CONTROL PLAN

TREATMENT PLAN

WATERFALL

HISTORY

ADDITIONAL INFO

Control Plan

Create New

All Steps

All Owners

10

per page

Search

↺

	Description	Action Owner	Status	Deployed	Maintenance	Monitored	Control Risk Rating	Review by
Edit	Multi-Factor Authentication (MFA)	SusieW	Active	Effective	Effective	Moderate	Minimal	10/18/2024
Edit	Role-Based Access Control (RBAC)	DavidC	Active	Moderate	Moderate	Effective	Confident	10/16/2024
Edit	Data Encryption	RachelH	Active	Moderate	Moderate	Moderate	Minimal	11/21/2024

Showing 1 to 3 of 3 entries

First

Previous

1

Next

Last

Create New

Residual Assessment

Likelihood

High

Immediacy

Medium

Severity Impact

Risk Heatmap

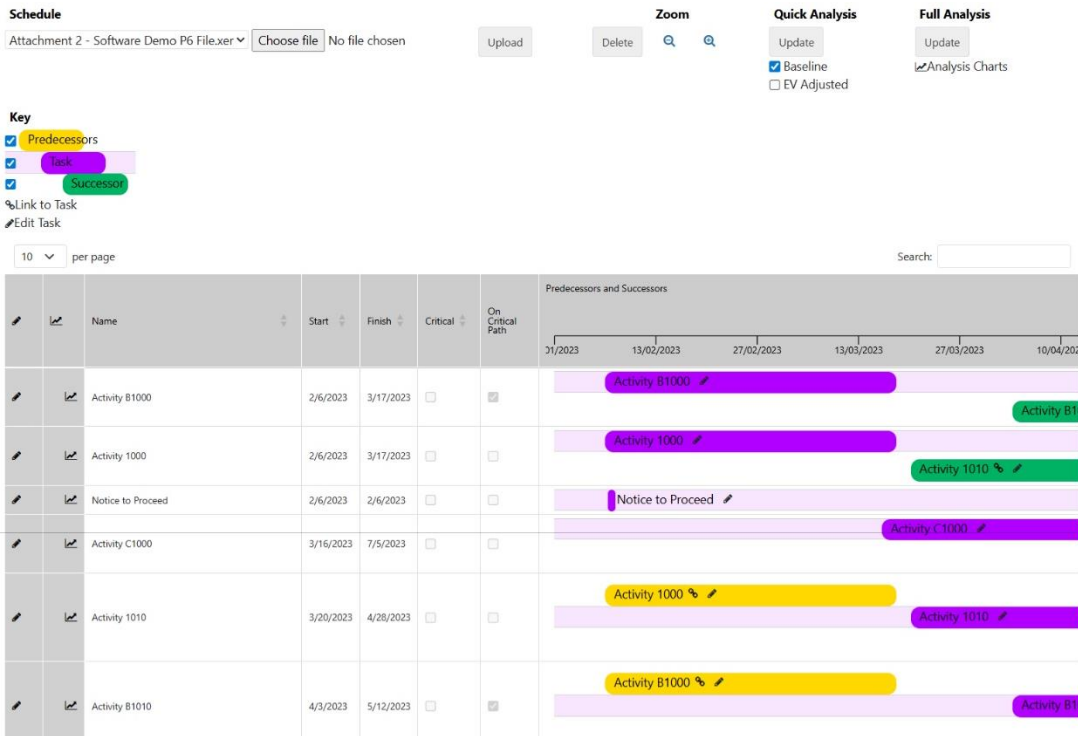
SEVERITY

IMMEDIACY

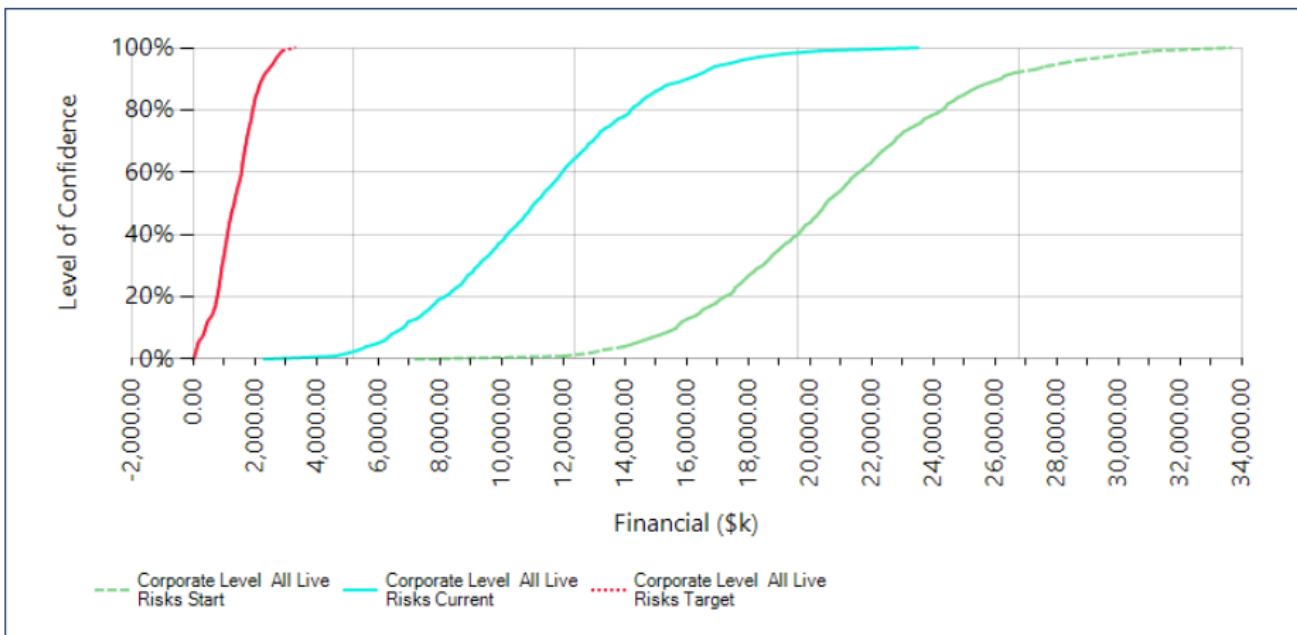
REPUTATIONAL

Risk Summary

Hinh



BASELINE BASELINE TABLE SCENARIO1 SCENARIO1 TABLE SCENARIO2 SCENARIO2 TABLE



SERVICE MANAGEMENT

Our Service Desk manages all aspects of Service provision and monitoring, all first line support and contact for user-members through telephone, VOIP chat and email, being available over a normal UK working day (9 am to 6 pm).

Premium support is available to customers with larger teams or by arrangement subject to an additional fee. This includes access to 24/7 support on all software queries, named helpdesk representatives and access to a client portal for in-depth on-line help.

SERVICE DESK AND ESCALATION

Our Service Desk is the focus for all issue resolution on our Services. Requests for assistance can come through online ticketing, email, online chat with an agent, or a telephone call, as the member prefers. In the event that a member or the departmental customer feels that an issue has not been resolved to their satisfaction, a simple three stage escalation procedure is provided.

1st Level – When an issue arises - Online ticket or a Chat with an allocated service agent.

2nd Level - Should the remedy fail, not be fully as expected, or be beyond the stated time, then an email or phone call to the Service Desk Manager would be expected.

3rd Level – Should the 2nd level Remedy fail within the stated time, and then a direct phone call to the Service Director is entirely appropriate.

Generally, we intend to resolve these immediately and to give an estimated time to resolve at that time. When the action is taken by the Service Desk to remedy that issue, an email is sent to the originator to that effect. Our aim is to resolve 98% at the first intervention.

The Service Desk Manager will ascertain the original remedy and undertake a further remedy or request for second line assistance if a more technical remedy is required. Again, a stated Time to Repair will be given at this point. When the action is taken by the Service Desk to remedy that issue an email is sent to the originator to that effect.

The Service Director will review the case history and discuss this with the originator, before making further arrangements to amicably remedy the originators issue.

USER TRAINING

All customers will be provided with soft copies of self-study training exercises and user manuals. Additional training is available online and in person whichever method is preferred. This may be included at no additional fee subject to a minimum license purchase, otherwise hourly rates will apply. Additional project manager and IT support training will be conducted with project heads.

ORDERING AND INVOICING PROCESS

IRIS products are procured based on a specified number of users. We invoice monthly, quarterly or annually in advance. Our standard payment terms are Net 30.

TERMINATION TERMS

By Customers

A customer agreement may be terminated by the customer at end of the agreed contract term on giving the Provider thirty (30) days written notice. On service of a notice of termination the Provider shall continue to provide the Services in accordance with the Service Level Arrangements without degradation. On termination each party will return any property including any Confidential Information to the other. Some clauses of the Terms and Conditions and G-Cloud Agreement survive termination.

By The Supplier

IRIS as the Supplier may by giving reasonable notice restructure or terminate all or part of its Services or enter into an arrangement with another G-Cloud provider in conjunction with G-Cloud management, to take over a service to ensure continuity for customers. This form of termination is considered unlikely as the underlying commercial and customer model is robust and focused on delivering excellence to G- Cloud customers. In the event that such a termination is required, then notices of termination will be made adhering to individual customer agreements or Terms and Conditions. Assurances will be made in the spirit of enabling a customer to evaluate a replacement service and migrate to that replacement service.

DATA RESTORATION / SERVICE MIGRATION

For Service Migration, we will provide a “simple and quick” exit process to enable members and customers to move to a different supplier for each of their G-Cloud Services and to retrieve their data. We have adopted a ‘no fuss, no delay, no charge’ approach where provided that no substantial payments are outstanding, then through the Service Desk, bulk customer data will be returned swiftly in a common format, to the customer or to a new provider.

Bulk restoration of data assumes that no special processing had been put in place to commission a community, which may require special work by the Service Desk to restore that data into an original format.

Metadata associated with an actual service migration of the IRIS Service may not be directly possible to transfer a new service provider, due to inherent design differences between the two platforms. However, we undertake to co-operate as far as is practicable with the new provider to achieve such a service migration.

Purge and expungement will be the last action of the Service Desk, after a wait period of four weeks to enable the new service provider to recover from a catastrophic loss of data, following the transfer of data to the customer or a new provider. Then, as defined in security our accreditation for different Impact Levels, suitable over-write or even physical destruction techniques will be used where appropriate.

Data recovery is provisioned by the Service Desk for instances of lost data or the reinstatement of a cancelled community.

Customers can upload/download (on-board and off board) individual and bulk documents and objects to load their community or workshop, using contemporary third-party formats with information content or numeric data. Large uploads would be undertaken on the behalf of members by the Service Desk.

CUSTOMER RESPONSIBILITIES

Our Terms and Conditions for IRIS (Cloud Software) document the formal responsibilities of the customer. In summary, the focus for IRIS is on the customer ensuring that all users behave responsibly with the content uploaded to the platform

- i. The Customer is responsible for the performance of their own networks and devices needed to access the tool.
- ii. The Customer shall where appropriate, make available to the Provider such internet access, office space, computer resources, materials, facilities and other support and services as may be reasonably necessary to assist the Provider in the provision of the Services.
- iii. The Customer shall ensure that the Provider has access to its employees and any sub- contractors to the extent reasonably required by the Provider for the purpose of making decisions and performing its obligations.
- iv. The Customer shall promptly provide the Provider with all information and documents as the Provider may reasonably require or request for the proper performance of its obligations.
- v. The Customer shall: comply with all applicable laws and regulations with respect to its activities under this Agreement; and be responsible for procuring and maintaining its network connections and telecommunications links from its systems to the Provider's data centres.
- vi. The Customer shall adhere to these Terms of Service as amended from time to time and make all reasonable efforts to ensure that all Authorised Users on service instances controlled by the customer adhere to the relevant parts of these Terms of Service. vii. The Customer shall adhere to the Acceptable Use Policy as amended from time to time and make all reasonable efforts to ensure that all Authorised Users on instances controlled by the customer adhere to the Acceptable Use Policy. viii. The Customer acknowledges that its use of IRIS Software is subject to its agreement to the Privacy policy as updated by us from time-to-time.

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

Our commitment for the IRIS Software availability is based over the normal working day as a membership Service Credit. If not met:

1. 95% - 97.5%: 2% of the subscription or charge for the month during which the failure occurred.
2. 90% – 95%: 5% of the platform subscription during the month in which the failure occurred.
3. 89% and below: 20% of the subscription for the month during which the failure occurred.

TRIAL SERVICE

A free trial of the IRIS Software may be provided for one month for a new departmental group of members upon request.

Rio AI



Appendix A - Enterprise One platform for Sustainability

Service Description

December 2024

G-CLOUD14

This document provides an overview of the Rio AI software as a service proposition which can be procured via Iris Intelligence.

It contains information on the product, features, pricing and links to terms of service, terms of use and privacy and cookies policy information. We have also provided information on information security provisions.



Introducing Rio

For organisations, sustainability is no longer just about compliance – it's a strategic business imperative. Investors, regulators and stakeholders demand transparency on environmental, social and economic impacts.

Obtaining trustworthy sustainability data however, remains a major challenge.

Our Enterprise product can help you start out, integrate existing or plan for regular scenario analysis, critical for meeting regulatory requirements and driving sustainable improvement.

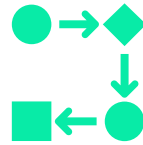
Sustainability is for everyone. At Rio AI we believe the knowledge of key regulations, standards, frameworks and operational best practice should be much more accessible to all companies and governments. We are on a mission to truly democratise sustainability. Our customers have access to Rio's 'The Consultant Group' who regularly provide free consultation to help with your understanding of sustainability. Find out more here: <https://www.rio.ai/sustainability>

A non-compliant solution is an unsustainable option. Our Enterprise platform supports your business in complying and aligning with international regulation, standards and frameworks as standard.

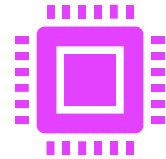


One platform for sustainability

Rio is an AI-powered sustainability management platform helping global businesses and governmental organisations to understand and improve their environmental, social and economic impact.



Advanced automation to streamline and guarantee adherence with thousands of compliance requirements, optimising the disclosure process to align with globally recognised standards, frameworks and regulations.



Prioritising time on analysis and strategy, reducing the need for manual processes (collection, consolidation, measurement), leveraging over 25 years of sustainability experience. The platform supports data quality and integrity, allowing for decision-making based on insight and to take action on strategic objectives.



By digitising top-tier consultancy as knowledge we can make it widely accessible, affordable and disrupt the slow pace of the inevitable transition. The Rio platform covers energy, water, waste (and of course carbon) from day one, with option to configure more sustainability data points based on what is material to your business.

<https://www.rio.ai/platform/enterprise>

Click the tablet or follow link above to our explainer video.



The Top 3 Sustainability/ESG Themes we work on with our clients...



POLICY & STRATEGY

- ✓ What's material to our business in sustainability terms?
- ✓ How do we establish an effective policy, strategy and realistic action plan? What KPI's and targets should we set?
- ✓ What's our carbon footprint at corporate, fund, asset level and how do we set a credible Net Zero target?
- ✓ How do we approach the 'S' or 'People' pillar?



RISK & OPPORTUNITY

- ✓ How are our investments and supply chain managing Sustainability and ESG risk?
- ✓ How can we integrate Sustainability & ESG considerations in our due diligence and supplier engagement process?
- ✓ Can we use sustainability thinking to enhance returns from our assets? Pertaining to utilities management, resource efficiency and circular economy thinking.



DATA, REPORTING & DISCLOSURE

- ✓ What do we need to comply with? How do we meet our existing and emerging requirements?
- ✓ Where do I get high quality sustainability data from?
- ✓ What reporting frameworks should we use? How do we communicate to internal & external stakeholders?

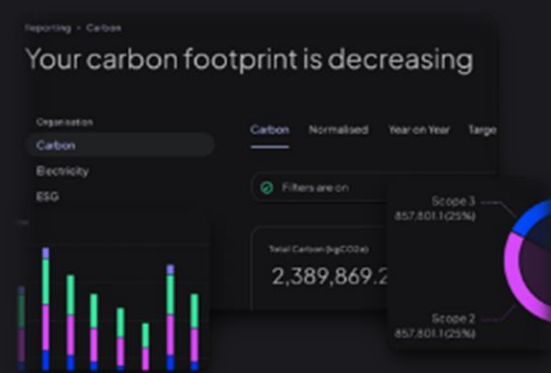
How we solve the big sustainability & ESG challenges



1. Expert Consulting Team

Our team of passionate and experienced sustainability and ESG consultants are the foundation of the business.

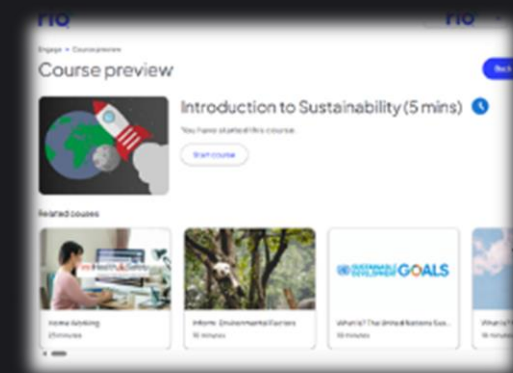
We work closely with our clients to understand their business drivers and ensure we address the most material issues; delivering an actionable, impactful approach to sustainability.



2. Sustainability Accounting & Reporting Platform

Powered by comprehensive supply chain data, our platform provides deep insights into environmental, social, and economic impacts.

Think of it as an accounting & reporting system for sustainability. A user-friendly solution for accurate, thorough sustainability reporting. Rio can be used for both internal audiences (your people, investors) and external audiences (like your customers, suppliers, portfolio).



3. Educational tools

We offer robust, accredited learning resources, including interactive modules, webinars, workshops, and a rich content library to foster self-sufficiency.



Our Sustainability Accounting Platform

We started developing our enterprise-grade sustainability management platform back in 2018 and have been building sustainability software systems for >10 years.

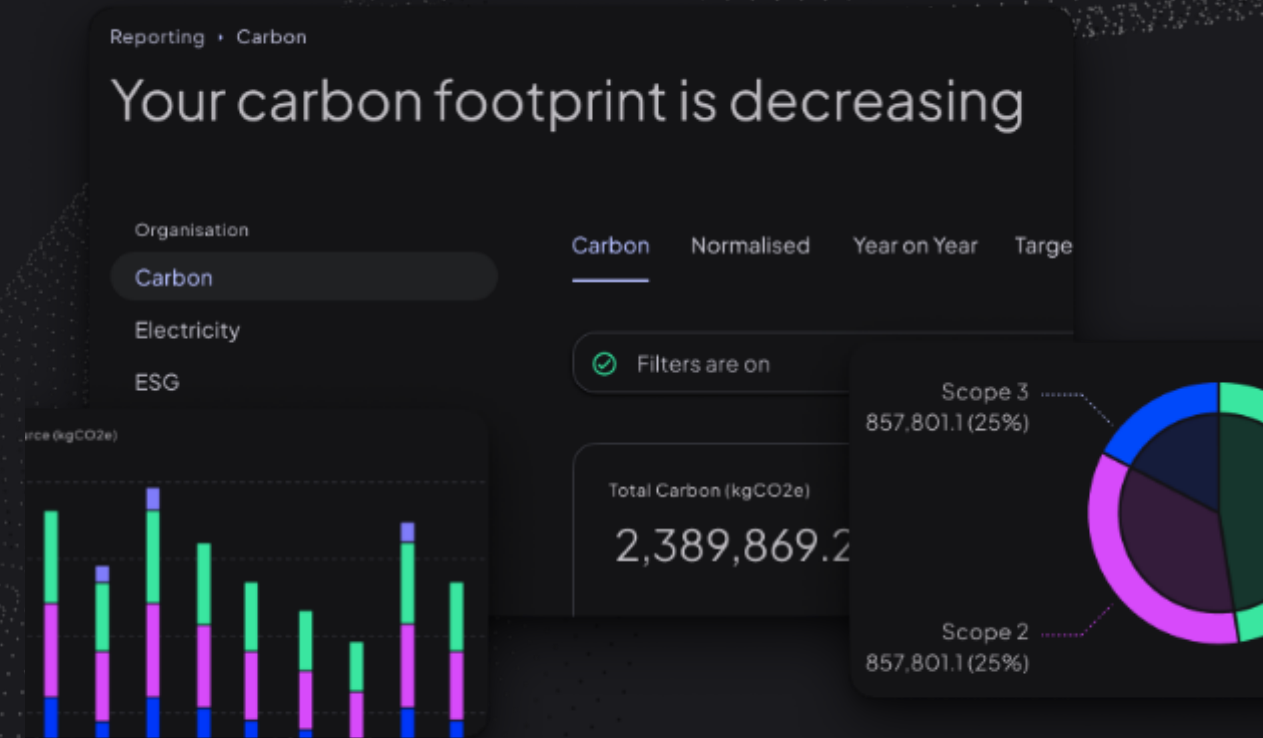
Rio is unique in the market because it's been designed by domain experts.

Our solution allows you to:

- ✔ Calculate carbon, energy, water and waste footprints to be audit-ready from day one (utilising globally leading DEFRA emission factors and EXIOBASE);
- ✔ Integrate material environmental, social, economic or governance metrics such as the UN Sustainable Development Goals;
- ✔ Gain visibility across your operations, supply and value chain;
- ✔ Benchmark performance and uncover cost-saving opportunities;
- ✔ Streamline reporting with automated controls and audit trails.

Drawing from decades of experience, our platform combines cutting-edge technology with robust accounting methodologies. Move beyond estimates and proxies to embedded data integrity you can stand behind. Accurate sustainability data is key to strategic decision-making, disclosure requirements and driving long-term value. Rio AI empowers organisations to build trust and credibility through a solid data foundation.

Find out more here: <https://www.rio.ai/platform/enterprise>



Rio Data Collation tools

Rio provides simple and intuitive ways to collect data across a range of sustainability metrics such as electricity, energy, transport, waste and even hotel stays. Our 'intelligent uploader' allows users to use pre-defined templates or use AI enhanced field mapping tools.

The image displays two overlapping screenshots of the Rio Data Collation tools interface. The background screenshot shows the 'Overview' dashboard, while the foreground screenshot shows the 'Upload Fuel' modal.

Overview Dashboard:

- Header:** Rio logo, navigation icons (envelope, user).
- Breadcrumbs:** Data > Overview
- Section:** Upload data to help us assess your impact
- Navigation:** Overview (selected), Quick Data Uploads
- Quick Data Uploads:** Organisation (selected), Portfolio
- Category List:** Organisation, Waste, Electricity, Natural Gas, Water, Materials, Fuel, Transport, Refrigerants and Other Gases, Heat and Steam, Building Energy Ratings, Hotel Stays & Home Working
- Data notifications:** Missing data and empty transactions, Anomalies found in your data

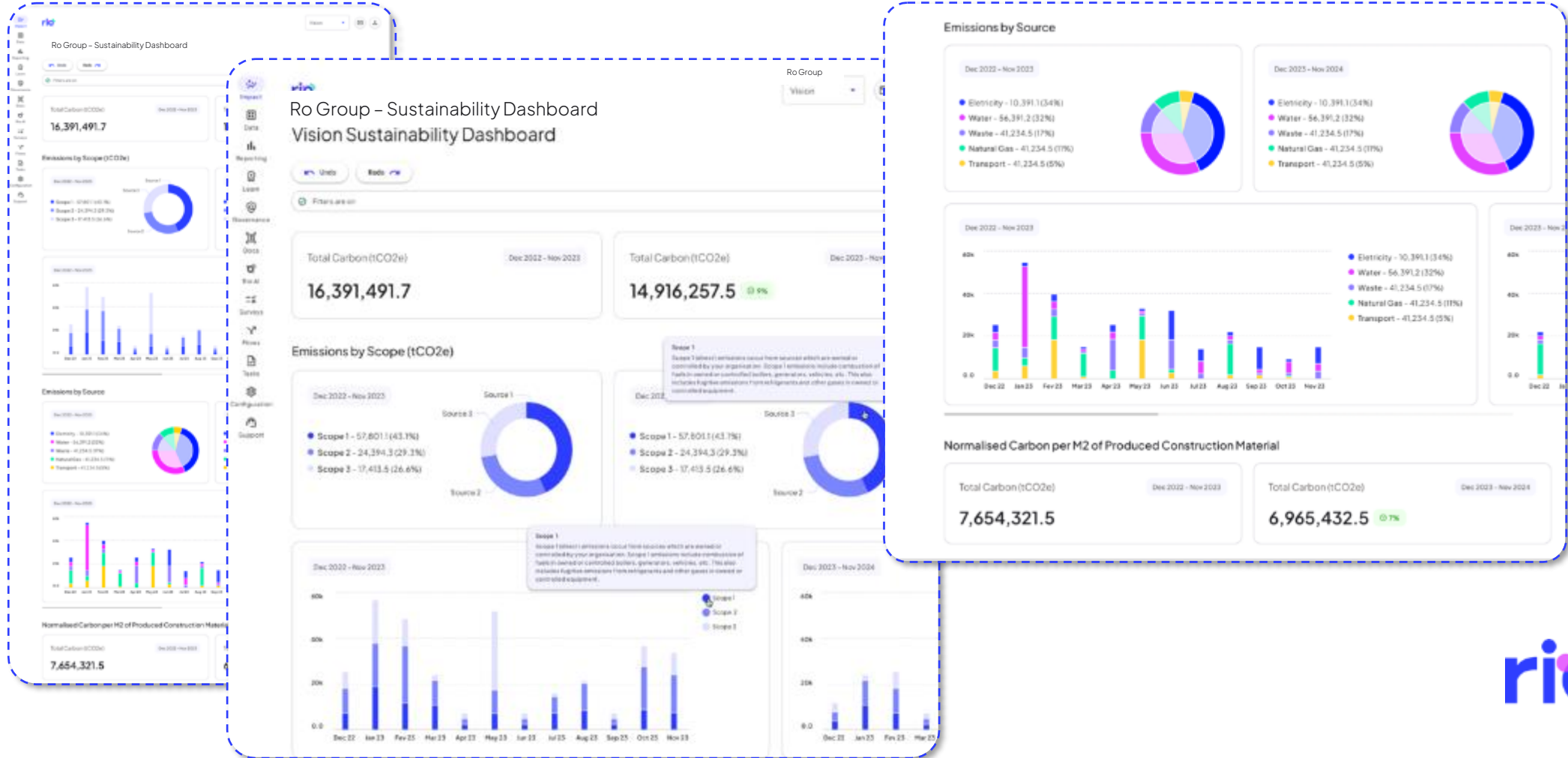
Upload Fuel Modal:

- Steps:** 1 Upload, 2 Set header, 3 Match columns, 4 Bulk fix, 5 Review and edit
- Instructions:** Please click the link to download a template for this upload, and [Template Link](#)
- Form:** Location, Date (dd/mm/yyyy), Fuel type
- Drag and drop area:** Drag and drop a file here. You can upload: .csv, .tsv, .txt, .xls
- Buttons:** Choose a file, or, Manually enter your data



Rio Sustainability Reporting Dashboards

Transforming complex emissions data into actionable insights to track, analyse, and visualise your sustainability metrics through customisable dashboards.



Appendix B – Information Security Provisions

Your trusted and
certified data
partner

As a provider of software-as-a-service to international businesses and government, cyber security, data and privacy are core to our entire business operations.



ISO27001

The Rio platform is ISO27001 certified. ISO27001 is the international standard for information security management meaning that, with Rio, you can trust that your confidential information will be handled using the very best information security practices.



GDPR

Rio takes all appropriate measures to comply with applicable data protection legislation. Relevant policies and procedures are in place to address topics such as data protection, privacy, impact analysis, data subject requests, and processing activities. For more information please see our [Privacy Policy](#).



Cyber Essentials certified

Cyber Essentials is a UK Government-backed scheme that helps protect organisations, whatever the size, against a whole range of the most common cyber attacks. Rio is Cyber Essentials certified, demonstrating that effective security measures are in place and we have a clear picture of our organisation's security level.



Amazon Web Service (AWS)

Understanding the division of security responsibilities is crucial in AWS environments. We follow the AWS Shared Responsibility Model, ensuring that while AWS takes care of the security 'of' the cloud, we focus on security 'in' the cloud, protecting your data.





Rio AI

Thank you

ALL RIGHTS RESERVED