



Service Definition – Rio Sustainability Data and Decision Intelligence Platform

1. What the service is

Rio is a cloud-hosted sustainability data and decision-intelligence service designed for use by UK public sector organisations, including central government departments, the NHS, arm's-length bodies and local authorities.

The service supports sustainability, environmental and carbon reporting through the collection, governance, analysis and reporting of sustainability-related operational data across environmental, social, economic and governance domains. Data collection is materiality- and compliance-led, enabling organisations to focus on the metrics that are most relevant to their statutory obligations, policy priorities and operational context.

Rio consolidates data from operational systems, suppliers, surveys and uploaded evidence into a single, secure system of record. It provides dashboards, reports and audit-ready outputs that support delivery of Greening Government Commitments, net zero strategies and wider public sector sustainability objectives, while enabling informed operational and financial decision-making.

2. Data backup, restore, business continuity and disaster recovery

Rio is hosted on UK-based cloud infrastructure designed for resilience and high availability. Platform components and customer data are distributed across multiple availability zones to reduce the risk of service disruption.

Customer data is backed up automatically on a daily basis, with retention to support point-in-time recovery and service restoration. Documented disaster recovery and incident response procedures are in place to restore service availability and data integrity in the event of a major incident.

Preventative monitoring, capacity management and maintenance processes support business continuity. Business continuity and disaster recovery documentation is available on request.

3. Onboarding and offboarding support

Rio provides a structured onboarding programme, typically delivered over up to twelve weeks, to support effective adoption of the service.

Onboarding includes:

- Secure access configuration (email/password or Microsoft Single Sign-On)
- Role-based user setup and permissions



- Initial configuration of organisational structures, portfolios and reporting views
- Support for bulk data uploads, including historical data where required
- Online training sessions and user guidance materials

Optional onsite training can be provided by arrangement to support accessibility requirements or larger user groups.

On contract termination, access to the platform ends. Customer data is retained for up to six months to support retrieval. During this period, customers may request an electronic copy of their data. After the retention period, data is deleted or anonymised in accordance with contractual and data protection requirements.

4. Service constraints

Planned maintenance is scheduled outside normal UK working hours where possible and communicated in advance.

The service supports configuration of dashboards, reports, data structures and tags within the standard platform. Bespoke development, custom integrations or additional functionality may be provided subject to separate agreement.

5. Service levels

Rio provides a monthly service availability target of **99.9%**, excluding pre-notified planned maintenance.

Support is provided during UK business hours (9am–5pm, Monday to Friday). Platform performance is supported through elastic scaling and capacity planning to maintain responsiveness during periods of increased demand.

6. After-sales support

Customers receive access to a dedicated support function following onboarding. Support is provided through:

- Web-based ticketing
- Live web chat
- Scheduled support calls or onsite support by arrangement

All incidents and requests are logged, tracked and prioritised. Regular service reviews can be held to review performance, incidents and improvement opportunities. Refresher training and guidance are available as organisational needs evolve.

7. Technical requirements



Rio is accessed via a standard web browser and does not require specialist hardware or local infrastructure.

The service supports data ingestion through:

- File uploads (CSV, Excel)
- Standards-based APIs
- Secure file transfer
- Surveys and structured data collection forms

8. Outage and maintenance management

The platform is continuously monitored for availability, performance and integration health. Automated alerts notify operations staff of incidents.

Where service disruptions occur, customers are notified through agreed communication channels and provided with updates until resolution. Post-incident reviews are conducted to identify root causes and implement corrective actions.

9. Hosting options and locations

Rio is hosted on UK-based cloud infrastructure. Customer data is stored and processed within the United Kingdom to support public sector data residency and sovereignty requirements. Further technical hosting detail is available on request.

10. Access to data on exit

Customers may extract their data during the contract term and during the post-termination retention period. Data can be provided in commonly used formats such as CSV or Excel, together with supporting documentation where applicable.

11. Security

Rio operates an information security management framework aligned to ISO 27001 principles.

Security controls include:

- Encryption of data in transit (TLS 1.2 or above)
- Encryption of data at rest (AES-256)
- Role-based access controls and least-privilege principles
- Multi-factor authentication
- Full audit logging of user actions



Annual penetration testing, vulnerability management, patching and incident response procedures are in place. The service complies with UK GDPR and applicable data protection legislation.