



ESG

Product and Services Description



EcoOnline are passionate about making sustainability management clear, correct, and impactful. From carbon accounting and emissions reduction to managing physical climate risks, our software empowers businesses to identify, track, and reduce their climate impacts. We support customers in meeting their goals through financial-grade, audit-ready data, effective workflow management and alignment with global reporting frameworks—both voluntary and mandatory—including TCFD, CDP, and more.

Contents

Solution Overview	3
Key Features	4
Benefits	4-5
Service Summary	5-7
Onboarding & Implementation	8-10
Service Management & Support	10-11
Security & Data Protection	11-12
Service Availability & Performance	12

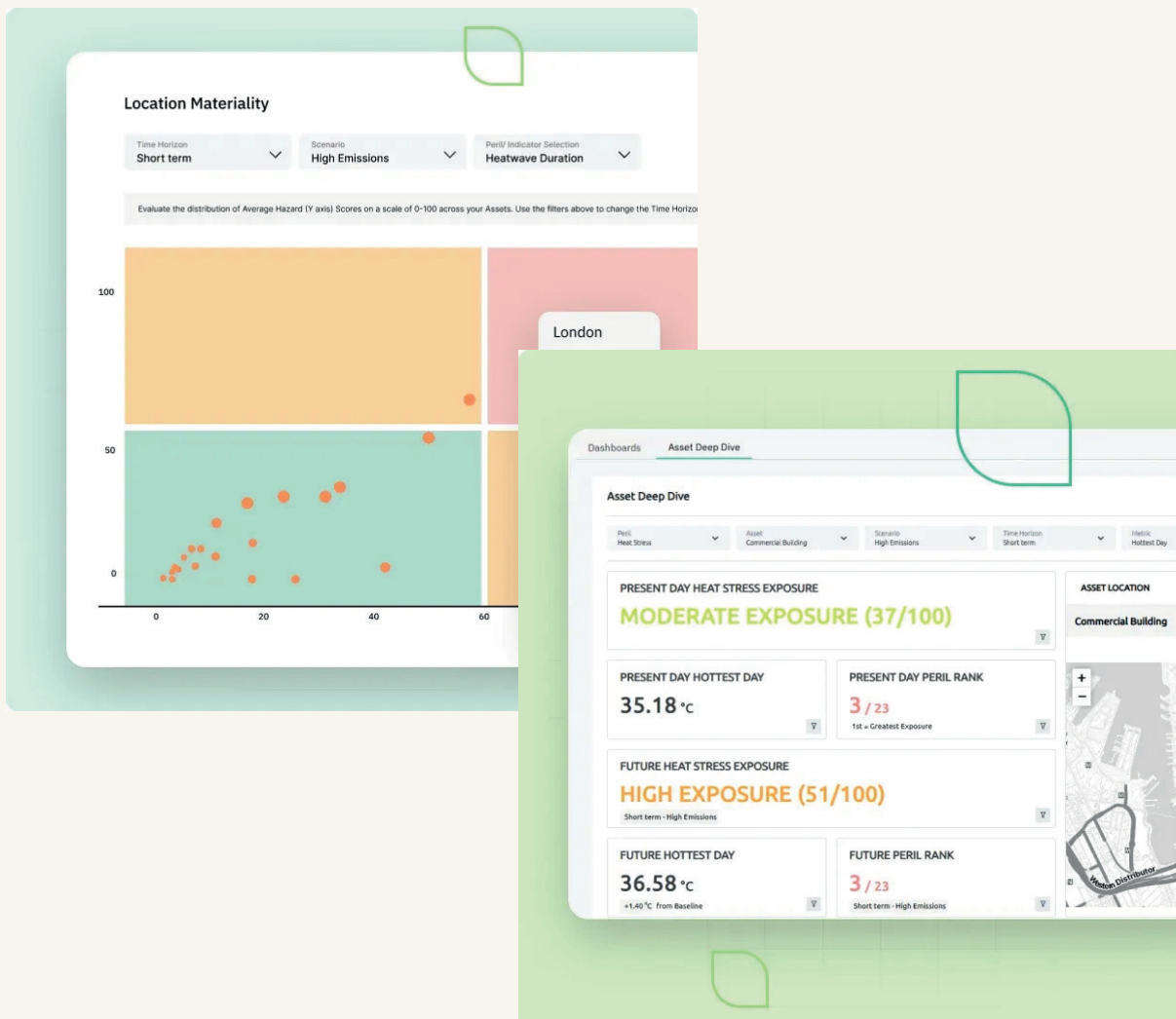
Disclaimer: Information correct as of January 2026. Please refer to our live G-Cloud 15 listing profile for the most up-to-date product and service details.

Solution Overview

EcoOnline ESG Solution for Carbon Accounting.

Organizations need reliable carbon data to understand their environmental impact, identify reduction opportunities and minimize risks – making accurate carbon accounting the foundation of effective sustainability strategies.

Ecoonline's user-friendly ESG Solution helps organizations simplify carbon accounting using accurate data capture, to deliver precise results and provides calculation transparency auditors rely on, all backed by the expertise of sustainability analysts. With a comprehensive set of frequently updated global emissions factors and a data engine sophisticated enough to select the appropriate calculation pathway and apply calculations instantly, sustainability leaders can be certain the data is correct, allowing them to focus on what matters most.



Key Features

- Extensive emission factors and assumptions database for automatic calculations.
- Audit ready workflow to support verification.
- Data entry via APIs, spreadsheet upload or manual entry.
- Fast, flexible and configurable charts and visualisations.
- Reports generated at question, category, asset or organisation level
- Analytic Dashboards for summarising results across organisations and portfolios
- Quick and straight forward implementation, supported by experts.
- Forecasts feature to track emissions reduction progress ensuring you can demonstrate credible, audit-ready progress toward Net Zero and short-term ESG goals.
- Physical climate risk data supports reporting to TCFD, CDP etc.
- Support from highly experienced sustainability analysts based in Edinburgh.
- Emissions factors & assumptions database
- Transparent calculation engine for Scope 1 & 2 and Scope 3 categories (including support for all 15 Scope 3 reporting categories (e.g. Purchased goods & Services, business travel, water and waste)
- Data hierarchy
- Auditor login
- Targets management
- Double Materiality Assessment

Benefits

- Automatic calculations saves time setting up and assigning emissions factors.
- Prepare for third party verification of climate and sustainability data.
- Easy to add data to software from multiple data sources.
- Identify trends, track targets and communicate results easily.
- Share information easily across departments
- Detailed analysis of emissions data to identify improvements.
- Quick time to value and fuss free set-up.
- Keep up to speed with latest sustainability disclosure requirements.
- Identify, manage and report climate risk.
- Assistance is on hand for the Software and reporting frameworks.

Calculate emissions faster and with confidence

- Capture data easily with flexible, intelligent questionnaires
- Automate calculations using the most accurate and up-to-date emissions factors pre-configured in the Software emissions factors
- Reduce manual effort with instant conversions and smart logic
- Report with confidence using a constantly updated emissions database

Scale effortlessly as regulations evolve

- Adapt reporting quickly to meet changing regulatory requirements
- Future-proof your sustainability reporting with flexible software

Increase participation across the business

- Make data submission simple with an intuitive, easy-to-use interface
- Save teams time with targeted data requests and clear status updates
- Collect only what's needed with built-in workflows and notifications

Deliver audit-ready transparency

- Provide clear, traceable calculations auditors can trust
- Built-in audit ready workflow to allow review of the submitted data
- Simplify audits with transparent methodologies and documented logic
- Reduce risk of misinterpretation with structured reporting workflows

Extend your team with sustainability expertise

- Get expert guidance to reduce errors and apply best practices from day one
- Optional data and calculation validation with objective sustainability analyst support
- Streamline collaboration with real-time feedback, all in one place

Turn climate data into business advantage

- Use emissions insights to inform strategy and decision-making
- Demonstrate progress to investors, customers, and stakeholders
- Integrated reporting on Physical Climate Risk alongside GHG and sustainability data
- Strengthen brand trust through transparent environmental reporting
- Stay ahead of regulatory risk and future compliance requirements

Service summary

Level 1: Carbon Accounting

Assess and report GHG emissions across Scope 1, 2, and Core Scope 3 categories. Plan sustainability strategy using double materiality insights and data visualizations. Ensure accuracy and transparency with an automatic calculation engine delivering audit-ready data.

Key Features:

- Emissions factors & assumptions database
- Transparent calculation engine for Scope 1 & 2 and Core Scope 3 categories (Purchased goods & Services [spend based], business travel, water and waste)
- Data hierarchy
- Auditor login
- Targets management
- Double Materiality Assessment
- Analytics and dashboards

Level 2: Framework Reporting

Comply with voluntary and mandatory frameworks (e.g., EU CSRD) using double materiality insights and climate risk data. Track reporting progress, identify gaps, and generate audit-ready reports.

Includes all Level 1 features, plus:

Framework Reporting:

- Pre-configured voluntary & mandatory assessments (CDP, TCFD, EU CSRD)

Expanded Scope 3 Coverage:

Activity & spend-based methods for:

- Core Scope 3 categories
- Capital goods
- Fuel & energy-related activities
- Upstream/downstream transportation & distribution
- Employee commuting & homeworking
- Upstream/downstream leased assets
- Franchises

Physical Climate Risk – Company Level:

- Climate perils: heatwaves, flooding, water stress, sea level rise, etc.
- Climate scenarios & time horizons
- Hierarchy management
- Advanced dashboards & asset deep dive

Options for:

Optional Scope 3 Categories

Scope 3 Use Phase Categories:

- Processing of Sold Products (Category 10), Use of sold Products (11), and End of life Treatment of Sold Products (12)

Scope 3 Category 15 – Investments

- Quality Analysis (pre-audit check) Support from EcoOnline Sustainability Analyst team
- API Data integration with 3rd party software such as SAP
- CDP Scoring Review
- Assistance with Data Entry

Feature Comparison Across Levels

FEATURE	L1: CARBON ACCOUNTING	L2: FRAMEWORK REPORTING
Scope 1 & 2	✓	✓
Core Scope 3	✓	✓
Expanded Scope 3	–	✓
Double Materiality	✓	✓
Framework Reporting	–	✓
Climate Risk (Company)	–	✓
Scope 3 Use Phase Categories: Processing of Sold Products (Category 10), Use of sold Products (11), and End of life Treatment of Sold Products (12)	Optional	Optional
Scope 3 Category 15 - Investments	Optional	Optional

Comparison Across GHG Scopes

	SCOPE 3 CATEGORY	CORE SCOPE 3	EXPANDED SCOPE 3
1	Purchased Goods & Services	✓	✓
2	Capital Goods	–	✓
3	Fuel- and energy-related activities	–	✓
4	Upstream transportation and distribution	✓	✓
5	Waste generated in operations	✓	✓
6	Business Travel	✓	✓
7	Employee Commuting (& Homeworking)	–	✓
8	Upstream leased assets	–	✓
9	Downstream transportation and distribution	–	✓
10, 11, 12	Scope 3 Use Phase Categories: Processing of Sold Products (Category 10), Use of sold Products (11), and End of life Treatment of Sold Products (12)	Optional	Optional
13	Downstream leased assets	–	✓
14	Franchises	–	✓
15	Scope 3 Category 15 - Investments	Optional	Optional

Onboarding & Implementation

Your Success Team

Right from the initial Kick off meeting your customer success team is here to help you create and manage your sustainability reporting expertise, you can benefit from years of experience and a proactive approach to building sustainability program. Each member of our customer success team plays a critical role at various stages of your partnership with EcoOnline.



EcoOnline ESG Implementation Plan

This section outlines the Implementation Professional Services needed to meet your requirements from kick-off through to a live Solution.

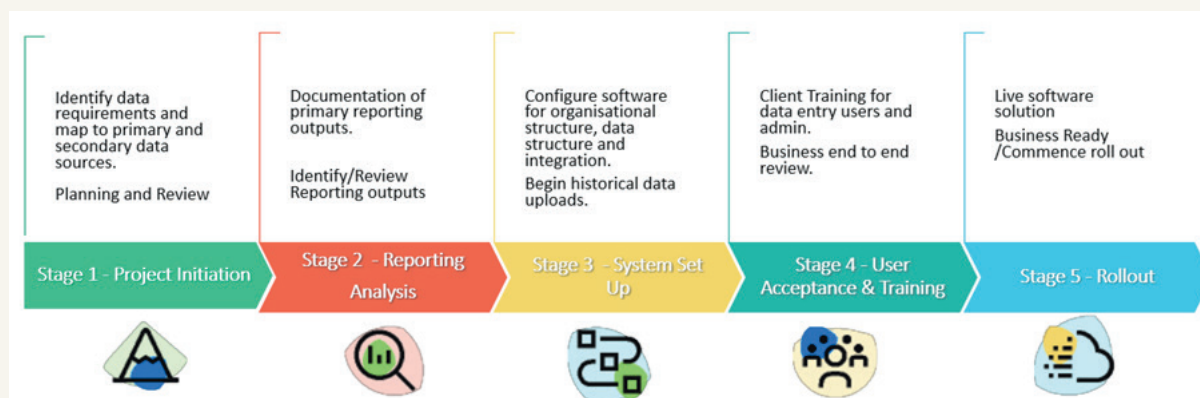
Implementation approach

Implementation is on a 'configuration first' basis, with a typical set up process requiring client data to allow for quick provisioning process and a very short time-to-value for client investment in Sustainability Reporting.

Implementation timescales can vary considerably, however; we see the availability of client organisational structure, data quality and historical data having an impact on the time from kick-off to live for data collection. Other factors such as the availability of the project team and the number and type of API integrations will also impact the ultimate time to live.

A primary and secondary Sustainability Analyst will be assigned to support the Implementation process and to ensure availability throughout. Where appropriate configuration changes are reviewed or QA'd by a second analyst in order to ensure that the process controls and workflow in place for an audit ready output are complied with.

For most organisations we would suggest an implementation timeframe of 3 to 6 weeks to allow for Kick-off, requirement analysis, agreeing questionnaire data collection structure, company structure and user and admin training.



F 1. Summary implementation process for EcoOnline products

Indicative Timeline – 3 to 6 weeks

Exact timeline to be confirmed through contracting and at kick off; the suggested timeline below provides an indication of key topics and milestones through the implementation and set up.

Premium Support: Our streamlined onboarding process ensures a smooth start with guided setup delivered by our team, access to implementation resources, and a dedicated project kick-off. We support the client team through configuration of the environment to the required specifications and providing training resources, enabling efficient data submission and clear identification of key reporting outputs. Final outputs are reviewed together to ensure accuracy and alignment with key goals.

Analyst Support: Client's receive ongoing support from our Sustainability Analyst team who will guide users through the set up and training process as well as to provide ongoing support throughout the contract period.

Key skills of our Analyst Team:

- Deep understanding of the sustainability reporting landscape and how to address this from a corporate point of view.
- Technical capabilities to tailor the software solution to match the exact reporting requirements of each customer.
- Providing an in person and timely customer support service throughout the reporting journey.
- Ability to problem solve and suggest practical solutions in response to customers' sustainability issues.
- Results interpretation and in-depth analysis to help customers present their sustainability achievements internally and externally.

Training: To prepare the customer's team for effective use of the platform, workshops are held for admin users and data entry users. Admin users, typically individuals who are knowledgeable in the customer's organization, receive extensive training on the software's features and functionality. Workshops are designed for a wider audience, providing a general understanding of how to use the SaaS product for daily tasks, centred around data entry.

	Cyderes						
	EcoOnline						
	Both						
Step	Task	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
1	Kick-off meeting						
2	Provide Historical/Legacy Data, and company structure						
3	Historical Data and Company Structure Review						
4	Climate Risk Data Location Data Formatting and Review						
5	Requirement Analysis						
6	Weekly progress calls						
7	Questionnaire template(s) draft						
8	Set-up Company Structure - GHG Reporting						
9	Questionnaire template review						
10	Company Structure review						
11	Questionnaire template finalised						
12	Climate Risk Testing						
13	Admin user training						
14	Check point Final Approval before Launch						
15	System Launch						
16	Data collection starts						
17	Final sign off						

Service Management & Support

Technical Support

Our technical support services are designed to ensure you receive timely, reliable assistance whenever you need it.

Customers can raise support requests via email or our online ticketing system, providing a simple and efficient way to log and track issues.

Support Response Times

We operate a structured priority-based response model to ensure critical issues are addressed quickly:

Category 1 (Critical): Initial response within 2 business hours, with regular updates provided until the issue is resolved.

Category 2 (High): Initial response within 4 business hours, with ongoing communication maintained through to resolution.

Category 3 (Medium): Initial response within 12 business hours of case creation.

Category 4 (Low): Initial response within 24 business hours of case creation.

Support Channels

Phone support: Available 24 hours a day, 7 days a week

Email & online ticketing: Available for logging and managing support requests

Onsite support: Available by arrangement and at an additional cost

EcoOnline uses a structured set of processes, roles, and activities to understand and manage its services, ensure they deliver the outcomes customers expect, and control associated costs and risks. To support this, EcoOnline aligns with ITIL and other best-practice frameworks for IT service management, ensuring services are closely aligned with business needs and actively support customer outcomes.

EcoOnline applies lightweight, effective best practices within its business units. Core ITIL principles are applied, particularly within Service Operations, covering areas such as service and change management, incident and problem management, asset and supplier management, service levels, availability, capacity, continuity, service design, and information security. Common service activities include continuous monitoring of services, management of internal and hosted infrastructure, application management, and clear communication with customers, users, and internal teams.

Key delivery functions include:

- Service Desk: Single point of contact for clients, managing incidents, service requests, and access.
 - Technical Management: Internal Cloud Operations team managing AWS infrastructure, architecture, and cloud security.
 - Application Management: Product Managers overseeing applications throughout their life-cycle.
 - IT Operations Management: Day-to-day operation of the AWS environment.
 - Application Development: Delivery of third- and fourth-line support, enhancements, and new functionality, working closely with Technical Management on releases.
- Support available to third parties – Yes

Security & Data Protection

In today's rapidly evolving technological landscape, organizations constantly seek innovative solutions to address complex challenges. Our suite of SaaS applications is designed to meet these needs by providing robust, scalable, and secure technologies. We understand that our clients are not just looking for tools, but for comprehensive solutions that drive efficiency, enhance security, and foster sustainability.

Data hosting location(s)

- EcoOnline ESG Solution is hosted across two Amazon Web Service (AWS) availability zones with a primary site in Dublin, Ireland and a secondary site in Frankfurt, Germany

Data ownership

- The Client retains all right, title and interest in and to all of the Client Data entered into the ESG Solution.
- As soon as you begin adding data into the ESG Solution it is available for download in a variety of formats, including the results of the calculation process applied.

Encryption (at rest and in transit)

- Data in transit is secured via HTTPS using TLS 1.2 encryption and data is encrypted at rest on underlying volumes using AES-256 bit standard.

Access controls

- Access to the ESG Solution is either managed through EcoOnline's Single Sign On (SSO) authentication platform EcoID or via usernames and passwords.

For all users a variety of roles are available, including:

- Manager: Full data entry rights across sites, advanced settings access, and ability to add users. Managers can also track progress with real-time dashboards.
- Data Entry: Restricted to questionnaire input for client users for assigned sites only—no access to underlying assessment logic.
- Approver: Includes Data Entry permissions plus ability to review and approve questionnaires before QA.
- Report Viewer: Read-only access to results, analytics, and downloadable reports.
- Auditor: Read-only access to raw data, assessment pages, and analytics for compliance checks.

Compliance standards

- EcoOnline's Solutions are Certified to ISO27001For a full list of current Certification please visit: <https://www.ecoonline.com/certifications/>
- EcoOnline's ESG Solution is also certified by PwC as part of our Audit Ready output – allowing third party auditors to check the controls we have in place to manage changes in the Solution.

GDPR and data protection responsibilities

- GRPR and Data Collection is a key priority and EcoOnline complies fully with the Regulations.

Service Availability & Performance

- We offer 99.9% application uptime and 99.9% hosting uptime. The application and hosting environment is continuously monitored. We have 24/7 provider support SLAs in place to ensure uptime of the hosting infrastructure.
- We maintain full disaster recovery plans for all business activities and hosted infrastructure. These are audited as part of our ISO 27001 certification and are managed as part of an overall audit program.
- EcoOnline's internal controls for managing changes to the ESGS Solution and updates to the emission factor database are also audited by PwC to deliver Audit-Ready output.



www.ecoonline.com



Aldgate Tower, 2 Leman Street, London, UK

