

1. Introduction

UST is a firm that provides digital transformation, cloud, and sustainability-focused services to clients across sectors. With a strong foundation in **IT services**, environmental responsibility, and compliance, highlighted through participation in frameworks such as the UN Global Compact and external certifications including ISO 14001 and ISO 27001. UST demonstrates a consistent commitment to ESG excellence as reflected by multiple awards across the globe.

This service offering brings together a comprehensive suite of ESG and sustainability capabilities, including ESG reporting & analytics, ESG data platforms, resource and waste management insights, asset integrity assessments, supply-chain inefficiency diagnostics, and sustainability strategy development.

The primary users of the service include public-sector organisations, higher-education bodies, local authorities, and enterprises seeking to strengthen their ESG performance, comply with regulatory expectations, and operationalise sustainability targets. Typical use cases range from ESG reporting automation and sustainability benchmarking to energy optimisation, supply-chain due-diligence, and strategic decarbonisation planning.

2. Service Scope & Description

The service provides an integrated suite of sustainability and ESG-focused capabilities designed to help public-sector and enterprise clients measure, manage, and accelerate their environmental and social performance. Core features include **ESG Reporting & Analytics, ESG Data Platforms, Energy and Waste Resource Management, Asset Integrity and Process Inefficiency assessments, Supply-Chain Inefficiency analysis**, and **Sustainability Strategy Development**. These are reinforced by UST's broader sustainability posture, including ISO 14001-certified environmental management, ISO 27001 information security, and participation in global initiatives such as the UN Global Compact, Science Based Targets Initiative and CDP.

What is included:

The service includes end-to-end ESG data lifecycle management - data capture, cleansing, consolidation, analytics, and reporting - powered by UST's enterprise data lake and AI-enabled modeling frameworks described in the sustainability services documentation. It also provides carbon accounting aligned with GHG Protocol scopes, supply-chain sustainability assessments, energy-efficiency diagnostics, waste-management optimizations, and net-zero strategy support. UST's sustainability initiatives, including renewable-energy integration and multi-year SBTi-aligned emission-reduction milestones, underscore the maturity and credibility of the methodology applied in client engagements.

What is not included:

The service does not cover legal compliance certification, environmental permitting, or physical infrastructure retrofitting. It also excludes capital expenditure for renewable installations, on-site audits requiring specialized equipment, and any activities beyond advisory, digital enablement, and analytics.

Technical Specifications:

Our sustainability solutions leverage robust product engineering combined with Data, AI, edge computing, digital twin, and vision intelligence technologies. Edge-enabled devices and vision systems collect high-frequency data from assets, utilities, facilities, and supply chains. This data is processed through secure, API-driven pipelines with built-in validation, anomaly detection, and auditability. AI and machine-learning models power predictive maintenance, energy optimization, waste reduction, and supply-chain efficiency analysis. Digital twins model assets and processes to simulate scenarios and quantify impact. Configurable analytics, workflows, and dashboards enable actionable insights and standards-aligned sustainability reporting.

Architecture Overview:

The architecture follows a modular, cloud-native, and edge-aware design to ensure scalability and resilience. Data flows from edge and enterprise systems into a centralized analytics layer supporting real-time and batch processing. Digital twin services operate alongside AI engines to continuously evaluate asset integrity and process performance. Vision intelligence and IoT layers integrate seamlessly with core platforms through microservices and APIs. Security, governance, and role-based access are embedded across layers, enabling compliant, interoperable, and high-performance solutions that accelerate sustainability outcomes across the enterprise.

3. Benefits & Outcomes

This service enables organisations to strengthen governance, meet regulatory expectations, and accelerate environmental commitments through data-driven ESG transformation. UST's sustainability capabilities deliver measurable operational improvements: reductions of up to **30% in energy costs**, **36% in food waste**, and significant decreases in emissions and inefficiencies, demonstrated in previous client engagements. Public-sector bodies benefit from enhanced reporting transparency, simplified compliance with emerging disclosure frameworks, improved supply-chain sustainability, and greater resilience through optimised resource management and carbon-reduction strategies.

Unique differentiators include UST's **AI-native sustainability architecture**, leveraging a central ESG data lake, advanced analytics, and automated reporting to accelerate decision-making. This is strengthened by UST's ability to operate across the full ESG lifecycle - from data capture to action, supported by a global partner ecosystem. UST's deep domain experience spans energy, waste, biodiversity, and supply-chain decarbonisation, reinforced by its own auditable net-zero commitments, third-party-validated GHG measurements, and long-term track record of sustainable transformation.

Together, these strengths create a differentiated offer: a scalable, outcomes-based ESG service backed by demonstrable impact, advanced technology, and proven delivery excellence.

4. Onboarding & Offboarding

Solution onboarding follows a structured, accelerated approach to ensure rapid value realization. We begin with stakeholder alignment, sustainability objectives mapping, and identification of priority inefficiencies across energy, waste, assets, and supply chains. Data sources, edge devices,

vision systems, and enterprise applications are securely integrated using standardized APIs and connectors. Digital twins are configured for selected assets and processes, while AI models are calibrated using historical and real-time data. User roles, governance controls, dashboards, and reporting templates are tailored to business and regulatory needs, supported by guided training and change-enablement programs. Offboarding is designed to be secure, compliant, and disruption-free. All client data is systematically archived or transferred in agreed formats, ensuring data ownership and regulatory compliance. Edge devices, integrations, and access credentials are safely decommissioned, and AI models and digital twin instances are retired or handed over as required. Detailed documentation, knowledge artifacts, and transition support are provided to ensure continuity. Final audits confirm data deletion, system integrity, and security closure, enabling a clean, transparent exit with no operational or compliance risk.

5. Service Levels & Support

Our service is supported by a structured, multi-tier operating model designed to ensure reliability, transparency, and timely issue resolution. Clients can engage support through email and phone, with all requests logged through the ticketing system and prioritised by severity level (critical, high, medium, low), consistent with UST's ITSM standards. Standard SLAs include acknowledgment within one hour for Severity 1 incidents, with continuous progress updates until closure.

Operating Hours:

Support is available during standard business hours (09:00–17:30), with optional extended coverage or 24x7 monitoring available for clients requiring continuous service assurance. UST's capability to operate round-the-clock, including real-time monitoring and automated alerting, is supported by its ITSM operating models and service-desk maturity frameworks.

Incident Management:

Incidents follow a structured lifecycle including triage, severity assignment, investigation, and coordinated response. UST provides initial Root Cause Analysis (RCA) within 24 hours for Severity 1 closures, using tools such as log analytics and user-experience telemetry.

Escalation Routes:

Unresolved or high-impact issues follow a defined escalation matrix involving senior engineers, Vendor support, and specialised SMEs. Escalation thresholds and timelines are jointly agreed with the client, with governance reinforced through documented processes, change-management controls, and continual service-improvement mechanisms.

7. Security Features

UST provides a robust security architecture aligned with globally recognised standards, ensuring end-to-end protection of customer data across all service components.

Data Protection

Data protection is enforced through multilayered controls, including endpoint detection and response (EDR), domain-controlled logical access, vulnerability management, and secure cloud access via CASB solutions such as Zscaler and Microsoft Defender. These measures safeguard data in transit and at rest while supporting threat detection, data-loss prevention, and continuous monitoring. UST also maintains structured data-protection practices and responds to third-party due-diligence audits as part of its governance responsibilities.

Certifications

UST meets multiple international certification standards, including **ISO 27001** (certified and externally audited), **Cyber Essentials Plus** for UK operations, **ISO 22301** for Business Continuity, and **SOC 2 Type 2** and **HITRUST** compliance for secure service delivery.

Role-Based Access

Strict **Identity and Access Management (IAM)** controls are enforced across all environments, including multi-factor authentication, conditional access, and role-based privileges. Access is restricted to authorised personnel only, with application-level whitelisting, secure key management, and environment isolation. Domain-controlled policies ensure appropriate segregation of duties and compliance with audit requirements, reinforced by governance teams.

8. Standards & Compliance

Accessibility

The service is designed with a user-centric approach, ensuring accessibility and usability across diverse user groups. UST's accessibility practices include intuitive UX design, user-journey mapping, and accommodation measures aligned with industry standards. Accessibility adjustments and usability enhancements are incorporated into platforms to support equitable access for all end-users, including those requiring workplace adjustments.

GDPR Compliance

UST maintains GDPR-aligned data-protection policies and procedures, supported by a dedicated Data Protection Officer (DPO) and registration with the Information Commissioner's Office. UST's data-processing activities adhere to GDPR principles, including lawfulness, transparency, data minimisation, and controller-approved processing. UST implements documented Data Processing Agreements (DPAs), annual privacy-policy reviews, and compliance with Article 32 requirements through ISO 27001-certified security controls.

Open Standards

The service supports open standards to ensure interoperability, scalability, and future-proof integration. UST aligns with open API frameworks including HL7 and FHIR for data exchange, follows OWASP-driven security best practices, and maintains transparent technical

documentation. These open-standards commitments ensure that public-sector clients can integrate seamlessly across existing systems and avoid vendor lock-in.

9. Contact Details

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