

Hawkrose

Climate Change and Sustainability Application

Service Definition





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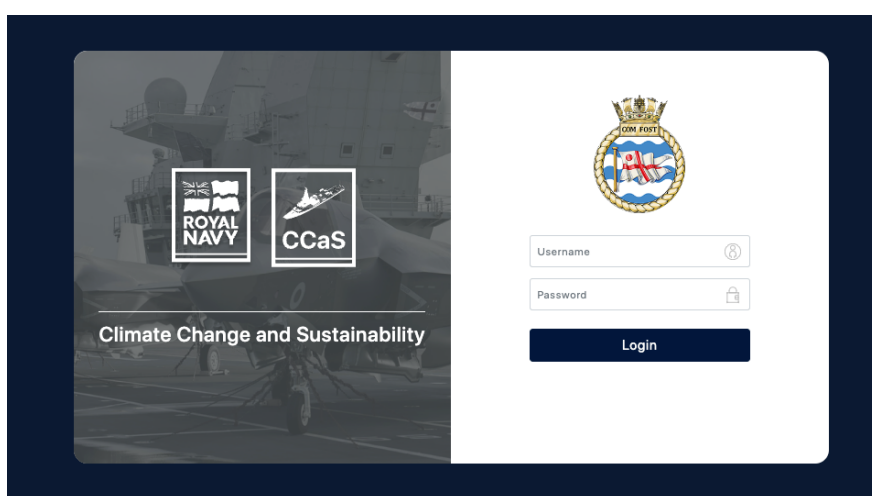
1 Climate Change and Sustainability Application

1.1 Service Description

The Climate Change and Sustainability (CCaS) App has been developed to help improve behaviours related to carbon emissions on individual assets, with the vision to deliver tangible changes in process, procedures and behaviours of asset operators and management to reduce the impact of asset's operations on the climate and improve sustainability.

It is a highly configurable software application which allows users to collect and then display the Climate Change impact of a certain asset – and assess it against other assets in a portfolio (i.e. a ship, a vehicle, a plane or an industrial site).

The Application is currently configured – and is being used – by the Royal Navy to improve Climate Change behaviours of Ship's personnel. The tool is used as a digital data log for all 'Climate Change and Sustainability' assessments for each ship. Ships can then be assessed against each other – or against their previous performance. This provides a quantitative baseline to objectively review ships' Climate Change credentials.



The benefits of this application are:

Persistence – A software application allows users to run different scenarios, then save them on the system. This provides an electronic audit of decisions taken and scenarios tested. In Excel a new worksheet needs to be saved every time a new scenario is generated, creating a large administrative burden. This is particularly important for the work on CC&S issues, where significant improvements will only be obtained through a long-term programme of work, and keeping line of sight to the initial baseline will be crucial.

Data validation. In MOD, forecasts are regularly updated, and the tool allows for Users to upload the new forecast and test old scenarios to see if their assumptions have held. Again, the ability to complete similar analysis in Excel requires an Excel analyst to conduct a comparison between two different sheets – such a method creates a significant risk of data errors and requires expert support.

Sustainability – One of the primary reasons for creating the CCaS App is that it ensures the analysis can continue after the current incumbents in NCHQ have moved roles. Often with an Excel tool, its use ceases when the analyst in charge of the work moves to a new post.

User interface – The CCaS App has a simple-to-use user interface.

The system is highly configurable and can be changed relatively easily to conduct similar analysis on other asset classes.





For more information see the Hawkrose website: www.hawkrose.com

1.1.1 Customisation

The CCaS App is designed to be highly customisable and configurable. Customisable elements include:

- Assets
- Reference data
- Data structure
- Fuel data
- Questionnaires

The platform is designed to be reconfigured and customised for each ship evaluation.

New data can be configured through the UI or uploaded via CSV.

1.1.2 Onboarding

The CCaS App can be delivered as a hosted managed service or deployed into a customers' hosting environment. If deployed into a customer hosted environment a deployment guide is provided and training given to support system upgrades.

User guides are provided as standard, and training can be purchased as an additional service. This can be online or onsite, depending on customer requirements. Hawkrose also offer continuous user support packages where Hawkrose consultants can act as expert users.

1.2 Service Support

1.2.1 Support Levels

Support models are tailored to customers' requirements and based on agreed SLA's. Response times and support coverage is agreed and documented in a managed service agreement and tailored to the requirements of each customer and system deployment.

The Hawkrose standard approach is to offer three levels of support:

- **Bronze** – UK Office hours support with email-based fault notification
- **Silver** – Extended hours (7:00 – 22:00) 7 days per week with email-based fault notification and trouble ticketing system
- **Gold** – 24/7 support 7 days per week with email and phone-based fault notification and trouble ticketing system

Bespoke support packages can be agreed based on a Service Level Agreement with time to respond targets if required.

All customers are allocated a technical account manager to act as a point of escalation if required.