

sustainIQ

CONTENTS

Background to SustainIQ	3
About Us	4
Four Pillar Approach	5
How the Data is Used	6
Service Definition	7
System Features	9
Data Importing & Exporting	10
Data Retention	11
Onboarding & Offboarding	12
Customer Success & Service Delivery	15
Aftersales & support	18
Technical details	19

sustainIQ

SERVICE DEFINITION
COMPANY BACKGROUND

What is SustainIQ?

OUR STORY

SustainIQ was founded in 2016 by joint Co-Founders Liam McEvoy and Maria Diffley. Then, both Liam & Maria were working as sustainability consultants, and were finding frequently occurring challenges amongst their clients when it came to reporting, and accessing data.

Thus, SustainIQ was born with the aim of helping to eliminate that challenge, and provide companies with real-time, accurate sustainability performance data.



OUR VISION

To change the world, for good, using the power of sustainability & ESG performance data.

OUR MISSION

Helping businesses measure, monitor and report on their social, environmental and economic performance. We achieve this by providing users with one, integrated reporting dashboard that provides real-time analytics and insights to sustainability & ESG performance.

OUR PRODUCT

SustainIQ is an the all-in-one ESG & sustainability reporting software that measures, monitors and reports on the social, economic and environmental performance of businesses.

A cross-platform web-based app, SustainIQ has set methodologies for over 150+ different reporting areas, helping organisations standardise reporting workflows, centralise data and visualise performance quickly, with a complete library of exportable and fully compliant reports.

WHO WE WORK WITH

Currently, we work with a range of clientele, including Construction, FMCG, Public Sector, IT Services & Technology and Manufacturing organisations. SustainIQ is built for organisations of different sizes. We have accessible packages available for SMEs, as well as solutions for larger MNEs.

About Us

OUR VALUES

At SustainIQ, our team uphold three core values which drive forward every action and decision we make.



TRUST

We trust in each other, our abilities to excel and the decisions leadership make to build the best future for us all.



TOGETHERNESS

We're on this shared journey together, and so we make decisions (sometimes tough ones) as a team. We take the good days with the bad, and work together to do our best.



TRANSFORMATION

We think outside the box. Transformation doesn't happen from doing things the same. We think innovatively and disruptively, strategize and adapt quickly to stay ahead of the curve.

OUR SOLUTION

Our clients use SustainIQ to increase efficiency, prove compliance and win new business by improving their productivity and bottom line.

SustainIQ offers:

- A cloud-based system
- Integrated real-time reporting
- Multi-user and multi-site flexibility
- Standardised processes
- Accurate & reliable performance data
- Increased transparency of performance
- The elimination of paperwork, saving time and resources

HOW WE DO IT



Collect
data



Measure
performance



Monitor
progress



Report
compliantly

Our Four Pillar approach

SustainIQ collates the data and calculates impacts across 4 key pillars:



Responsible Procurement

We measure how responsible your supply chain is, calculating the socio-economic impact of your procurement process at local, national and international levels, increase collaboration with suppliers and calculate the embodied carbon of products and materials procured by your organisation.



Environmental Management

We calculate the environmental performance of your organisation across multiple jurisdictions and multiple sites. The system alerts customers to any problems such as excessive waste, energy or water usage, avoiding unnecessary cost. Users can implement waste management plans, measure GHG emissions in scope 1, 2 & 3, monitor water usage and calculate biodiversity net gain instantly.



People, Health & Diversity

We monitor training and development, manage your equality, diversity and inclusion strategy and ultimately help you to improve the health & wellbeing of your people.



Community Engagement & Partnering

Calculate the impact your organisation has on the local community. Easily track all donations, community outreach, volunteering, educational initiatives and responsible leadership across all sites. Capture valuable feedback from stakeholder surveys and quantify the social value of your initiatives and actions.

How the data is used

This data is then presented in a reporting dashboard which allows the organisation to analyse and interrogate the data. SustainIQ then provides comparisons to previous years and across departments.

SustainIQ has a library of reports such carbon reduction plans, environmental reports, waste minimisation, site waste plan, social value infographic generator, community engagement plans, CSRD, SECR and ESOS reports for the user to plug and play immediately. SustainIQ can also utilise your data in a predictive analysis model.

However, we understand that your reporting needs will be beyond this, and our team of developers will work with your teams to ensure configuration of the system to meet your reporting requirements and to craft new reports in the library where suitable.

SustainIQ can easily provide data capture, analysis and reporting for the entire estate including all departments and buildings not only for environmental impacts but also for supply chain and social value.

Moreover, SustainIQ can be used on capital projects by main contractors to assess the impacts of build projects. In the future the platform has ability to expand the scope to ensure capture of impacts across for example Regional City Deal projects and specific environmental or social projects.

We already offer clients the ability to showcase both quantitative and qualitative measurements of their programmes.

sustainIQ

SERVICE DEFINITION
PRODUCT AND SYSTEM

Service Definition

SustainIQ is the all-in-one ESG & sustainability reporting software solution which simplifies how organisations capture data, analyse their impacts and report across a range of different reporting frameworks.

Many public sector bodies have the problem that their sustainability data is spread across many different departments, sitting in silos which offers no intelligence around the outcomes of investments in this area.

SustainIQ have developed an easy-to-use tool using many different methods of data capture from manual inputs, bulk uploads, QR codes and integrations with other systems to ensure that the quality of the data being captured is fit for purpose and can be used to provide useful insights.

The platform is utilised by many people across all levels of the organisation, which is important as responsibility for sustainability should not sit with one individual or department, it needs to become an intrinsic part of the day-to-day role of many employees to ensure we are getting a holistic picture of what is happening across the organisation.

System Features

SustainIQ provides users with a holistic approach to ESG & sustainability reporting, making it simple for users to gain a full understanding of their ESG performance.

- Easy to use platform with simplified 4 pillar approach to ESG
- Easy data entry via API, upload functionality, scanning a QR code or manually using the app
- Reporting Dashboard providing full analytics of performance across the organisation
- Customised reporting at the touch of a button
- Visual infographics to increase stakeholder engagement
- Reporting metrics to normalise data and align with any Framework requirements
- Stringent data security and user management protocols
- Socio economic impacts of procurement and supply chain processes
- Carbon and Greenhouse Gas Emission impacts (including Scope 1, 2 and 3)
- Environmental management performance including waste management, resource efficiency, energy and transport emissions, and biodiversity
- Social value impacts across the organisations

Data Importing & Exporting

Importing

Easy data entry via API, upload functionality, scanning a QR code or manually using the app

Exporting

Export document view via reporting forms within own portal view, or a SustainIQ admin can assist via our management portal.

Guaranteeing users demand

Continuous monitoring of the web server loads, including warnings for peak periods, continuous periods of strain on the webserver leads to an increase in resources to ensure uptime is maintained.

Private Virtual Server was introduced rather than shared, significantly reduced downtime due to other instances failing.

Data retention

Back Up & Recovery

Our Team will ensure we aim to achieve up-time of 99%, with uptime monitors in place running 24/7, reporting potential issues or risks to this.

RPO and RTO requirements are outlined. DR Plan with specifics on RPO and RTO, if fail to node, return to service with 15 minutes on a new node, with full data recovery, dependent upon size of restoration can take up to 24 hours.

Business Continuity & Disaster Recovery

All stored data is securely managed with data management policies designed to be able to recover from disasters with only 24-hour (during working days, and used as a guideline only, with no warranty regarding data recovery provided by Sustain IQ in these terms and conditions) data loss. The data is not available for use or accessible by anyone apart from the registered User and Sustain IQ staff involved in the project.

sustainIQ

SERVICE DEFINITION
ONBOARDING &
OFFBOARDING

Onboarding & Offboarding

SustainIQ have a “one step at a time” implementation plan to ensure clients do not get overwhelmed with the onboarding process.

1. Deliver a demonstration and wireframes to senior management to showcase the capabilities of SustainIQ solution.
2. Convene internal SustainIQ champion network – should represent different departments and have adequate knowledge of existing systems/data collection methods and the power to push the implementation in their departments.
3. SustainIQ Champion Network, Senior Management, Procurement department and SustainIQ implementation team agree scope in a phased approach alongside agreed timelines and clear lines of responsibility across relevant departments to meet milestones to deliver on time go live date.
4. Communicate to all staff the importance of a system to measure, monitor and report on the sustainability impacts to include the scope of that reporting across the organisation estate, assets, programmes, and capital projects to begin with.
5. Deliver training both onsite and online and provide all users with access to training videos and user documentation.
6. Meet with relevant IT experts, agree process for migration of baseline data if available, and for important integrations. SustainIQ tech team work on scheduled development from agreed scope with an agreed testing period before Go-Live.

End of Contract Data Extraction

Users can request that their data be provided to them. This must be provided within 28 days of the contract end, and in written format. The execution of the action will be undertaken by a Database Admin, and exported to CSV format documents, which will be bundled and provided to the requester.

Onboarding & Offboarding

End of Contract Process

System access is terminated for all users after expiry of the contract period, data will be retained for a period of 28 days, after which it will be removed from the system. If an extension is agreed, then access will be restored, or if a request to extend data storage is requested, then data will be retained for the agreed period.

At the end of the subscription or contract period, at which time fee schedules are agreed, no additional costs are introduced for the provision of data upon request, or for the removal of data.

Additional costs may be incurred, dependant upon period of time, for the retaining of data beyond contract end.

sustainIQ

SERVICE DEFINITION
CUSTOMER SUCCESS

Service delivery

Service Constraints

The service does not have any constraints that the buyer should be aware of. We use a deployment tool for updates with no downtime, maintenance requirements are low, ensuring minimal downtime.

Availability and support hours

A help desk is in place to assist with all support tickets. Our support email address is communicated and used to request support. All tickets are reviewed and classified for priority before review and responses are sent, detailing action to be taken, and provide estimated timelines.

Support provided engages client via Technical Lead and/or Account Manager. Support is offered on the same tier to all clients, using an internal support level status against all bug reports.

Critical bugs are those which affect the system in a manner which disrupts service, High being disruptive tickets but not restricting system usage, Normal being general bugs which do not affect system performance or usage, and Low being minor display or formatting issues.

Issues presented are classified, and dependent upon status, assigned within the period against the SLA. Fixes checked on local, and testing before being moved to production, with confirmation responses sent to reporter.

SLA response times are noted as:

- Urgent response 15 mins / Complete 8 hours
- High response 30 mins / Complete 24 hours
- Medium response 60 mins / Complete 48 hours
- Low is dependent upon the request.

Service delivery

Configuration and Change Management

Changes are requested by a party within the web application user base.

Tickets are logged to our ticket tracking system, including the request, client section, and basic requirements listing.

Tech Lead reviews ticket, builds out a full requirements specification and moves to the next scheduled sprint for development.

Tech lead also undertakes a review if the change requires a third party integration or new library, and determines if there is potential risk, categorises and rejects if high. Other levels of risk are mitigated against.

As the ticket is picked up for development, it begins tracking, and is tracked until closure through Development, QA, and Production phases. Once complete, ticket is closed, requester notified of update, and the release build is encapsulated as a package. Repository management is linked to ensure tickets and releases are matched.

Incident Management Process

Aligned to the ICO processes and procedures. User report incidents via call or email to the Account Management team, include all details, investigation commences alongside SysAdmin (if required).

Cause determined, fixes or patches put into place, tested and deployed before confirmation notification to user.

Process tracked and documented. Fault reports are available upon request for every incident.

After sales & support

After Sales Support

A team of Customer Success Managers is assigned to each contract. Contact details for Customer Success Managers will be made available and support can be requested as required. An escalation process is activated to ensure requests can be escalated to ensure they are dealt with accordingly as required.

The Customer Success Team will be responsible for seeking feedback from the buyer to ensure service levels are maintained, make regular contact with the customer on agreed dates as per the SLA, forward all applicable information and documentation with regards the service provided including the launch of new features and applicable training. They will also liaise with the Support Team with regards ingoing support requirements.

sustainIQ

SERVICE DEFINITION
TECHNICAL INFORMATION

Technical details

Technical Requirements

Technical requirements for use of the web app are as follows:

- Internet Access
- Run on any device
- Optimised for Google Chrome, works on Firefox, Safari, Opera, Edge, and the associated mobile versions of the browsers
- Subscriptions to the service are required
- If integrating, we can accommodate using provided credentials, no restrictions exist
- Minimal difference between web and mobile, same functionality provided on both, only significant difference is the display method, flexible views for different screen sizes

SustainIQ Servers

SustainIQ operates from a private VCS (CentOS Linux), hosting is provided by OVH with server based in London (UK) managed by SysAdmin, servers are continually patched and hardened as new threats arise. Backups are taken daily, with agreed disaster recovery plans in place to restore nodes or create new available servers if existing locations are not a feasible option. Database backups are taken every 6-24 hours depending on the environment being discussed. SustainIQ erases data on decommissioned IT components in line with GDPR policies and procedures.

Technical details

Back-up and recovery planning

Web application services are provided via an agreed model on contract start, the company can then independently decide which users access which sections of the web application.

Reasonable endeavours are made to ensure the software is online and available however there are times when there is scheduled maintenance and downtime. This has minimal impact on the users of the service as this software is an admin data management tool which is used on demand and not in constant use.

The input of data does not incur critical time demands. Most input fields take less than a minute to complete so can be entered at any time the service is available. Deployments are handled via a deployment system which updates without the need to offline the system. Monthly patching of OS and all critical software and services.

Application-level fixes are applied as agreed in SLAs within our Terms & Conditions, based upon the classification of the issue, and agreed response times. There are planned monthly updates and patches (which we can provide timescales for) and emergency windows. As stated above due to the non-critical nature of the data capture this should have minimal impact on the user.

Information and data protection

SustainIQ is registered with the ICO and therefore complies with the procedures dictated by the ICO in the case of a security breach. SustainIQ are also cyber essentials certified. In the case of a security breach our responsibility is to notify you and the ICO in line with procedures.

System Security

We work towards the implementation of best standards for security, hardening of the servers and protections against threats such as DDoS, threat patches, along with web application concepts. Logins have a defined password policy, and brute force protection, login errors are non-descript, XSS/CSRF are in place for form transitions, data is sanitized and cleaned before insert, and files are scanned for viruses on upload. A planned penetration test is being discussed, with a date to be set for the undertaking of this.

Technical details

Brute force protections on login include a 3-strike rule which locks the account and notifies the user, and group admins of the failed login attempts. Unlocking of the account is undertaken by the group admin, which sends the user a forced password reset. Password policy is currently a password of 8 character in length, which must include one of each character A-Z, a-z, 0-9, and special characters, guidance is provided on best practices. Passwords are hashed with salt and never stored as plain text entries, use of sha256.

A new authentication method is currently being integrated using OAuth2 methods on our new framework, this includes the same password requirements and hashing, with a transition to AES256 for password hashing. An SSO module has been developed, with an SAML version currently in use, and a further development component being integrated to handle LDAP based authentication methods via a custom Azure application. MFA is currently being implemented with the proposed model of an email code authentication method, providing a custom code with expiry, or alternative to an authenticator application.

Customisation

Some sections of the web application allow for the selection of specific metrics, changing of names and / or logos used within the web app, within their company profile, turning on/off sections as required, infographics can be customised for export.

Only users with the specified privileges can modify these section, company admin level. If any new feature or enhancement to current functionality is required then a cost will be incurred, this cost will be dependant upon the complexity (High to Low) and/or availability (Single use customer, or applicable to all) of the request.

Technical details

Vulnerability Management

Web application penetration testing undertaken by third-party security specialist company, development processes adhere to the OWASP Top 10 web application vulnerability list, ensuring that developed functionality correctly addresses known issues before test.

Includes brute force with account locking, XSS, CSRF, Password management. Pen testing annually undertaken, reporting presented for unknown fixes before retest.

Vulnerability list reviewed 6 monthly for new vulnerabilities, or potential risks to included plugins or libraries.

Protective Monitoring Process

24/7 uptime monitoring. 24/7 Resource level monitoring. Monitoring of server access, attacks, resources, and user access. Alerts are in place for attempts to access the server, notifications are sent to SysAdmin who notifies management team. Alerts for potential attacks alert using the same process, with blacklisting of IP. Alert for user access compromises alert the SysAdmin who will block access, change passwords, and close of potential vulnerabilities. Aim is to respond within 30 minutes with fix, 15 minutes with reported incident to affected parties, and 5 minutes internally with incident and plan.

Authenticating Users Accessing Service

Username/password combination for a user logged against a specific company, stored encrypted with SALT, user role defines access rights across the system.

Restricting access in management interfaces and support channels

Restricted management sections of the web application are protected from access by locking to a specific user role type, specific domain lookup, and username/password login requirements.

Outage and maintenance management

We used a deployment tool for updates with no downtime, maintenance requirements are low with minimal downtime. Therefore uptime is currently 99%. Server maintenance (inc security updates) completed out of hours. Notifications issued as required.

Technical details

Hosting options

Virtual Private Server (VPS)

Locations access to data (upon exit) security

Both server and data are located and stored in the UK.

Technical details

API Details

The API is the backend of the web application, servicing a Single Page Application. OAuth login and token based authenticator, providing all data calls associated with the web application, none of which interact to any third party.

The API handles all data storing, data retrieval, reporting, and data object responses. Further expansion of the API will provide data pushes on request to some client platforms, with only those registered or subscribed companies availing of these, to avail of this an account will be added with only the required rights for access, and the token to interact with the API and underlying data.

Users cannot make changes to the API, instead requests can be made to expand, enhance, or add functionality as required. Users are also unable to setup their own access, as this serves the main web application it is solely a service for providing web application functionality.

API requests require an authenticated user with a generated token, with an expiry of 8 hours, for any requests or entries. Endpoints used for data requests used with reporting platforms will be provided with authentication credentials with a valid token that carries a 15-minute expiry, allowing the data request to be completed, each request will be treated as a new connection and will be authenticated each time. The API consists of protected endpoint routes used to service the web application, those used to push/pull data between third parties, and external facing endpoints that are open endpoints for statistic provisions or request forms.

Integration with external partners is provided as two models, the standard pull request of data from the third-party service, normally executed daily at a set time, or if required spread across the time period by incremental requests (15 min – 6 hours). Push methods can be made available as an alternative to the pull method, data housed on the external partner application can be pushed as single entries or by bulk as required, authentication methods will be applied, and data encrypted in transit. Another alternative which is currently being implemented is a file drop via SFTP, which will be collected, and data merged to the application.



Any further questions?
Contact us

SustainIQ, 55 - 59 Adelaide St., Belfast, BT2 8FE
+44 (0)28 9521 0508
hello@sustainiq.com