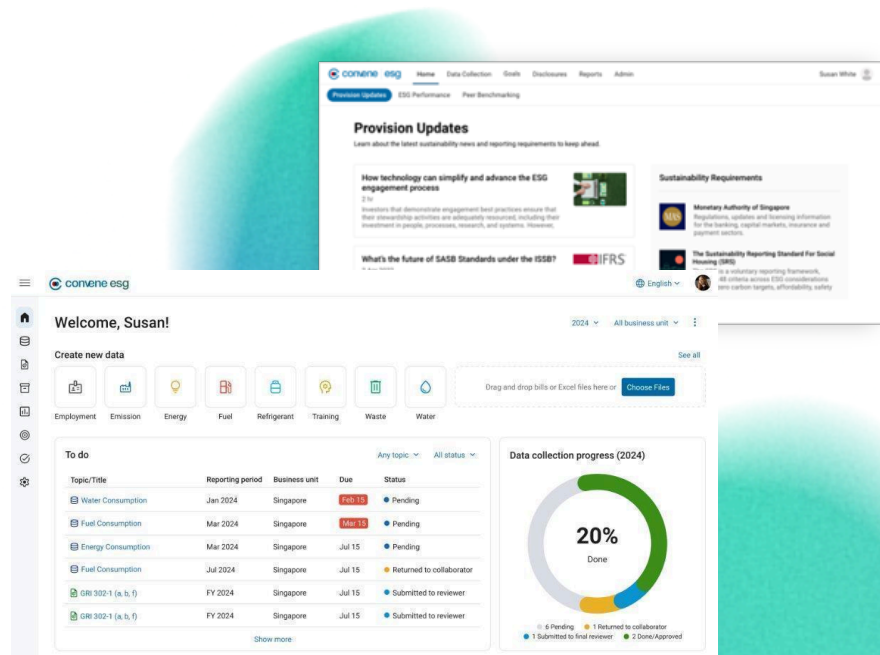


PRESGO Carbon Calculator

Service Definition

G-CLOUD 15 SUBMISSION



Information Classification: Proprietary — Not for Disclosure to Third Parties

1. Overview

1.1. Simplified, Efficient, and Upgraded Carbon Calculator

Recognising the challenges of manually measuring emissions data, Presgo has introduced an innovative carbon calculator to simplify the calculation and management of carbon emissions.

This tool addresses key issues such as accurate data calculation, standardisation, and overall transparent reporting. With Presgo's carbon calculator, sustainability writers and other designated individuals can seamlessly create compelling ESG reports without the need for manual data calculations.

Designed to help your organisation achieve its net zero goals, this specific module efficiently calculates scopes 1, 2, and 3 emissions, aligning it to the GHG protocol and incorporates country-specific, sector-specific, and global emissions factors, adhering to international standards.

1.2. A Trusted International Brand

Azeus is an Information Technology company with the core business of providing software application solutions to clients. In our years of operation, we have built a solid record in building mission-critical systems such as those for law enforcement and public health authorities, which require more than 99.9% serviceability. Our 34-year track record includes systems development and implementation; with services covering installation, configuration, integration with existing systems, user training, as well as data migration and conversion for smooth transition to our solutions.

One of our most notable products is Convene, a board management software. Since its launch in 2011, we have rapidly expanded our user base and have successfully deployed Convene environments to clients in over 100 countries. Guided by a strong insight into the leadership and governance needs of organisations and with the backing of our innovative and highly trained development team, Convene continues to consistently deliver value to our clients all over the world.

Azeus has made it a point to consistently adhere to the highest quality standards, having attained its CMMI Level 5 certification in 2002. Since then, Azeus' software development processes have consistently been assessed to have maintained this standard.

The Capability Maturity Model Integration (CMMI) is a capability model developed by the Software Engineering Institute along with the US Government and Department of Defense for the purpose of promoting process improvement and efficiency of practices. Achieving the highest CMMI certification (Level 5) is an indicator that a company's processes are stable and mature, ensuring the consistent delivery of quality output and making room for innovation and flexibility.

2. Product Features

Our Carbon Calculator, now a centerpiece of the Presgo platform, is designed to transform the often-tedious process of emissions management into a streamlined, audit-ready workflow. It automates complex calculations across Scopes 1, 2, and 3, ensuring that your organisation remains compliant with international standards like the GHG Protocol.

2.1. Automated, System-Generated Emissions

The calculator eliminates the risks of manual entry by automatically computing emissions as soon as data is inputted. This applies to both individual entries and bulk data imports.

- **One-Time Setup:** Once configured, the system automatically assigns the correct emission factors to your data, significantly reducing the labor intensive nature of sustainability reporting.
- **Precision and Accuracy:** The tool handles metric-prefix (SI) unit conversions (e.g., kWh to MWh) and prioritisation of calculation methods based on the highest confidence levels.

2.2. AI-Powered Intelligence

The PRESGO V3 release integrates cutting-edge AI directly into the calculation engine:

- **Intelligent Mapping:** AI matches client activity data to the most appropriate global, country-specific, or sector-specific emission factors (supporting databases like IPCC 2006, UK Defra, and US EPA).
- **On-the-Fly Explanations:** For every calculation, the AI provides a detailed breakdown of the process and assumptions used, ensuring complete transparency for your internal teams and external auditors.
- **AI OCR & Anomaly Detection:** Our OCR technology extracts data directly from utility bills (electricity, water, fuel) to prevent manual typing errors,

while background anomaly detection flags unusual spikes or data inconsistencies in real-time.

2.3. Data Collection

PRESGO supports four types of data collection:

- Manual data entry through pre-formatted data collection forms for ESG metrics and framework specific narratives;
- For the upload of quantitative data, users can also import utility bills using AI for the applicable metrics;
- Bulk import of spreadsheets; and
- API integration to third party data sources.

2.4. Data Bulk Import and Export

We support the upload of CSV and XLS files to add data in bulk to the platform. Currently, we provide the XLS templates that the client needs to use to successfully perform the bulk import.

Data that is held on the platform can also be downloaded in XLS.

2.5. Workflows

Workflows can be established for users that need to upload data or need to contribute to answering the specific questions around the disclosures of emissions data and decarbonisation strategies, for example.

Staff members can be assigned to the metric or the framework narrative by an admin which enrolls the users into the data collection workflow with automated reminders.

An additional workflow that the client can use when assigning a metric is the 'Reviewer' functionality. When a user submits data onto the platform, a nominated reviewer will be notified to review the data that has been submitted which they can approve or return back to the user for corrections.

2.6. Notification and Task Reminder

Email notifications are enabled for all clients and are automatically sent based on the deadline for data upload which is set by the client upon creating the assignment. Clients can customise the interval in which the automated email reminders are sent. Email reminders to prompt users to upload data can also be triggered manually. The next image shows a typical email notification that is received by users.

You have been assigned as Collaborator for the following topics:

Topic	Business Unit	Due Date	
Energy Affordability	European Operations	Dec 31, 2025	Enter Data Now
Energy Consumption	European Operations	Dec 31, 2025	Enter Data Now
Energy Generation	European Operations	Dec 31, 2025	Enter Data Now
Energy Sales	European Operations	Dec 31, 2025	Enter Data Now
Reduction of Energy Consumption	European Operations	Dec 31, 2025	Enter Data Now

If these topics are not applicable to you, please contact your system administrator.

Thank you.

2.7. Audit-Ready Reporting

Transparency is a key differentiator for us against competitors.

- **Detailed Breakdowns:** Users can toggle GHG emissions to see a specific breakdown by gas type.
- **Exportable Data:** The calculator provides a clear path to export both the final calculations and the specific emission factors used, facilitating a smooth third-party audit process.

The AI provides a step-by-step narrative of the calculation process. This includes:

- **The Mathematical Steps:** A clear view of how the raw activity data (e.g., fuel volume or distance) was converted into CO₂e or other greenhouse gas metrics.
- **Unit Conversions:** The sources indicate the tool automatically handles metric-prefix (SI) unit conversions (like kWh to MWh) and prioritises calculation methods based on the highest confidence levels, all of which are documented in the explanation.

2.8. Localised and Future-Proofed

Presgo supports an extensive library of over 25 verified emission factor (EF) databases, providing a robust foundation for automated greenhouse gas (GHG) calculations across Scopes 1, 2, and 3. The platform integrates global standards with country-specific data and allows organisations to upload their own custom emission factors to ensure localised accuracy.

Supported Databases Included in Presgo

The platform currently provides access to a comprehensive set of international and local databases, including:

- **Global/Standard:** IPCC (Intergovernmental Panel on Climate Change), US EPA, UK BEIS/DEFRA, CDM, and UNFCCC.
- **Regional/National:** Singapore EMA, Philippines DOE, Thailand TGO, Hong Kong EPD, AU DISR, China MEE, Mexico SEMARNAT, and others from Canada, Chile, Vietnam, and Pakistan.
- **Specialised:** IRENA, Ecometrica, USEEIO, and the Greenhouse Gas Mitigation Mechanism.

Automated Updates

The Presgo ESG team monitors these databases and implements updates at least annually (or as new versions are released, such as UK Defra 2025 or US EPA 2024/2025) at no additional cost to clients.

2.9. Goals Modules

PRESGO has a 'Goals' module that allows the client to establish their targets against their chosen ESG metrics. As shown in the image below, the client can specify the: target value or target %, baseline year, target year, and milestone(s).

← New goal

Topic*
Energy consumption

Metric
Total consumption All scopes All types

Goal*
Increase by Target % 30.00%

Target year*
2028

Target value
70

Target unit
GJ

Annual data

Baseline year
2023

Baseline value*
80 GJ

Current year
2025

Current year value
60 GJ

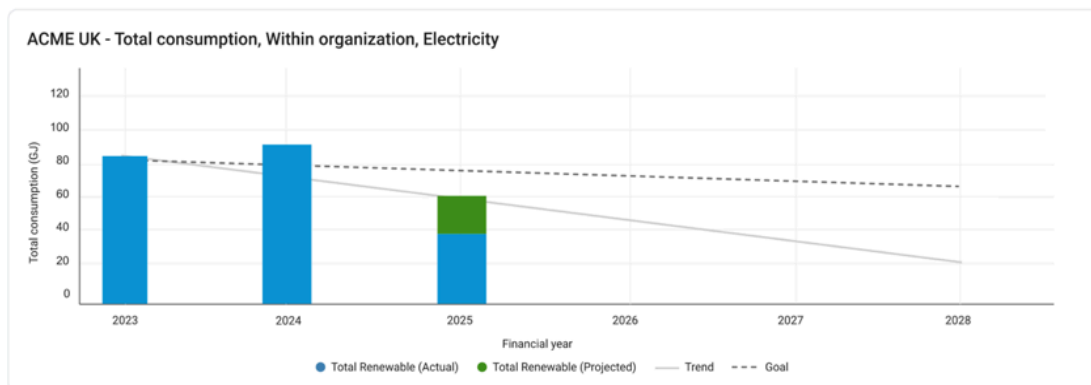
Current year deviation
+ 5% above goal

Total consumption, Groupwide

Year	Total Renewable (Actual)	Total Renewable (Projected)	Trend	Goal
2023	80	0	80	80
2024	80	0	75	75
2025	35	25	60	60
2028	0	0	20	20

Following the creation of the target, data related to the metric that is then subsequently uploaded onto PRESGO, will automatically update the progress towards the target and milestones.

← Minimize energy consumption



2.10. SBTi Goals Alignment

Aligning your organisation with the Science Based Targets initiative (SBTi) is a complex but essential step for climate leadership. Presgo simplifies this journey by offering a specialised SBTi Goals Support feature within its Goals module.

Instead of manually calculating alignment, the platform provides built-in framework guidelines that automatically validate your Greenhouse Gas (GHG) emission data against your specific net-zero targets. This ensures your progress is scientifically grounded, audit-ready, and visualised in real-time for your Board and management.

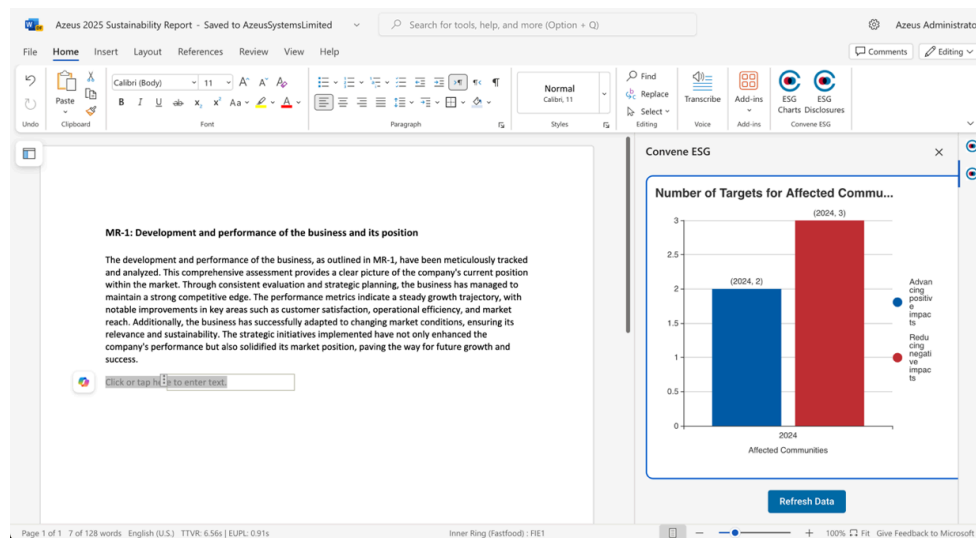
Why Choose Presgo for Your SBTi Commitment?

- **Framework Accuracy:** The system supports the creation of both near-term and long-term targets, with parameters (such as minimum baseline years and yearly reduction requirements) controlled via system settings to stay aligned with SBTi's evolving criteria.
- **Real-Time Progress Tracking:** By linking your data collection forms directly to your goals, your status (On Track, At Risk, or Failed) updates automatically upon every data entry.
- **Granular Milestones:** You can set intermediate milestones between your baseline and target years, allowing you to drive direction and accountability across different business units.
- **One-Click Compliance:** Once enabled via the "Enable SBTi goals" parameter, administrators can easily select "New SBTi goal" to begin the configuration process without needing external templates.

2.11. GHG Inventory Reports

PRESGO comes with a built-in Microsoft Word integration as part of the report publishing module. Once the data has been collected, the client can head to the 'Reports' tab where they can create a template of their GHG Inventory report. The template can be customised by the users and all changes made on the MS Word integration will be saved on the platform.

We have also developed MS Word plugins that allow the client to push new narratives, graphs, data updates or revisions to the report that have been made on the platform to ensure consistency.



2.12. Value Chain Reporting (Add-on)

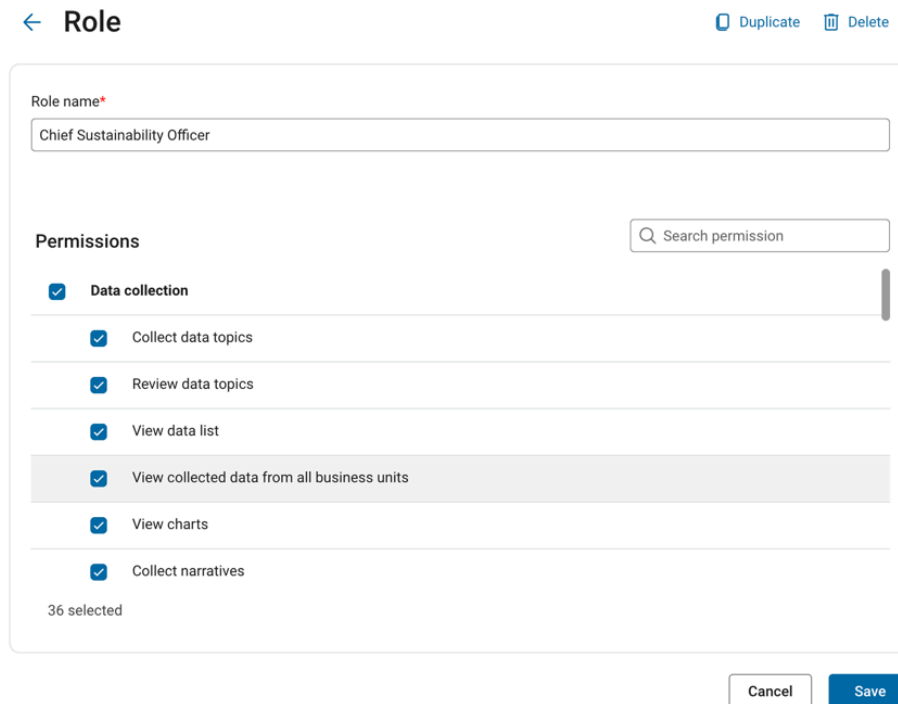
Presgo also features a supplier module to help organisations request GHG and ESG data from their value chain. In this module, clients can import their list of suppliers and then prepare and send them a GHG questionnaire or a custom survey.

Suppliers then receive an email invite to provide the data requested and upload supporting documents through their weblink contained in the invite email. Once suppliers begin submitting data, the client on PRESGO can keep track of the responses, invite more suppliers, and view the data analytics through dashboards.

2.13. Role-Based Access and Tasks

By default, PRESGO comes with following system user roles: User admin, CSO (Chief Sustainability Officer), Officer, Collaborator, Board Management, Auditor, Supplier Manager, and Supplier Module Admin.

Our clients can rename these roles, review and change the user permissions for each one but they cannot be deleted. For added flexibility, new roles can be created by the client if they wish to do so.



← Role Duplicate Delete

Role name*

Chief Sustainability Officer

Permissions Search permission

- ☒ Data collection
 - ☒ Collect data topics
 - ☒ Review data topics
 - ☒ View data list
 - ☒ View collected data from all business units
 - ☒ View charts
 - ☒ Collect narratives

36 selected

Cancel Save

2.14. Brand Customisation

The Company Branding functionality allows system administrators to personalise the Presgo platform to align with their housing association's brand identity.

Specifically, users can upload and manage a custom company logo that will appear on the application banner and the login page. The feature also supports the use of custom background images for the login screen, ensuring a consistent brand experience for all collaborators and stakeholders.

3. Technical Specification

3.1. Hosting Requirement

PRESGO is offered as a SaaS solution and uses Amazon Web Services (AWS) as the cloud host. AWS UK is the host region for UK clients unless otherwise stated.

3.2. Data Export and Tagging

Our solution already supports automatic XBRL tagging and export for the ESRS reporting standard due to it being a reporting requirement.

3.3. API Capabilities

All of the ESG data and narrative data points, including carbon-related data, are available through an inherent API layer using the OData Protocol. Ingestion of data through API is possible with CSV, XML, and JSON formats.

Please see the explanation below for a general overview of the approach to Integration Preparation:

Understanding and Scoping

- Confirm which system (PRESGO or [provider]) will initiate the data exchange;
- Determine the integration direction: Read (pull from ESG), Write (push to ESG), or Bi-directional; and
- Define integration frequency: real-time, scheduled sync, or manual.

API Integration

- Ask client to review our OData API documentation and endpoints; and
- Ask the client to Test read/write capabilities.

If Using XLS-Based Options

- Use the provided XLS template to map [provider] output for import; and

- Test import and export flows using real or sample data.

If Custom Integration (i.e. Push to [provider]) is needed

- Review [provider]'s API (if pushing data from ESG).
- Define data transformation logic and field mapping
- Scope development work and set up secure communication channels

3.4. Single Sign On

PRESGO supports SSO via SAML 2.0 and can integrate with enterprise identity providers such as Microsoft Azure Active Directory, Okta, and others, ensuring secure and seamless user access management.

3.5. Disaster Recovery Requirements

Our System Team conducts annual Disaster Recovery drills to test and improve the Disaster Recovery plan so that the Recovery Time Objectives (RTO) and Recovery Point Objective (RPO) are met.

In addition, we have a Disaster Recovery Plan to ensure the continuity of our services to minimise the business impact and interruption in the event of disastrous situations at Amazon Web Services (AWS) Data Centres or in case AWS is out-of-operation for a prolonged period. This document can be shared once an NDA has been signed.

3.6. Backup

We employ backup processes and other measures that ensure rapid restoration of business-critical systems as and when necessary. Daily automated backups are done during off-peak hours to ensure data integrity and have a retention of 7 days. Unused or obsolete archives are destroyed and replaced to prevent unauthorised retrieval.

AWS provides multiple data centres (known as Availability Zones) for each region. Each availability zone is built and configured to be highly resilient, but in

case one entire Availability Zone goes down during a disaster, PRESGO can be easily recovered in another Availability Zone in the same region.

3.7. Data Protection and Information Security

AWS Hosting Security

AWS's cloud infrastructure has been designed and is managed according to the following regulations, standards, and best-practices:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS70);
- SOC 2;
- SOC 3;
- ISO 27001;
- ISO 27017;
- ISO 27018; and
- GDPR compliance.

AWS provides comprehensive physical and infrastructure security for data and back-ups on its global data centres. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilising video surveillance, intrusion detection systems, and other electronic means. All visitors and contractors are required to present identification and are signed in and continually escorted by authorised staff. In addition, all our servers are hosted within a Virtual Private Cloud (VPC) that logically separates the cloud infrastructure from other tenants within the public cloud. A master list of the entity's system components must be maintained.

Cloud Data Segregation

Each PRESGO client has its own single-tenant environment with its own set of data schemas, protected with individual authentication credentials and completely unique keys--to ensure that data is separated from other organisations. All client environments are protected by security firewalls, with only specific ports and addresses allowed. Access to the cloud infrastructure is limited to a dedicated access network that requires VPN access and two-factor authentication. Only authorised personnel are provided access to the dedicated access network.

Data & Document Security

For data at rest, documents are protected with federal government standard AES 256-bit encryption when stored in PRESGO's database and file storage.

For data in transit, wireless network transmissions to and from PRESGO are protected with RSA 2048-bit and 2048-bit Transport Layer Security (TLS) encryption, providing privacy and data integrity for file transfers, VPN connections, instant messaging, and the like.

Other Certifications

Our internal and external processes and practices are regularly audited to be compliant with the following industry standards:

- AICPA SOC 2/3;
- ISO 27001;
- ISO 27017; and
- ISO 27018.

Our UK office also holds Cyber Essentials Plus certification.

3.8. Delivery

For our Cloud-Hosted Service, the availability SLA for PRESGO software service is 99% monthly uptime.

The PRESGO availability of a month is calculated as: Total number of hours the system was up in the month / (Total number of hours in the month – Scheduled system downtime in the month). Unavailability means substantial loss of software service where users' business operations have been severely disrupted.

3.9. Quality Control & Assurance

Azeus applies a comprehensive set of quality assurance and control mechanisms governing the ongoing development of the solution. We implement the following quality control activities:

- Design Review: each identified enhancement needs to undergo a review that involves design completeness, correctness, usability validation, and technical feasibility.
- Code Review: the team employs both automated and manual code reviews to minimise technology debt and ease future maintenance of the product.
- Enhancement QC (Platform-specific and Cross-platform): the testing team creates a test strategy for each enhancement. The tester injects other types of tests as needed, depending on the change, e.g., backward compatibility tests against the old version of the portal and app, load, and performance testing.
- Regression Test: the testing team tests all features.
- Core Function Test: the testing team tests the core user flows.
- Alpha Testing: the build will be released in an internal production environment to catch any issues before being deployed to clients.

Only when a new version passes all of the above tests will it be approved for client use.

4. Service

4.1. Resourcing

Upon contract execution, PRESGO will conduct a comprehensive assessment of the client's requirements to develop a tailored onboarding and support strategy. Our resourcing model typically, though not always, includes the following roles:

Account Manager

- Acts as the primary relationship manager between PRESGO and your organisation;
- Ensures alignment of project objectives with business needs; and
- Facilitates ongoing communication, contract management, and service escalations.

Project Manager

- Serves as the primary point of contact for coordination and communication;
- Ensures timelines, deliverables, and stakeholder expectations are met; and
- Oversees risk management and issue resolution.

Technical Lead

- Designs and oversees system architecture and integration with existing infrastructure;
- Ensures scalability, security, and compliance with industry standards; and
- Provides technical guidance for customisations and enhancements.

Software Developer

- Implements and develops required system customisations;
- Ensures smooth deployment and ongoing enhancements based on feedback; and

- Works closely with internal IT teams for integration and testing.

Product Specialists

- Gather and analyse business requirements;
- Translate needs into technical specifications (in coordination with the Technical Lead);
- Support user acceptance testing (UAT) and feedback incorporation;
- Develop and deliver user training sessions;
- Prepare training materials, guides, and FAQs for seamless adoption; and
- Provide post-implementation support to ensure user proficiency.

4.2. Onboarding

During onboarding, PRESGO will conduct user interview sessions to gather requirements. Functional specifications will then be produced to ensure that all customisation and integration details, if any, are aligned with business needs. Development work will commence thereafter. Please note that any customisations or integrations beyond the agreed project scope will be quoted and charged separately.

PRESGO provides training services tailored to different types of users. We ensure that clients receive the most suitable training plan, regardless of their prior sustainability knowledge. The application is designed to be simple and intuitive; in our experience, clients require minimal training before realising its benefits.

As part of onboarding, we will work with clients to assess the training needs of each user group. The assigned Project Manager will coordinate with you to establish a training plan aligned with the roll-out of the application to end users.

4.3. Project Delivery Timeline

The below is an indicative schedule for deployment of the standard solution. A final timeline will be provided for client sign-off after the scoping session. Any agreed upon timeline will be adjusted and communicated depending on the availability and submission of data/information by the client.

Project Launch and Requirement Gathering (2 weeks)

- Requirement Questionnaire
- Identification of Data Requirements
- Scoping workshops and finalizing system configurations (Example: feedback on data collection forms and mass import templates).
- Finalizing system customisations (Example: Adding new indicators outside of loaded frameworks, new report types, new dashboards, etc.).

Environment setup¹

- Loading of previous years of historical data
- Creation of user accounts and assigning of roles
- Setting-up configurations

Users Training and Environment Turnover (1-2 weeks)

- Training Sessions for Users & Collaborators (by batch) 
- Review of current sustainability report to identify gaps (Gap Analysis and assessment)
- Finalization of proposed engagement timeline

Subscription

- Implementation of customisations by PRESGO (if any) - (timeline TBD)
- Loading of data by collaborators
- Filling out narratives required for different requirements and frameworks by collaborators
- 24/7 technical support

We can provide a more detailed engaging and performance management plan upon kick-off.

¹ May vary based on customization/configuration/client workflow as well as the volume of past period client data for migration.

5. Service Levels

5.1. Availability

The Availability SLA for Azeus PRESGO service is 99%.

5.2. Severity Definitions

Reported issues are prioritised according to their nature and impact to business operations. The priority definitions are:

Priority	Definition	Target Response Time
1 – High	Service is unusable.	1 hour
2 – Medium	Service is usable, but affects day-to-day operations.	4 hours
3 – Low	Service is usable but has minor issue(s). Ad-hoc queries by end users.	8 hours

5.3. Service Help Desk

Role of Service Help Desk

Support services are provided through the PRESGO Help Desk with support staff attending to any usage enquiries, requests for assistance and reported problems with the applications and technical aspects of the Service.

Support requests and incidents are logged into the ticket monitoring system with a ticket number assigned for reference. All information such as user profile, date and time, target response and fix times, as well as follow-up actions are logged in the ticket monitoring system. Users can contact the Help Desk and provide the assigned ticket number to check the status.

Covered Hours

PRESGO software service will be monitored 24×7 to ensure serviceability. Help Desk support service will be provided 24/7/365.

Contacting the PRESGO Help Desk

An email address will be provided to customers for contacting the PRESGO Help Desk.

5.4. Support Boundaries

Support services cover end-user support for inquiries and problems for the following:

- Using the Azeus PRESGO Portal to access the subscribed features and services through compatible web browsers on compatible platforms; and
- Integration via the PRESGO API or any other supported methods.

5.5. Software Updates

There will be three types of release - patch release, minor release and major release. Major releases include upgrades and new features for the standard software version. Sometimes, major releases may include substantial changes and some major enhancements to the standard package that may cause previous versions to be incompatible. Minor releases will be released for minor changes/enhancements, or to fix reported bugs of the product. Patches include fixes to critical issues, where it was deemed that it cannot wait to upgrade to Minor or Major release. Patches may be applied across different package versions if deemed necessary and clients will be notified.

All changes in these different releases will undergo rigorous and comprehensive testing and change control. Merging and/or propagation of all fixes and upgrades across different package versions will be handled properly using Software Configuration Management tools.