FAQ for partners

What can you expect from a partnership with Tapio?

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1. Support

1.1 What type of support from Tapio is included in the licence sold to customers?

The following support is included in the Tapio licence:

- **For the partner**: support in using the platform (in addition to technical support in the event of bugs) and sales support (presence at sales meetings to answer technical questions, provide reassurance, etc.);
- **For the end customer**: just technical support in case of bugs. If the end customer has any questions about using the platform, he or she first contacts the partner. If the partner is unable to answer the question, Tapio trains the partner so that he or she can respond and become more autonomous.

1.2 Can the partner participate and provide feedback on the roadmap and product development?

Tapio is very keen on receiving and implementing feedback from its partners. We commit to providing a clear product roadmap to our partners and considering their feedback to accelerate the development of new request functionalities. We develop and share the resources so our partners can use the Tapio platform as independently as possible. On top of that, we organise regular meetings to gather feedback and solve issues from the platform's use.

2. Training

2.1 What type of training is included in the Tapio licence?

- Tapio provides training for its partners' users (carbon experts);
- A Knowledge Centre is currently being developed and is available to both partner and end-customer users;
- The Tapio team does not provide training for end-user customers in the Tapio licence.

3. Licence

3.1   Licence activation: when does it take place? After the training course?

The licence is activated as soon as we send the invoice is sent, which happens on the day of the kick-off meeting with the customer.

3.2   Licence renewal: when does it take place? What is the process? Is the customer notified in advance?

One year after the first invoice is sent. Renewal is automatic unless the customer or you specify otherwise. We send a reminder to the customer and partner one month before the renewal date.

3.3   Licence cancellation: how does it work?

Cancellations can be made at any time (no notice required), but there are no refunds.

3.4   Exporting customer data: What is the process? In what format can the data be exported?

Data can be exported at any time, by either the customer or the partner. The export format is a CSV/Excel file. You can test this directly in Data Collection if you wish.

4. Pricing and contract

4.1 Do you have a price increase policy?

We keep prices in line with the Belgian inflation rate every year.

4.2 What is the pricing mechanism and specific proposal you can make?

Our current pricing model is as follows:

- We provide one new license for each new client by the partner
- The price per license is defined by two variables: the number of users (from the client's side) and the number of sites. The starting price (1 user & 1 site) starts at 1.200€/year (VAT excl.)
- The extra costs are 200€/user and 750€/site (VAT excl.)
- This is indicative; we try to keep the license cost to a maximum of 15% of the total mission cost.

To start the collaboration, we propose a pilot project with a 25% discount on the first client.

4.3 What are the different contract agreements?

We have three options, ranked by preference order:

1. **Our classic model**: The end user stays the owner of its data. The partner sets up Tapio with its customers on their missions. Its customers contract a license with Tapio, and the partner gets a retro-commission (10-20% on the license value). The customers pay it to Tapio. There is no associated cost for the partner. We strongly recommend this approach.

2. We establish a contract with the partner for every license you sell to your customer. The partner is responsible for all licences contracted by its customers.

3. The partner uses Tapio internally only. With one single license, you can do several carbon reports. In this case, the price of your licence will be defined based on the total number of reports you create and the number of users on the account.

4.5 Do you have a policy of exclusivity with your partners?

With Tapio, we favour an ecosystem approach to sharing knowledge and best practice to accelerate the climate transition. That's why we never pursue a policy of exclusivity. Some partners may be competing for certain offers. We, therefore, undertake to offer them the same conditions for collaboration and partnership, without favouritism or discrimination, so that each partner can differentiate itself according to its own characteristics (and not based on the approach proposed by Tapio).

5. Functionalities

5.1 User Management

5.1.1 Possibility to assign roles to users that restrict their access to certain parts of the organisation or certain types of data

Tapio gives the possibility to assign roles to users. It can restrict their access to specific sites in an organisation and limit the fields & functionalities that they can modify. For example, a user can have restricted access to some parts of the data collection and/or not get access to some sites, if necessary. Specific roles & restrictions can be set up for you if needed.

5.1.2 Ability to freeze the editing or calculation of a carbon footprint once it has been approved and published (including emission factors)

A carbon footprint campaign gathers a large amount of activity data. To simplify navigation through this data, Tapio provides a 5-level granularity:

- Organisational carbon footprint
- Main step (possibility to use the ones from Bilan Carbone, GHG Protocol, or your own)
- Section
- Sub-section
- Activity data

Each of these levels is associated with two states: "locked" or "open".

A user with the right to modify this state (an administrator, for example) can lock these different levels when they are complete and validated, thus making it impossible for other collaborators to edit them.

Please also note that "Main steps", "Sections", "Sub-sections" and Activity data can be configured by the partner.

5.1.3 Ability to organise, manage data collection by sending emails to users, and track progress

On the Tapio platform, the users can visualize in a table the percentage of completion per report or per "main step" (Energy, Inputs, Travel, etc.). Since a report is linked to an entity, the users can view the progress by entity too.

Tapio allows you to view all activity data on the same screen and filter them (by name, scope, category, complete/incomplete, assigned user, etc.). This feature is handy to finalize the data collection by filtering all incomplete data by user, for example. It can also notify/remind contributors who still need to complete the data to which they have been assigned.

Concretely, the users have the possibility to:

- Assign a user to a data to be completed within a carbon footprint campaign;
- Tag a user or several users in a comment (for example, to ask a question).

The user will receive a notification within the Tapio solution with the data or the comment. Once a day (this frequency is configurable), the user receives an email summarizing all the assignments.

This feature allows more precise and more transparent project management for all stakeholders involved in the data collection.

5.2 Organisational boundaries

5.2.1 Possibility to structure the organisation according to a multi-dimensional tree to optimise data collection and organise the results according to the different dimensions

We are currently developing a new way to structure the organisation based on a multi-dimensional tree.

The data architecture will be as follows:

- An organization is composed of one or more organizational entities;
- Each of these entities can itself be composed of one or more entities;
- There is no limit to the depth of these entities;
- A carbon footprint is linked to an entity;
- Several reports can be agglomerated together and linked to a new entity.

5.3 Operational boundaries

5.3.1 Possibility to include or exclude specific GHG Protocol categories depending on the relevance in the value chain and to document these choices for auditing

Tapio provides the possibility to include or exclude specific GHG Protocol categories depending on the relevance in the value chain and to document these choices for auditing. You can define these settings and, if needed, save them as a template and then use it for all (or some) entities of the organisation.

5.4 Data Collection

5.4.1 Use of forms to import data in bulk for several organisational entities and several GHG Protocol categories at once

The Tapio solution gives the possibility to import data in bulk via forms/templates. These templates can be configured in advance if needed.

5.4.2 Possibility to duplicate data to prepare a new period, or a new entity or client

Tapio gives the possibility to duplicate data to prepare a new period, a new entity, or client.

It is possible to either duplicate all the data collection (with the values previously completed for each line) or just its structure (without the values completed for each line).

5.4.3 Collection of collateral data (drivers like employees, production, revenues, building surface, etc.) to enable BaU scenario calculation or action plans

At this moment, you can define "intensity metrics" (e.g., turnover, number of employees, etc.) that can be tracked each year and enable BaU scenario calculation, or action plans (based on the evolution of the intensity metrics). ****On top of the intensity metrics, we are developing a way to define and keep track of KPIs (not necessarily related to the carbon footprint).

5.5 Emission factors

5.5.1 Access to different Emission Factor databases

The Tapio platform lets you access different EF databases (such as ADEME, ecoinvent, AWAC, etc.). We have over 14,000 EF from multiple databases. If a database is unavailable, we can upload it on the platform. If needed, access to it can be restricted to the partner only.

5.5.2 Develop and manage our own database or customer-specific EF, which can only be used for each customer

You can create and manage your own database or customer-specific EF, which can only be used for each customer. This can be set up and managed directly on the platform.

5.6 Auditability and compliance

5.6.1 Is the Tapio platform auditable by external partners and compliant with international frameworks (GHG Protocol, …)?

All the work performed through the Tapio platform is fully auditable, as you can provide (for free) access to an external auditor. The permissions of the external auditor can be defined.

Our platform and templates comply with the Bilan Carbone & GHG protocol frameworks. The external certification is currently performed and will be achieved by the end of 2023.

5.7 Carbon footprint reporting

5.7.1 Connect results with external visualisation tools (e.g., Tableau or PowerBI)

This functionality already exists for Tapio. We are currently exploring how to make it feasible to link only certain data from a specific partner so that you see only your data & results (and not from other partners) and vice versa.

5.8 Scenarios & Action plans

5.8.1 Possibility to create different prospective scenarios (Business-as-Usual based on drivers, SBT based on reduction targets per Scope and entity, other specific sectorial scenarios, for instance) and to compare them easily in the same graph

The Tapio platform allows you to simulate scenarios by entering prospective data to set objectives linked to the action plan. In concrete terms, the functionality will enable you to make projections based on activity data specific to a site. A projection is a modification of the emission factor and/or the value linked to the activity data. This allows to calculate and understand the reduction potential of the reduction measures that the expert plans to implement at the level of each organizational entity. Based on these projections, the user can evaluate if a change in one or more activity data allows a significant reduction or not of the global carbon footprint. Above all, this functionality enables the user to assess whether the reduction measures envisaged will respect the reduction targets. By offering this possibility, the Tapio solution becomes a real decision-making tool.

The difference (absolute and relative) of emissions can be directly visualized in this activity and the whole carbon footprint. It is possible to input prospective data on several activities in parallel within the same scenario.

The prospective data can also take into account changes in the intensity metrics (for example, growth in the number of employees, the number of sites, the annual budget, etc.) to be able to take into account the evolution of the organisation. Concretely, if data is correlated to an intensity metric, such as the number of

employees, it is possible to automatically reflect this metric's evolution in the projections.

5.8.2 Possibility to use predefined actions or to define and use our libraries of actions, quantified in financial and GHG impacts, for our clients, or specific to certain clients.

The Tapio platform hosts a marketplace of predefined actions and solutions. Each action is linked to one or several service/product providers that can help to implement the action. They are categorised based on the type of actions they are (for example, related to Mobility). It is also possible to add and create your own actions.

5.8.3 Calculate or indicate the impact of actions on several dimensions: GHG, Financials, resources, visibility, and complexity of implementation.

For the moment, we do not calculate or indicate the impact of an action on these dimensions. This is currently in development, and it will be possible in the new version of this functionality.