

# FAQ Guide

## Drinks Sustainability Tool

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### 1. General Questions

Q: What is the Drinks Sustainability Tool?

A: We are an all-in-one sustainability platform designed specifically for the drinks industry. We help you measure your environmental impact (carbon, water, waste), manage your supply chain data, and generate credible reports to share with your customers, investors, and other stakeholders.

Q: Who is this platform for?

A: Our platform is designed for drinks companies of all sizes, from startups to established enterprises, that are looking for a simple, credible, and affordable way to manage their sustainability performance.

Q: Why is measuring our environmental impact important?

A: Measuring your impact is the first step to managing it. It allows you to identify "hotspots" in your operations, reduce costs through efficiency, meet growing consumer demand for sustainable products, and stay ahead of evolving regulations.

### 2. Onboarding & Data Collection

Q: What kind of data do I need to provide?

A: Our guided onboarding process will walk you through everything. You'll need two main types of data: 1) Operational Data for your own facilities (like utility bills for energy and water, and waste disposal records), and 2) Product Data for your specific drinks (like raw materials, packaging, and transportation details).

Q: How long does the onboarding process take?

A: Our goal is to make it as quick and painless as possible. For a company with readily available data, the initial onboarding can be completed in an afternoon. The biggest factor is how quickly you can gather your data or get it from your suppliers.

Q: What if I don't have exact data for everything?

A: That's okay, especially when you're starting out. The platform is designed to work with the data you have. Where specific data is unavailable, we can use credible industry averages from our databases to create an initial baseline footprint. You can then refine this over time as you collect more precise data.

### 3. Reports & Calculations

Q: How are my product's carbon footprint and LCA calculated?

A: Our calculations are powered by OpenLCA, a scientifically robust and industry-recognized Life Cycle Assessment (LCA) engine. We follow the methodologies outlined in international standards (ISO 14040/44) to ensure your reports are credible and defensible.

Q: What is the "Human-in-the-Loop" review?

A: This is our core feature for building trust. Once your report is generated, you can request a review from our team of sustainability experts. We'll check your data for anomalies, validate the calculations, and ensure the final report is accurate and professional before you share it.

Q: How long does it take to generate a report?

A: The complex LCA calculation is an asynchronous process, meaning it runs in the background. After you submit your data, it typically takes a few minutes. We'll notify you by email and on your dashboard as soon as your report is ready to view.

#### **4. Suppliers & Scope 3**

Q: Why do I need to get data from my suppliers?

A: A significant portion of your total carbon footprint (known as Scope 3 emissions) comes from your supply chain—the raw materials and packaging you purchase. Collecting data from your suppliers is the only way to accurately measure this and get a true picture of your product's impact.

Q: Is it difficult for my suppliers to provide data?

A: We've made it as easy as possible. When you invite a supplier, they receive a link to a simplified, secure "Supplier Portal." It guides them through a streamlined form to provide only the data needed for your product. They do not need a full account on our platform.

#### **5. Billing & Subscription**

Q: How does the revenue-based pricing work?

A: We believe in fair pricing that scales with your business. Our subscription tiers are based on your company's annual revenue, ensuring that the cost is appropriate for your size and the value you receive. You can find the specific revenue bands on our Pricing page.

Q: How is my payment information handled?

A: All payments are processed securely by our partner, Stripe, a global leader in online payment processing. We do not store any of your credit card information on our servers.

#### **6. Security & Data Privacy**

Q: How is my company's sensitive data kept secure?

A: Security is our highest priority. We use multiple layers of protection, including encrypting all data both in transit (HTTPS) and at rest (in the database). All sensitive credentials are held in a secure vault, and we follow the best practices outlined in our Security Checklist.

Q: Who owns the data I upload to the platform?

A: You do. Your company retains full ownership of all the data you provide. We act only as a processor to provide you with our services.

Q: How do you use my data for industry benchmarking?

A: To provide valuable context, we may use data to create industry benchmarks. When we do this, all data is made completely anonymous and aggregated. Your company's specific data is never shared or identifiable in any way.