

03.5 P.VISION: FAQs for CUSTOMER & CLIENT

SOLUTION CUSTOMER FAQ

- **Why should I use this tool?**

If you really want to contribute to environmental protection, it is necessary to first determine your company's carbon footprint. Ecoscope can help you with this and additionally shows you supportive ways to reduce your carbon emission. Moreover, consumers are increasingly interested in the environmental impact of the companies they are customers of. Ecoscope enables you to provide the demanded transparency and guides you throughout your journey towards carbon neutrality.

- **How can we get the tool?**

The tool can be made available by getting in touch with the City of Munich.

Which kind of tool is it?

- The tool is a web-based application which can be accessed through the internet. The best experience can be achieved by using a computer/laptop.

- **What are the key functions of the tool?**

The key functions include the calculation, monitoring and reporting of organizational CO₂ emissions according to the greenhouse gas protocol. Moreover, the tool makes suggestions on how to reduce emissions effectively in practice and provides information on funding programs.

- **Who can use Ecoscope?**

Every Bavarian small and medium-sized company (SME) which cooperates with the City of Munich.

- **What are the costs of Ecoscope?**

Ecoscope is free to use for the end user.

- **Is it complex to implement Ecoscope in corporate processes or to learn it?**

Ecoscope is a user-friendly web-based application, which makes it easy to implement in day-to-day corporate processes. As a foundation, you will moreover receive a short training by the City of Munich, which will enable you to use Ecoscope completely on your own. If any further questions arise during your work, the Ecoscope team is always at your disposal.

- **Where can I give feedback?**

Within Ecoscope, you will find a 'contact' section which lists an up-to-date contact address to which you can give feedback.

- **Could issues arise with the works council regarding any form of behavior surveillance of individuals?**

No, since only anonymized data entries are made in relation to the overall organization, no form of behavior surveillance of individuals take place.

SOLUTION CLIENT FAQ

- **Why should we choose Ecoscope and not any other tool out there?**

Ecoscope contains all the necessary functionalities that a carbon accounting tool should have and additionally offers very concrete recommendations and advice about CO2 reduction, which represent a clear point of differentiation from comparable tools.

- **What does the tool cost?**

The tool is provided free of charge as it is handed over by the University of Applied Sciences Munich. Costs for further development are likely to occur.

- **How is Ecoscope's administrative burden framed?**

Fundamentally, Ecoscope is a functioning tool that does not impose an excessive administrative burden. However, as is the case with other applications, constant effort should be put into bug solving, stability improvements and new functions in order to achieve a constantly satisfactory user experience. Additionally, the customer should always be able to reach a contact person in case of questions.

- **How does this tool support the climate neutrality strategy of the City of Munich?**

Ecoscope's entire functional package is designed to capture, analyse and reduce CO2 emissions. Therefore, the tool supports SMEs in reaching their climate goals and automatically contributes directly to the climate neutrality strategy of the City of Munich.

- **Where do the emission conversion factors come from?**

The emission conversion factors come from trusted specialist sources and can be accessed transparently in the "Data Evaluation" section of Ecoscope at any time.

- **Is organisational Data safe and protected?**

The data is collected and stored according to the General Data Protection Regulation (GDPR) and thereby fulfills official data safety standards.