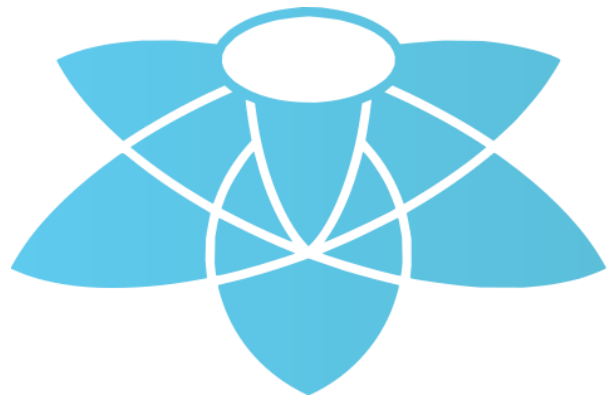




CON-SERVE™

Con-Serve™ Overview



Table of Contents

03

Executive Summary

04

Return on Investment

05

Con-Serve™ – The Premier Hospitality ESG Data Platform

14

About Us: Considerate Group

18

Contact Us

Executive Summary

Considerate Group is pleased to introduce Con-Serve™ – our turnkey ESG data intelligence platform designed to support the successful development and implementation of a tailored energy and sustainability programme.

We recognise our clients' ambitions to operate efficiently and embed sustainability at the core of their businesses. Achieving these goals depends on access to accurate, verifiable data – a critical foundation for reducing energy use, lowering emissions, and improving ESG performance. High-quality data enables organisations to monitor consumption, assess performance, and make informed strategic decisions that drive meaningful impact.

To meet these needs, Con-Serve™ offers an end-to-end solution purpose-built for the hospitality sector. Con-Serve™ is the result of a strategic partnership between two industry leaders: Considerate Group – data-led sustainability consultants specialising in hospitality – and Deepki – global experts in real estate ESG technology.

Together, our combined expertise in hospitality operations, building systems, and sustainability data provides clients with unrivalled expertise, powerful tools and ongoing support.

Con-Serve™ equips your team with the tools needed to drive measurable progress towards reducing operational costs.

The platform offers:

- Automated and reliable data capture
- Audit-ready reporting
- Actionable insights at your fingertips
- Support for impactful action

By integrating Con-Serve™ across their portfolio, clients will further benefit from:

- Improved operational efficiency
- Reduced utility costs
- Decreased carbon emissions and environmental impact
- Enhanced compliance with ESG regulations and standards
- Greater resilience to reputational and regulatory risks

Already trusted by asset owners, operators, and investors worldwide, Con-Serve™ provides a transparent and long-term approach to sustainability performance – supported by ongoing guidance from our hospitality-focused team.

We look forward to partnering with you to support the achievement of your sustainability objectives.

Return on Investment

Con-Serve™ delivers a rapid and measurable return on investment by reducing consumption, streamlining reporting, and supporting strategic decision-making.



Up to 20% energy consumption savings: Clients typically achieve this within the first year.



Reclaim up to 75% of time spent on reporting: By automating data collection and unifying dashboards, Con-Serve™ empowers teams to dramatically reduce manual reporting—liberating valuable hours for strategic action and innovation.



Unlock a full day of engineering capacity each month: Engineering teams using Con-Serve™ recover the equivalent of one full working day per month previously spent on data collation and compliance paperwork—redirecting expertise toward proactive maintenance and efficiency gains.



Investment recovered in under 12 weeks: Clients typically recoup their full Con-Serve™ investment within just 12 weeks, thanks to measurable reductions in energy use and sharper operational control—delivering a fast financial return and immediate efficiency gains.



Accelerated sustainability through engagement: When paired with bespoke reporting and staff training workshops, Con-Serve™ becomes a catalyst for behavioural change. Clients adopting this integrated approach achieve up to 40% faster implementation of sustainability initiatives, with deeper savings and stronger accountability embedded across teams.

“



Con-Serve™ helps shine a light on an area that can be hard to get to grips with due to changing prices and consumption. The team review and crunch the numbers that enable us to focus on how to correctly manage one of the largest expenses in our business. The data is great, broken down, easy to understand and makes it simple for us to communicate actions at all levels in the business and keep it live in the daily and monthly priorities.

John Philipson

COO, Cheval Collection

”

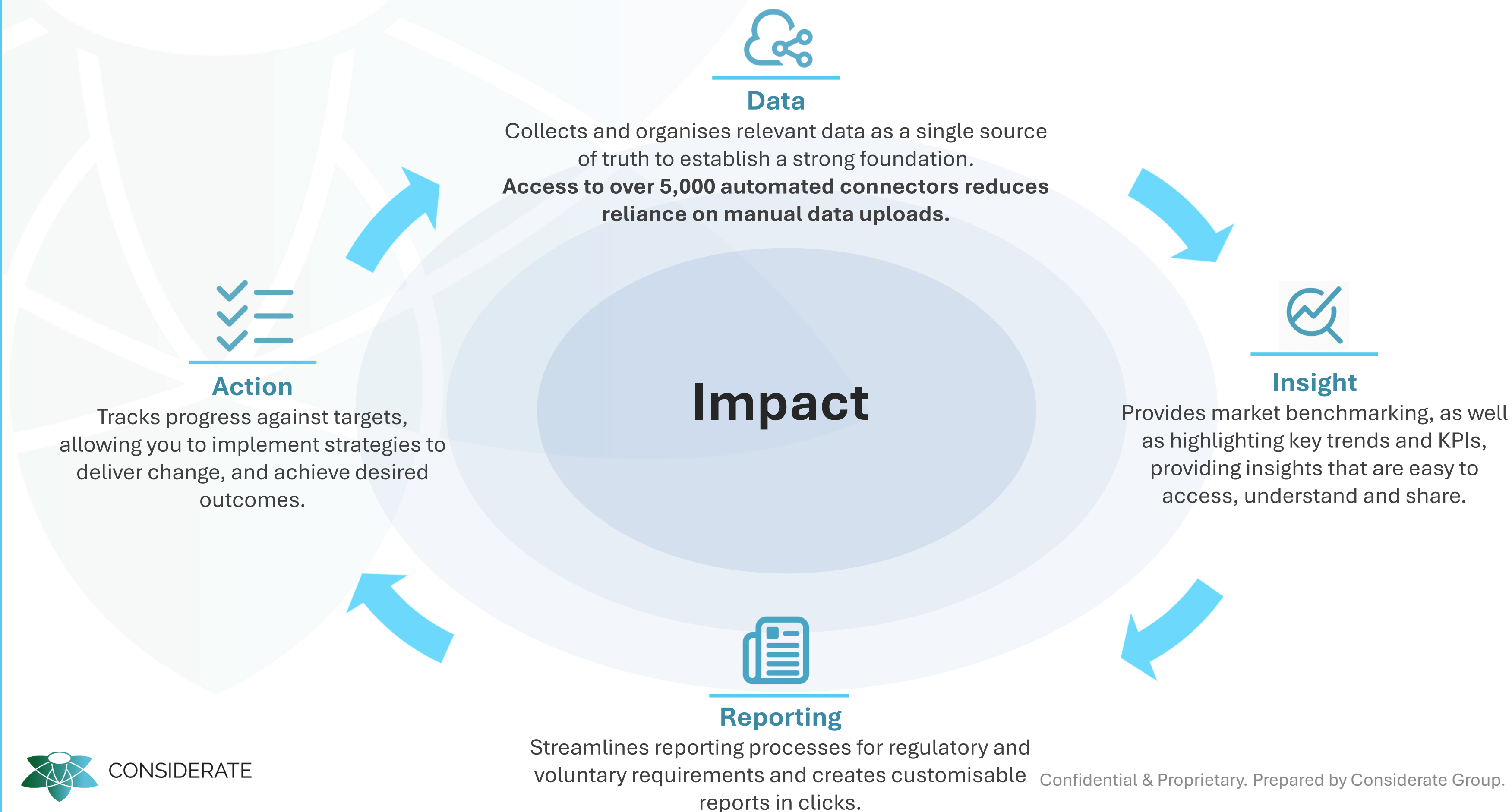


CONSIDERATE



CON-SERVE™ – THE PREMIER HOSPITALITY ESG DATA PLATFORM

The Impact Cycle: From data to action



The Premier Hospitality ESG Data Platform

What is Con-Serve™?

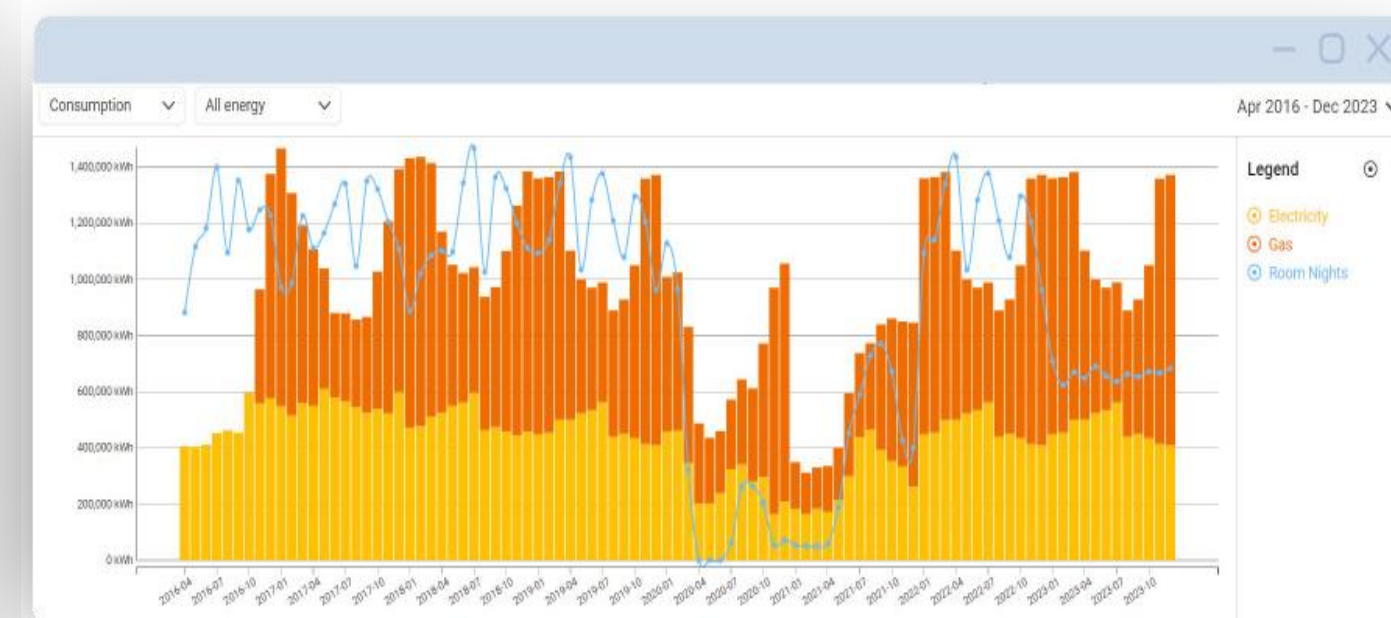
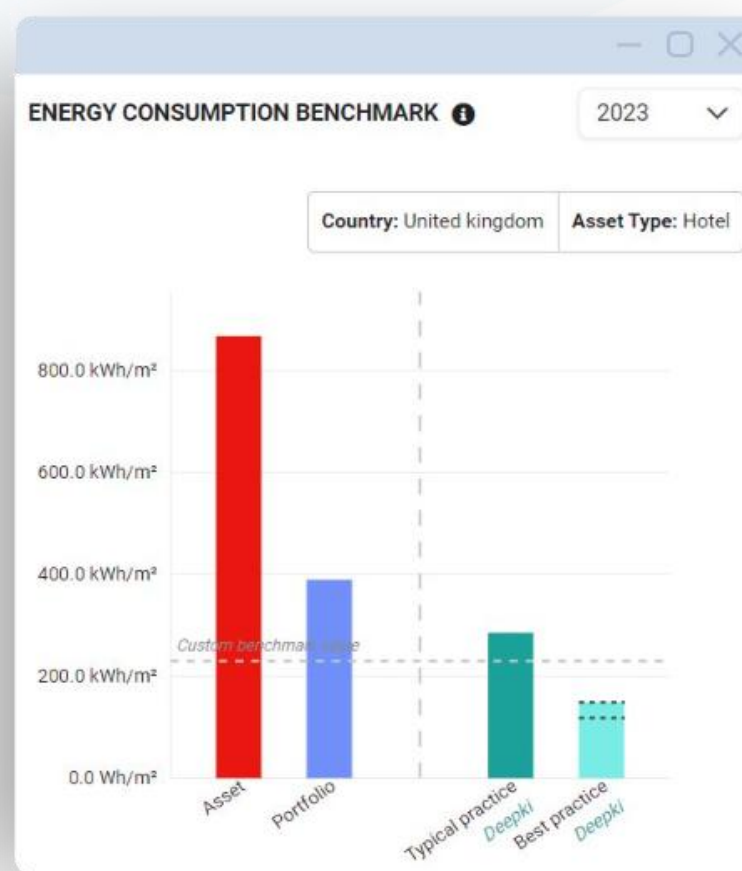
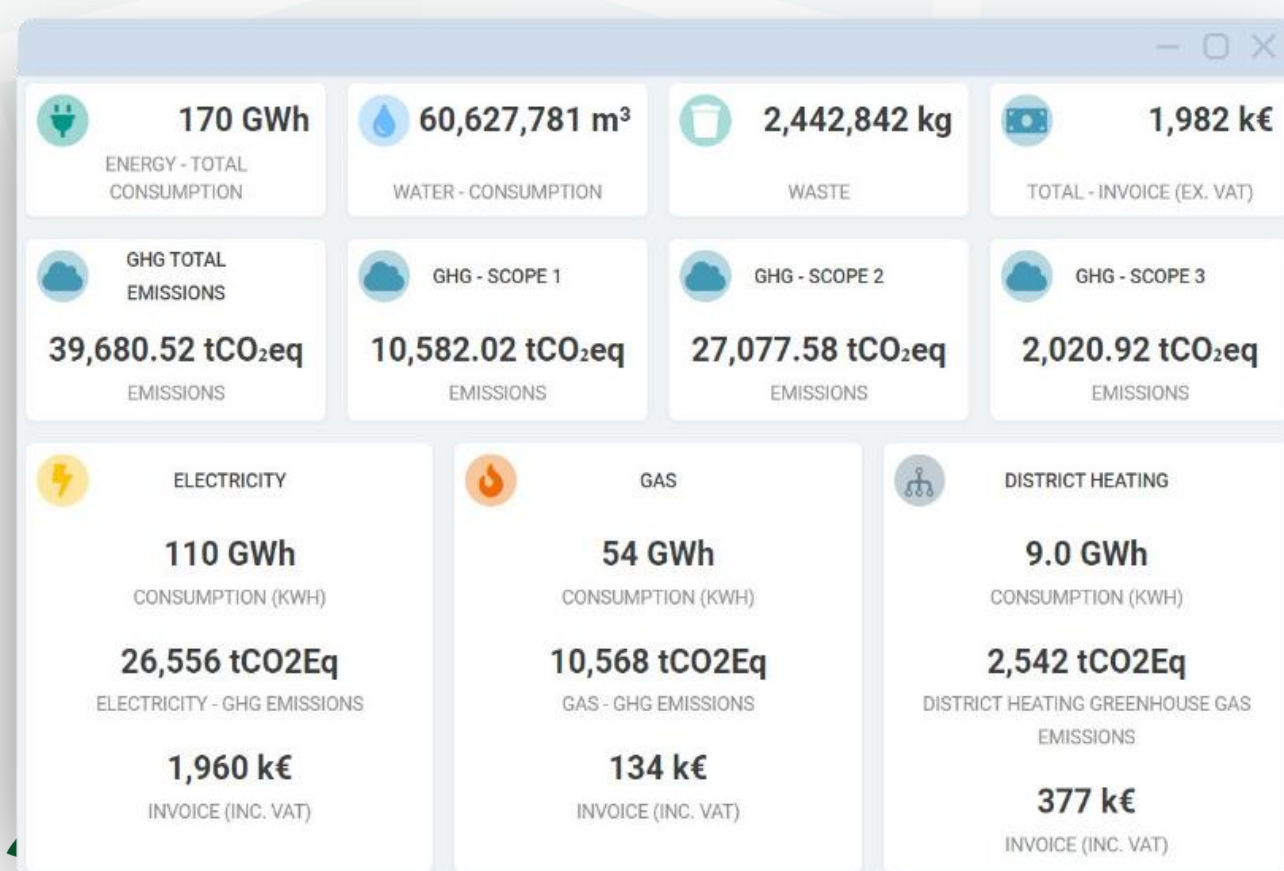
Con-Serve™ is Considerate's premier ESG data-intelligence platform. Developed in partnership with Deepki, leaders in ESG real estate technology, Con-Serve™ offers a fully automated, state-of-the-art solution that complies with major international standards and frameworks, including CRREM, SBTi, GRESB, EU Taxonomy, and SFDR.

Trusted by global industry leaders, Con-Serve™ empowers hotels to manage their ESG data with confidence and precision, helping to navigate the complexities of data management with ease.

A hospitality-specific platform

Designed for the hospitality sector, Con-Serve™ enhances real estate systems by embedding industry-relevant features and metrics. The intuitive dashboard enables users to visualise performance across energy, water, waste, emissions, and costs.

Con-Serve™ incorporates custom benchmarking to highlight under-performing assets and hospitality-specific overlays—including room nights, food covers, and occupancy metrics—for contextual trend analysis. These tools help asset owners and operators identify inefficiencies, optimise performance, and drive targeted climate action aligned with compliance and net zero goals.



An auditable source of information flow



The same, high-quality standards as financial data, applied to ESG

Data Quality

ISAE3000

Attests that Con-Serve™ has a complete and adequate set of controls to **guarantee the data quality requirements** of the standard for assurance purposes.

Data Security

ISO27001

Guarantees the **robustness** of the infrastructure to ensure full **data protection and privacy**.

Carbon Data Quality

ISO14064

Guarantees the **relevance, consistency, completeness, accuracy, and transparency** of carbon data calculated and displayed in Con-Serve™.

Helping you achieve your energy management certification

EMS

ISO50001

Con-Serve™ aligns with requirements set out for energy management systems under ISO50001, with the underlying platform technology **BAFA listed** in Germany.



CONSIDERATE

All certifications and the listing are for Deepki Ready, the underlying platform powering Con-Serve™.

Confidential & Proprietary. Prepared by Considerate Group.

Comprehensive support packages



Bespoke reporting with advanced analytics

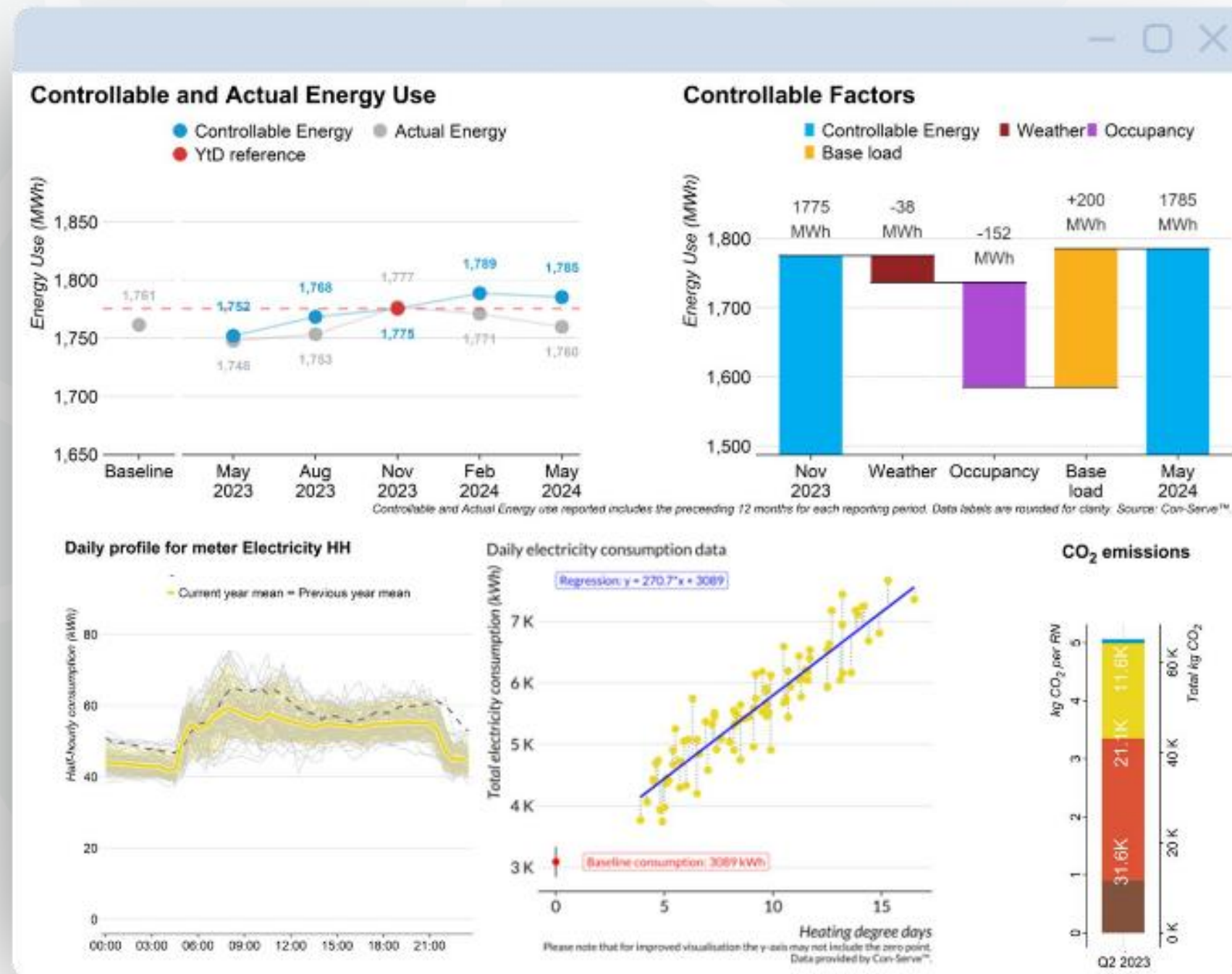
Provided on monthly, quarterly, or annual basis.

Asset-level reports

- Analysis tailored to individual assets, incorporating unique hospitality sector metrics (occupancy, food covers, etc.)
- Identifies patterns and critical energy and resource usage by looking at correlations, heatmaps, and daily profiles
- Provides year-on-year and year-to-date comparisons for tracking progress against targets
- Customised actionable insights and best practices

Portfolio-level reports

- Bird's-eye view of consumption across the portfolio with sector-specific overlays, rankings, and benchmarks to compare portfolio performance against industry peers
- Portfolio-level carbon impact for tracked Scopes
- Detects portfolio-wide trends and areas of concern



Data-driven decision-making

CRREM analysis

Paris-aligned carbon and energy pathways

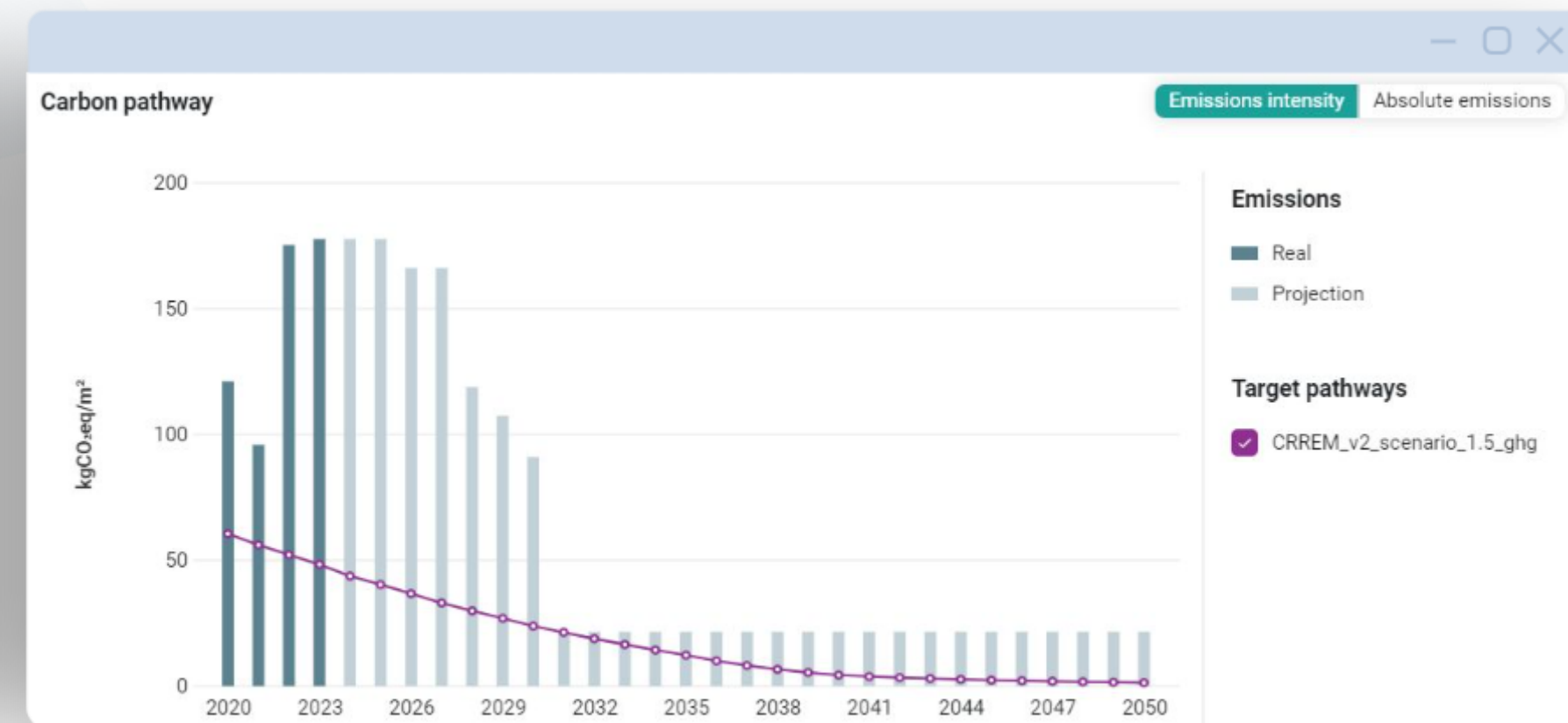
- Monitor real vs. projected emissions and energy intensity, helping to forecast compliance with climate goals.
- Analyse portfolio- and asset-specific carbon and energy trajectories against CRREM pathways.
- Visualise stranding points and impacts of capex plans.
- Allows precise carbon management and future planning.

Actions						
Here you can add actions to your investment plan for this asset.						
Search Filter Export						
Actions	Impact	Estimated cost	Estimated energy savings	Due date ↑	Action status	
HC system - Replace the existing heat pu...	Energy Carbon	300 k€	950 MWh/year	2026-08-01	Approved	 
Cooling system - Replace the existing old...	Energy Carbon	1,500 k€	4 GWh/year	2028-06-01	Under consideration	 
Insulation - Insulate the roof terrace (fro...	Energy Carbon	880 k€	895 MWh/year	2029-08-31	Under consideration	 
Controls - Install or replace the BACS (Bu...	Energy Carbon	528 k€	1,250 MWh/year	2030-08-01	Under consideration	 
DHW - Replacement of domestic hot wat...	Energy Carbon	680 k€	-	2031-06-01	Under consideration	 

Investment Plan

Asset-level capex and impact planning

- Prioritise and plan investments to meet net zero targets, preventing ESG obsolescence.
- Use over 130 selected or custom actions based on extensive decarbonisation audits to guide investment decisions.
- Centralise investment plans and projected savings, with options to import existing data.



Sustainability experts at your fingertips

Your dedicated Account Manager

Your Account Manager is on hand to support with setting up automated data pipelines, handling onboarding, managing historical data uploads, coordinating trainings, and addressing any questions or support issues throughout your time with Considerate Group.

Specialist expertise on Demand

Our in-house team covers key areas of ESG performance, ready to support at every step:

- ESG Strategy
- Energy and Carbon
- Data and Reporting
- Certification and Compliance
- Client Success
- Communications and Engagement

We embed expertise directly into your programme, delivering results through a structured, pragmatic, and hospitality-specific approach.



Platform Implementation

Timeframe

The expected minimum timeframe to onboard a client to Con-Serve™ is **6 weeks**. This milestone includes account creation, loading historical data to the platform, user management and training.

Typical kick-off times for launching new subscription packages are within four weeks of contract signature and once the subscription invoice has been paid.

The above timeframe assumes that historic resource consumption data will be provided predominantly in Excel/CSV format, with some accompanying bills for cost information. Considerate Group will provide clients with template files for collating historical data for each property. Exact timeframes will be confirmed once data has been provided.

For existing connectors, the process of automating data feeds will commence within the minimum timeframe, but cannot be guaranteed within the minimum timeframe due to reliance on supplier responsiveness and co-operation.

Support and training

Each Con-Serve™ account is accompanied by support and training to ensure you are fully equipped from the outset. Our one-off onboarding fee covers all aspects of account creation:

- metering setup
- initial user management
- upload of historical data

The Considerate team will be available to resolve any issues and assist in automating data feeds, processes, and pipelines where possible. This ensures seamless, streamlined operation of the account.

As part of the onboarding, Considerate Group offer tailored training sessions that can be conducted at HQ level, property level, or both. These sessions are designed to help clients maximise the platform's potential, covering data uploads, maintenance, automated report setup, and concluding with a Q&A session.

Enhanced Support Packages

Add-On Details	Cost
Bespoke Reporting – Property Level Our team of analysts conducts detailed reviews of property-level data using regressions, daily load profiles, and intensity comparisons. This allows us to understand consumption patterns, flag anomalies, and identify efficiency opportunities. Each report delivers tailored insights that support operational decisions and long-term savings.	
Bespoke Report – Portfolio Level Portfolio reports provide high-level insight across your entire asset base. These assessments identify high-performing properties, highlight underperformers, and help prioritise interventions. Reports can be aligned with compliance requirements and investor reporting, supporting both operational improvements and strategic ESG disclosures.	
Data Uploads We remove the workload from your internal teams by managing all ongoing manual data uploads. Combined with our automated data connections, this ensures your reporting remains current, consistent, and complete without demanding operational resources. Our analysts validate all data to maintain quality.	
GRESB Module on Con-Serve™ Our Con-Serve™ platform offers enhanced integration with GRESB, streamlining ESG data collection and submission for the annual Real Estate Assessment. High-frequency consumption and invoice data can be validated and transferred directly to the GRESB portal, eliminating manual work and reducing error risk.	



ABOUT US: CONSIDERATE GROUP

Considerate Group: Experts in data-led sustainable hospitality



CONSIDERATE

Brookfield
Properties

Starwood
HOTELS

AMANO GROUP

Ruby
HOTELS

CHEVAL
COLLECTION

OETKER HOTELS
Masterpiece Collection

WORLD
INTERNATIONAL

PENTA
HOTELS

Dorchester
Collection

the hoxton

Leaders in Sustainable Hospitality

13y Track record since 2012

2 Offices (London and New York)

4 Continents

500+ Hospitality client properties

1 Hospitality-focused ESG data platform, Con-Serve™

95%+ Client satisfaction

Our Partners and Certifications



the
bench

Foodprint
Group



deepki



Deepki: Enterprise-grade solutions built for security and impact



Leaders in Real Estate Sustainability

80+

Countries where we operate

5

Offices (France, Spain, Italy, UK, Germany)

4T+

AUM monitored

550+

Owner and occupier customers

1

ESG Index / Benchmark

2000+

Hotels monitored

Partners



G R E S B



CRREM



Certifications

ISO 27001

ISAE 3000

ISO 14064-1



Other Services

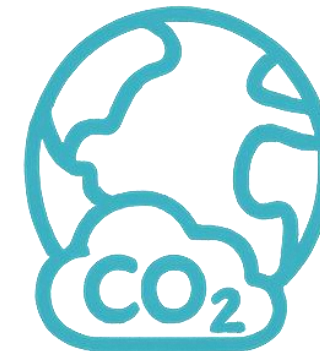
All Con-Serve™ clients receive access to 10% discount on all other consultancy services for the duration of their subscription plans



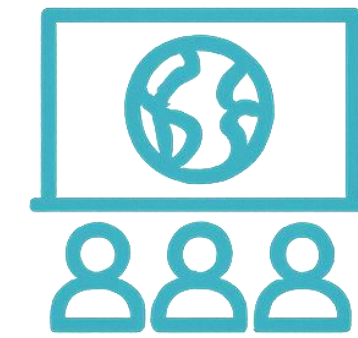
Energy
Assessments



ESG
Reporting



Carbon
Reporting



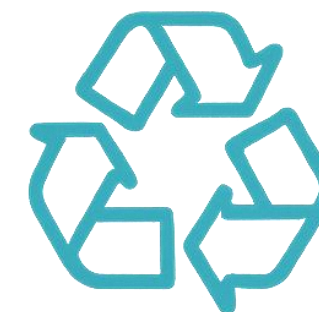
ESG Strategy
and
Implementation



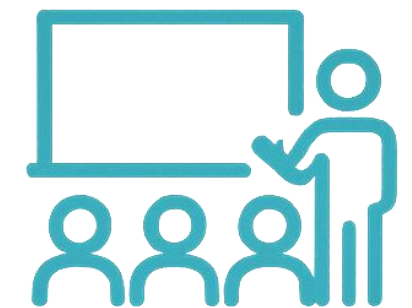
Certification
Support



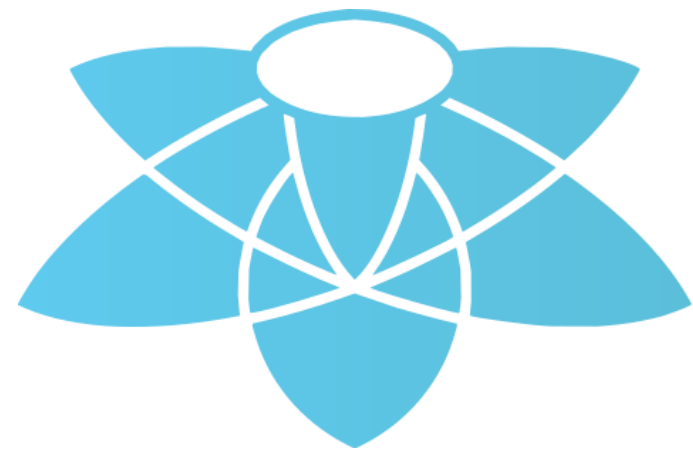
ESG Due
Diligence



Zero Waste
Programs



Workshops
and Training



CON-SERVE™

-  **Hospitality-focused**
-  **Global and scalable**
-  **Auditable data**
-  **Simplifies compliance**
-  **Data-driven**
-  **Comprehensive support**

Considerate Group would be delighted to talk through the platform at your convenience.

Please contact:



Nick Walsh

Senior Manager | Data

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Lizzy Coates

Associate Director | Sustainability

lizzyc@considerategroup.com

Certified



Corporation

This company is part of the global movement for an inclusive, equitable, and regenerative economic system.