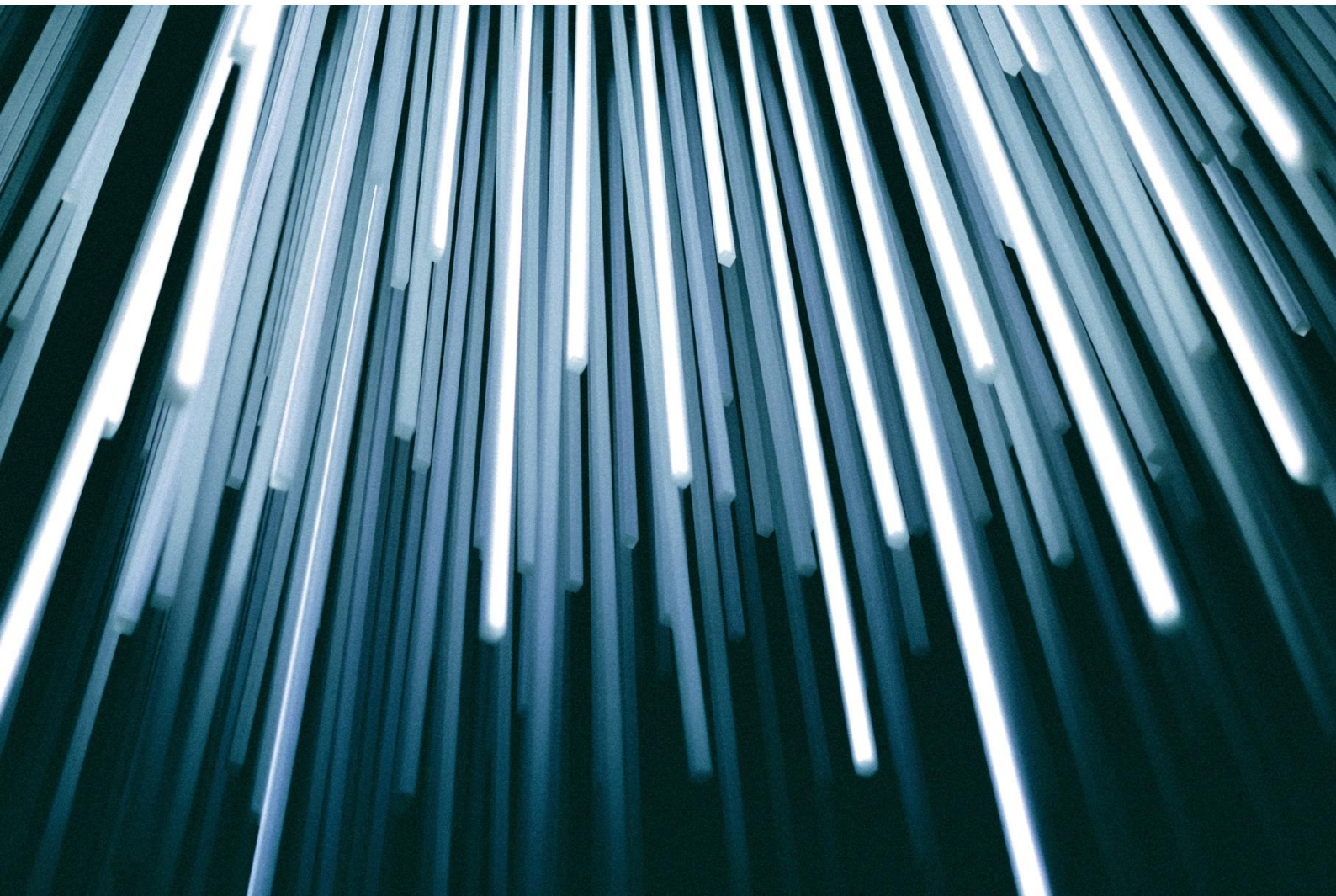




ERM Libryo FAQs

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QUESTIONS ABOUT ERM LIBRYO

1. WHAT DOES ERM LIBRYO DO?

ERM Libryo is the company building and supporting the Libryo Platform - a legal compliance management platform. ERM Libryo is part of ERM, the largest global pure play sustainability consultancy. The Libryo Platform is a SaaS ecosystem of software applications, content, regulatory support and third-party software integrations built on top of a global API-driven regulatory dataset. The Libryo Platform provides certainty for any person working in any organization about what regulation requires of them in any situation.

2. WHAT'S THE DIFFERENCE BETWEEN ERM LIBRYO, A LIBRYO STREAM® AND THE LIBRYO PLATFORM?

The Libryo Platform is the online platform where your company or organization will access its different Libryo Streams® either via Libryo's application or via an application built by a third party. There will usually be one Libryo Stream® for each operation where a unique set of regulatory requirements are faced. ERM Libryo is the company that delivers the Libryo Platform.

3. HOW LONG HAVE YOU BEEN OPERATING?

Libryo has been a registered company in the UK since 2016. ERM has been in business for over 50 years. Libryo was acquired by ERM in 2022.

4. HOW DO YOU FIND THE REGULATION?

ERM Libryo sources regulations from government websites and legal publishers around the world.

5. WHAT IS A LEGAL REGISTER?

A legal register is a collection of legal requirements faced by an organization, which are compiled according to its location, legal jurisdictions, and operational activities applicable to a specific plant/site/operation.

6. WHAT ARE LIBRYO STREAMS®?

Libryo Streams® are automated legal registers that are genuinely useful because they contain the regulations you face, as well as the content that you need to follow it. They are web-based, interactive, and up-to-date. Each Libryo Stream® is tailored to a specific context or operation and includes only the regulations relevant to that operation, right down to the specific sections that must be complied with. For each applicable section of legislation, plain language summaries are included, and the full legal text, plus a host of other features and benefits.

7. WHAT MAKES THE LIBRYO PLATFORM UNIQUE?

Unlike most legal register offerings on the market, the Libryo Platform is Software-as-a-Service (SaaS) with a dynamic data structure. The regulatory data is made available as Data-as-a-Service (DaaS) via Libryo apps as well as apps built by third parties. This means that changes to legislation are quickly reflected in a Libryo Stream® and users

can search by topic to get section-specific results across regulations. Traditional legal registers quickly become outdated and are cumbersome to use. The Libryo Platform can, in real-time, for any precise topic, in any context and place, tell you exactly what applies to your organization, right down to a section level and in plain language. You can also easily link your operational risks to your legal risks. The Libryo Platform is able to offer this for any type of regulation, in any country, and is unique in its ability to service multinational enterprises.

8. WHAT IS THE VALUE IN USING THE LIBRYO PLATFORM?

Efficiency and accuracy. The Libryo Platform offers value to its customers by increasing efficiency and saving time in knowing the specific, up-to-date regulatory obligations faced at, any time. The Libryo Platform also enables applicable legal regulations to be known more accurately than through manual legal research (even if such research is performed by professionals like lawyers). This lowers the risk of liability for non-compliance. Customers have reported significant savings in legal compliance costs up to \$200,000 per year, per region by using the Libryo Platform.

9. IS LIBRYO A GRC (GOVERNANCE, RISK AND COMPLIANCE) SOFTWARE PLATFORM?

Libryo is a niche specialist in the GRC software market and the only one with a strong focus on making legal regulations known and understood in a context-specific way. There are three parts to legal compliance: knowing, managing and assuring. Without knowing what regulation requires of your company, you cannot put systems in place to manage compliance and you certainly cannot report against those requirements. GRC platforms integrate with the Libryo Platform and regulatory data is made available through its API to the GRC platforms. The compliance modules of GRC platforms may contain regulatory data from the Libryo Platform..

10. ARE LEGAL EXPERTS BEHIND THE LIBRYO PLATFORM?

Yes. There are things that humans do better than machines and things that machines do better than humans. To the extent that humans are better at lawyering and legal research than machines, there will always be humans behind the Libryo Platform. Libryo currently works with legal experts for each of the jurisdictions and legal domains in which the Libryo Platform is used. Contact us if you are a lawyer, legal librarian, language specialist or legal student interested in scaling your legal interpretation expertise through the Libryo Platform.

11. DO I NEED A LEGAL REGISTER FOR MY BUSINESS?

Ignorance of the law is never an excuse if you break the law. And if you don't know what regulation requires of you, you cannot manage compliance with it. Regulation also changes all of the time. A legal register that is kept up to date routinely is very helpful for an organization, of any size and is the start-line of legal compliance.

LIBRYO FOR MY BUSINESS

12. HOW CAN YOU BE SURE YOU WON'T MISS ANY LEGAL UPDATES?

Libryo's basic data building block, called a "Libryo Stream®", is the collection of regulatory requirements applicable to a customer's scope of business and legal research interest, at a specific physical address. Users are connected to one of many Libryo Streams® and then are updated if any regulation is applicable to those Libryo Stream®(s) changes. If we have insufficient or unknown data about customer context on a given Libryo Stream®, we will provide too many updates rather than too few. Thus, the only risk is receiving too many (some not applicable) change notifications, as opposed to too few. You should never miss an update!

13. WHAT TYPES OF REGULATION DO YOU TRACK?

Libryo can track any domain of regulation, from hyper-local (like municipal or city), to national/federal, to super-national (like the EU) for any industry.

14. WHAT COUNTRIES DO YOU PROVIDE THIS SOLUTION FOR?

We have a lot of countries covered already, but it's a simple and quick process for us to find the regulations if they are not already in our database. We aim to have access to regulation everywhere in the world by 2025.

15. WHO IS THE LIBRYO PLATFORM USED BY?

The Libryo Platform is used by in-house professionals, with legal, governance, risk and compliance functions (including ESG and global sustainability), working in organizations that typically operate across multiple global and local jurisdictions. While Libryo can assist any organization, our major current focus areas are power generation, waste management, global supply chains, oil & gas, mining, global financial services and global facilities management.

16. HOW LONG DOES IT TAKE TO SET UP A SOLUTION FOR A BUSINESS?

This depends on the complexity of the regulation you need and the number of operations you have. As a rule of thumb, we say one week per Libryo Stream®, which is the regulation relevant to a particular business, division or particular thing, such as a transaction or business operation.

17. WHAT CUSTOMERS DO YOU HAVE?

We have over 150 customers, operating in nearly 70 countries. Libryo works with multinational corporations and banks, as well as smaller, local businesses with single sites.

18. WHAT IF YOU DON'T HAVE THE LEGAL CONTENT THAT WE NEED?

It's a simple and quick process for us to find the regulation if it's not already in the Libryo database. We have built an infrastructure that enables us to source and filter regulation for a particular operation in approximately 1 week. Our mission is to have access to regulation everywhere in the world by 2025.

19. I MANAGE COMPLIANCE FOR A MULTINATIONAL ORGANIZATION. WHAT BENEFIT CAN THE LIBRYO PLATFORM PROVIDE?

Regulation differs materially from country to country, and nationally, as you cross internal borders such as states, provinces, cantons, departments, districts, municipalities and cities. If you are responsible for the legal compliance of a multinational organization, this regulatory complexity is simply too much when relying on traditional legal libraries - even if they are digital. This is because the legal provisions that apply uniquely to each operation in each location depend on the jurisdiction (which is comprised of national and subnational regulation) as well as the specific operations of the company. Without the Libryo Platform, this becomes a massive, expensive and never-ending legal research project. The Libryo Platform provides the best overview of legal requirements faced in each operation or context. It allows you to drill down into each one and compare the legal obligations and consequences of non-compliance at each operation, anywhere in the world, and all of this on a topic-by-topic basis.

20. DOES USING THE LIBRYO PLATFORM HELP WITH ISO CERTIFICATION AND COMPLIANCE?

Yes. Many ISO standards such as ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 27001:2005, and other standards for management systems require the organization to identify relevant legal and other requirements. If this is performed manually, it is a time-consuming, often inaccurate exercise which is out of date shortly after the project is completed. No customer of Libryo has ever failed an ISO management system certification or re-certification audit, on the grounds of the legal register. Customers benefit from the legal requirements identification and integration into their management systems being performed automatically.

21. I USE MICROSOFT EXCEL FOR MY RISK ASSESSMENTS IN MY MANAGEMENT. CAN I USE THE LIBRYO PLATFORM?

The Libryo Platform is unique in its ability to link operational risk to legal requirements. The regulations in each Libryo Stream® are organised on a section specific and topic by topic basis. Because of this organization, the previously impossible integration of risk items in risk assessments with the applicable legal requirements is now possible. If you use Microsoft Excel for your risk assessments, your risk assessments can be integrated with the Libryo Platform so that the legal obligations faced per operational risk never needs to be updated again.

22. YOU HAD ME AT "AUTOMATED"; HOW DO I GET STARTED?

Once your company has signed up to benefit from being a Libryo customer, our Customer Success team will start the compilation process with you. This process of ensures that the Libryo Platform understands every aspect of your business, on an operation-by-operation, or context-by-context basis. This determines which specific regulations apply to each operation or context. We call this customer context data. It is gathered by a questionnaire. Once we have this information, a Libryo Stream® (which includes a custom legal register) will be configured for each distinct operation and context in your organization.

23. I'D LIKE TO SPEAK TO SOMEBODY AT LIBRYO ABOUT SIGNING MY COMPANY UP

Sure - please complete the form and we'll be in touch shortly.

LIBRYO BILLING QUESTIONS

24. HOW IS LIBRYO PRICED?

The Libryo service is structured to meet your specific legal and compliance needs. The pricing is an annual subscription based upon several factors such as:

- The number of different operations in which your business is engaged
- The legal jurisdictions in which you operate
- The types of business activities
- The range of regulations and/or regulations applicable to your organization
- The scope of regulatory support you are seeking

Using the information above, we will determine the number of Libryo Streams® needed for your business, the required software interface, plus any supplementary content/data and regulatory support necessary to solve your requirement in the most cost-efficient way. Visit our pricing page for more information.

25. WHAT ARE THE OPTIONS FOR PAYMENT?

Contracts are annual with the option to pay monthly or annually in advance. Libryo offers a discount for companies who pay in advance. Libryo supports payment by credit card, EFT or monthly debit order.

26. HOW DO I CHANGE MY BILLING PREFERENCE?

Contact accounts@libryo.com to make any changes to billing.

LIBRYO PLATFORM TECHNICAL QUESTIONS

27. HOW DOES LIBRYO'S TRACKING TECHNOLOGY WORK?

Libryo has developed technology and processes which monitor sources of global regulation (super national through to hyper-local) for change. Technologies include scrapers and transformers, which convert regulatory text into a uniform, cross-comparable and self-describing dataset, in the proprietary LibryoXML format. Processes are overseen by Libryo's expert digital legal engineers and are constantly advancing Libryo's enrichment of the LegalXML and its record of semantic meaning captured in a knowledge graph which is linked to the LibryoXML. Libryo's Collaborator (micro-jobbing) programme is also leveraged to further enrich the meta data that is linked to the LibryoXML and provide value-added content useful to Libryo's customers. NLP and Machine Learning (so called "AI") technologies are also leveraged to augment the work of Libryo's Legal Engineers and Collaborators.

28. WHAT IS LIBRYO'S INTEGRATION CAPABILITY?

The Libryo Platform has a full documented RESTful API that allows our customer and partners to integrate with it. Our Integration Area has API documentation and support and advanced data export features. The Integration Team can assist with any integration need you might have.

29. HOW DO YOU ENSURE DATA PROTECTION AND KEEP MY INFORMATION PRIVATE FROM OTHER USERS ON THE PLATFORM?

The data is stored securely in AWS data centres in the EU and backed up daily. We create Libryo Streams® for each operation and business. This information is tailored specifically to your needs and isn't accessible for unpermitted users in your company or anyone outside. The my.libryo platform is accessible only over a secure encrypted connection (HTTPS) and we have enterprise access control capabilities like 2FA.

30. WHO CREATES THE LEGAL SUMMARIES AND OTHER LEGAL CONTENT?

We have a global team of legal engineers which have legal training and experience. They oversee the creation of all content that is used to follow the requirements of regulation. Sometimes these are plain language summaries. Libryo has also set up the Libryo Collaborate micro-jobbing programme whereby lawyers, including top law students, participate to create plain language summaries and other content used to follow regulation. All legal content undergoes rigorous quality checks and approvals before being published on the Libryo Platform.

31. IS THE CREATION OF SUMMARIES AUTOMATED?

No. This is the human element of the process where we take the complicated language and simplify it for quicker understanding. Our Libryo Collaborate programme covers this function, individuals interpret the regulation and then create a summary. This is sent for rigorous checks with other legal professionals before it is released and updated in the Libryo Platform.

32. HOW LONG DOES IT TAKE TO RECEIVE A LEGAL UPDATE?

Updates of regulatory changes are typically available within 7 days of the update being made on the source which Libryo uses to track regulatory changes. This is different to the monthly, quarterly or annual updates available elsewhere.

33. CAN YOU SHOW WHAT LEGAL UPDATES ARE COMING IN THE FUTURE?

Yes. The specifics of this will depend on the legal domain and the jurisdictions required. Please enquire for further information.

34. WHAT IS AN ACTION AREA?

An Action Area is a group of Requirements that contain obligations for your operation. They are made up of a Topic and Control Type. Every operation will have the same Action Areas that contain different sets of legal Requirements. Within each legal Requirement, there is a set of suggested obligation tasks that need to be completed in order to be compliant.

35. DOES LIBRYO USE MACHINE LEARNING?

Yes. Libryo has a natural language processing (NLP) team and a data science function. Behind the Libryo Platform is a team of legal engineers who work to deliver custom legal content through the Libryo Platform using Libryo's unique legal data structure.

36. WHAT ARE THE OPERATING SYSTEM REQUIREMENTS FOR THE LIBRYO PLATFORM?

The Libryo Platform is a progressive web application, and hence, runs in the browser. In order to get the best experience, we encourage the use of modern browsers such as [Microsoft Edge](#), [Google Chrome](#) and [Mozilla Firefox](#). If used on a mobile phone or tablet, the Libryo app can be added to your home screen and will act like a native mobile application.

37. HOW SECURE IS THE LIBRYO PLATFORM?

The Libryo Platform is secured by HTTPS (TLS). Your data is encrypted with the industry standard AES-256 encryption algorithm and is replicated over multiple availability zones. Backups are performed daily. Users can secure their login further using Two Factor Authentication.

38. WHERE IS DATA STORED AND IS IT SAFE?

The data is stored securely in AWS data centres in the EU and backed up daily.

39. HOW OFTEN SHOULD I CHANGE MY PASSWORD?

Libryo recommends changing your password regularly - every six months is sufficient.