



SHL stands for great assessment. As the global leader in talent innovation we help organizations and their leaders address the most pressing talent priorities by providing an unparalleled view of their workforce. Our unrivalled assessment service, benchmark data, extensive and analytic technology enable companies to influence genuine organizational change and drive tangible business outcomes from having the right people in the right roles at the right time.

## Infrastructure Roadmap

SHL has made a strategic decision to migrate platforms to Amazon Web Service (AWS), enabling improved availability, flexibility and time to market. As part of the migration, SHL will utilise Information Security best practices to ensure client data is protected to the highest standards and in no less secure a manner than our current infrastructure.

SHL will begin the migration of SHL online platforms in Q2 2019 with all migrations to be completed by end of September 2019. All migrating applications will be penetration tested by an independent 3<sup>rd</sup> party as part of the Operations Acceptance Testing (OAT) process of the migration project. SHL has engaged with cloud migration consultants to verify all aspects of the configuration and migration strategy to confirm our processes and approach as we launch this change.

## Hosting Locations

All applications will remain in the same regions as they currently reside, with an additional modification in anticipation of the United Kingdom's exit from the European Union. For all processor activities SHL will host our European platforms and client data in AWS Frankfurt region to remain within the European Union, backups held in the Ireland region. SHL will host all systems and activities where SHL is the controller in the AWS Ireland region.

SHL will utilise the following AWS Regions:

Operating Region	AWS Data Site	AWS Backup Location
Europe, Middle East, Africa	EU: Frankfurt   EU-CENTRAL-1	EU: Ireland   EU-WEST-1
Americas (US, Canada, Central and South America)	USA: Ohio   US-EAST-2	USA: N. Virginia   US-EAST-1
Australia, India and Asia	Australia: Sydney   AP-SOUTHEAST-2	EU: Ireland   EU-WEST-1
China	China: Nignxia   CN-NORTHWEST-1	China: Beijing   CN-NORTH-1
Global SHL Operational	Ireland   EU-WEST-1	





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Data Storage					
Platform System	Selected Client Platform Instance	Current Production Data Location	Current Disaster Recovery Location	AWS Production Location	AWS Disaster Recovery Location
Platform Operations and Services Delivery	SHL operates its infrastructure globally and determines the primary data storage location based on two criteria selected by the client: <ul style="list-style-type: none"> <li>The assessment platform system selected by the Client; and</li> <li>the geographic instance of the platform system providing the services.</li> </ul> <b>**IMPORTANT: This table describes the platform operation geographic instance and data storage locations. Questions regarding locations where data may be transferred or processed as part of delivering services should be referred to the Legal Department.</b>				
TalentCentral	USA	Migrated to AWS		USA	USA
	EU	Migrated to AWS		EU	EU
	CN	CN	AU	China	China
	APAC	Migrated to AWS		Australia	Ireland
SODA	EU/USA/APAC	Migrated to AWS		EU	EU
	CN	CN	AU	China	China
S2P	USA	Migrated to AWS		USA	USA
	EU	Migrated to AWS		EU	EU
	APAC	Migrated to AWS		Australia	Ireland
MFS	EU/USA/APAC	Migrated to AWS		EU	EU
LeaderEdge / Development Coach	EU/USA/APAC	Migrated to AWS		EU	EU
SHL Online	EU/USA/APAC	Migrated to AWS		EU	EU
DSPS	EU/USA/APAC	UK		EU	EU
Nacho	EU/USA/APAC	Migrated to AWS		EU	EU
Craft	EU/USA/APAC	USA	USA	USA	USA
Sunstone	EU/USA/APAC	Migrated to AWS		USA	USA
Brainbench	EU/USA/APAC	Migrated to AWS		USA	USA

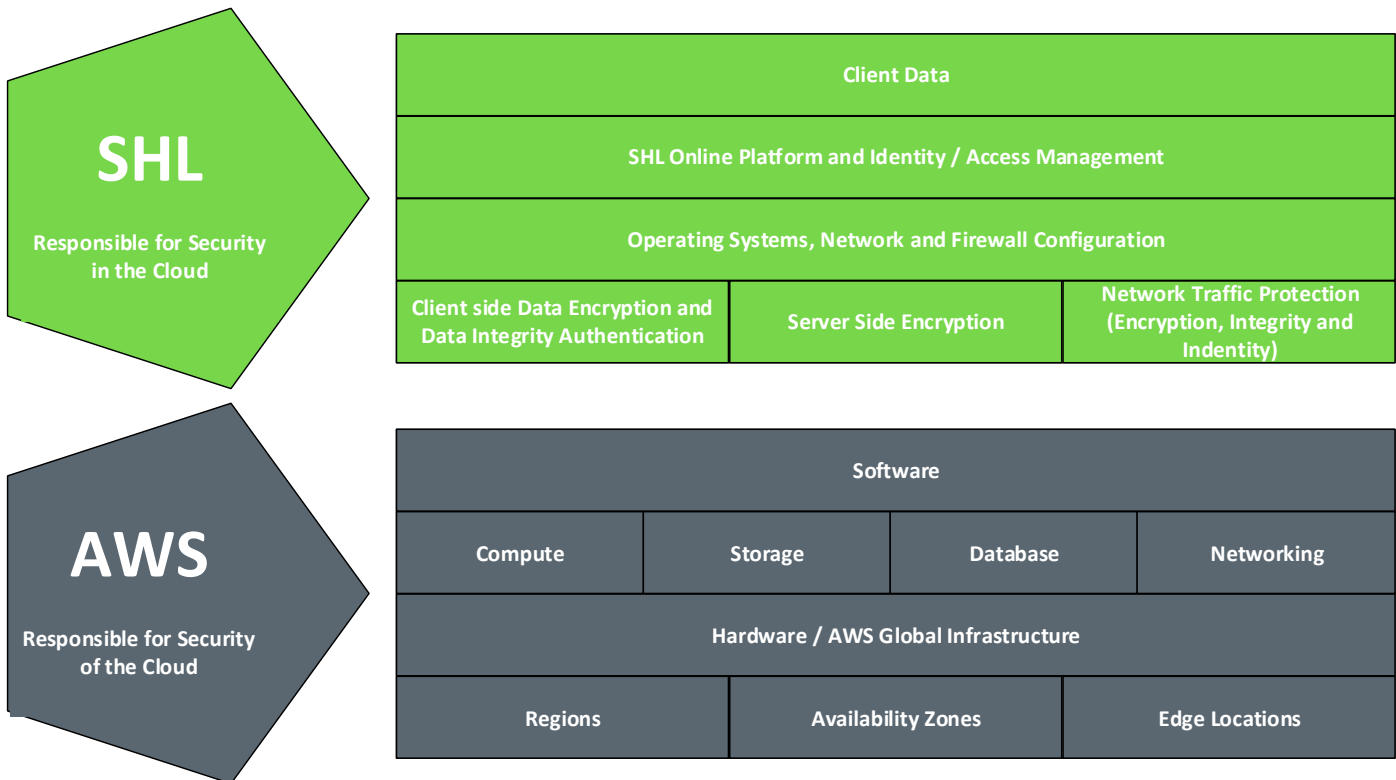


## Information Security in AWS

The information security certifications which set SHL apart from our competitors will be maintained and the data centres that we will utilise from AWS will be SOC 2 certified.

SHL clients will benefit from the enhanced compliance programs which AWS have in place, further information can be found [here](#).

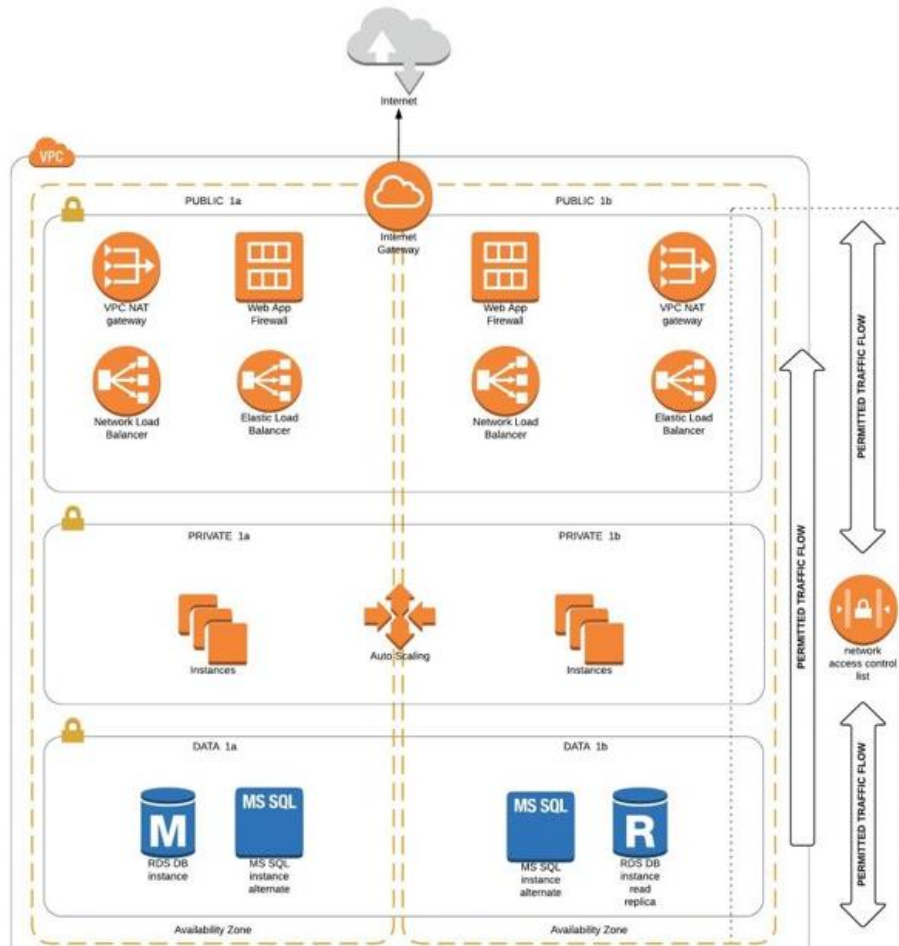
SHL will maintain the current information security controls as described in this document to at least the current standards when moving to AWS, with variations described in further detail below. AWS shared responsibility model will benefit our clients by ensuring the security and maintenance of core infrastructure services, allowing SHL to focus on delivering world class solutions.



## AWS Infrastructure Overview

SHL AWS configuration will comprise of a VPC (Virtual Private Cloud) with services spread across two availability zones (Amazon independent data centres) in each region. The architecture has been designed with a three tier methodology:

- Ingress layer
- Processing Layer
- Data Layer



Customers' data is secured via encryption both at rest and in transit.

The infrastructure design has been implemented with availability and disaster recovery at the forefront, the use of multiple availability zones allows for rapid disaster recovery while maintaining high availability.

The security controls outlined in the previous sections of this document will vary in accordance with the following table:

Section	Current	AWS
3	SSAE 16/SOC 2 Type II – Only US and EU data centres certified.	All AWS data centres are SSAE 16/SOC 2 Type II certified
4	When selecting a facility, SHL ensures each facility is either ISO 27001 certified or is a SSAE 16/SOC 2 Type II facility.	All AWS data centres are both SSAE 16/SOC 2 Type II <b>and</b> ISO 27001 certified
7	Data Storage Locations	See table above for the updated locations of data storage locations.
8	Sub Processors	AWS will be added as a sub processor



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9	Capacity Management	Within AWS additional capacity will be added on demand.
13	System and Data Backup	Data backups will be transfer to a different AWS region within continent.

