



SHL Support Services Agreement

16 August 2024

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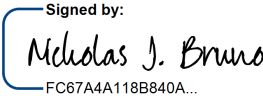
SHL Support Services Agreement

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IT Approval

Approver	Job Title	DocuSign Signature (If applicable)	Date Approved
Nick Bruno	Chief Information Security Officer	 <p>Signed by: Nicholas J. Bruno FC67A4A118B840A...</p>	16 August 2024

Version History

Version	Summary of Changes	Issue Date
1.0	New version to coincide with company launch	3 rd April 2018
1.1	Annual review	6 th May 2019
1.2	General Updates	14 th May 2020
1.3	Annual Review and Document Link Updates	13 th April 2021
1.4	Brand Refresh and Review	24 th January 2022
1.5	Brand Refresh, Review and Update Aligned with Policies	1 st May 2024
1.6	Update to GCSE support hours	16 th August 2024

Please note that printed versions of this document are uncontrolled. Please refer to SHL SharePoint for the latest version.

SHL Support Services Overview

SHL provides round the clock support, maintenance, and monitoring services for the following SHL products and related services (“SHL Support”). The goal of SHL Support is to support our clients and business partners (“Clients”) to resolve any usage issues that occasionally arise and to be agile in resolving them. SHL Support falls into several groups as follows:

Client Technical Support Team

The Client Technical Support team is part of our Global Customer Service Centre and provides support to our clients during local business hours from Monday to Friday.

- This team forms the primary contact point via telephone, webchat, “contact us” form, or email for our clients regarding issues.
- A call logging and incident management system is used to manage calls and resolution of issues.
- The Client Technical Support team is the primary point of issue resolution for most products, with approximately 95% of issues being resolved during the first contact.
- The Client Technical Support team also acts as the primary point for response back to Clients regarding issues.
- The Client Technical Support team can escalate issues that require support from other internal support groups within SHL.

Global Service Management

Internally, we operate a 24x7, Information Technology Infrastructure Library (“ITIL”) service management processes to manage and deliver the SHL systems. If required, the Client Technical Support team will escalate communications which they cannot resolve to our specialist technical teams.

Infrastructure Team

The Infrastructure Team monitors, maintains, and supports the technology infrastructure. This team conforms to best-practice ITIL processes and operates 24x7.

Application Management Team

The Application Management team is responsible for maintaining the core software that runs within the SHL technology infrastructure. This team conforms to ITIL processes and is available 24x7.

Incident Management

SHL provides SHL Support for Clients to manage the classification, communication, resolution, and reporting of incidents. The standard process and the service levels provided are described below. The Client Technical Support team does not, as standard, provide first line support to a client's candidates or employees ("End Users"). Typically, End User support is to be provided by the Client's system administrator. However, the Client Technical Support team does provide second line technical support for complex issues directly to the Client. If required, the Client may pass the End User to the Client Technical Support team in such limited cases.

Issue Reported and Logged

The Client Technical Support team will take the details of the call and log the call within the incident management system.

Communication

The Client Technical Support team will evaluate the nature of a reported issue and agree to a priority level for any calls requiring escalation to the second line technical support. The Client Technical Support team will issue a reference number to acknowledge the incident and to help manage the resolution. The reference number and corresponding ticket will confirm the category of the fault and the details of the symptoms. All incidents should be directed into the local Client Technical Support team contact for your region during their hours of operation.

Resolution and Management

SHL will attempt to resolve the issue on the initial call or response to webchat or webform query. When an issue cannot be resolved in the initial contact, the following will be agreed:

- Where an immediate resolution is not possible, a proposal for a short-term work around, where possible, or suspension of service to protect the Client.
- An action plan and estimated time frame for full remedy.

Service Level Targets

Availability

SHL aims to achieve an overall 99.8% monthly average availability for its systems (excluding scheduled maintenance and scheduled upgrades), equating to less than 1½ hours downtime per month.

Requests for availability data should be made to the account manager.

Performance

The target average time that a score is provided by the Web Service Interface is 5 seconds, and the target average time that a report is provided by the Web Service Interface is 100 seconds. These are measured daily at the Data Centre. Notwithstanding, for some Clients the timing of the provision of scores varies for a particular implementation and may be less frequent or may be configured to be delivered daily.

The average response times provided by the Web Service are listed below. These are measured daily at the Data Centre. Notwithstanding, for some Clients the timing varies for a particular implementation.

Candidate Report Request	10 seconds
Candidate Order Registration	10 seconds
Assessment Order Cancellation	10 seconds
Candidate Order Status Request	10 seconds
Candidate URLs	10 seconds
Candidate Scores	10 seconds

Security

SHL commits to running an annual review of the data center facilities and will confidentially notify any parties materially impacted by any security breach. Further information can be found here - <https://www.shl.com/legal/security-and-compliance/>

Scheduled Maintenance and Downtime

The routine maintenance schedule is published on our website at:

https://support.shl.com/viewArticle.html?d=SHL-Candidate-Article-202&c=10_91_12_&hl=en

The schedule is published six months forward. Additional hours may be reserved for system upgrades as published in our maintenance schedule. SHL reserves the right to conduct emergency maintenance, without impact on availability, and will try to provide as much notice as possible.

Response & Issue Resolution Timescales

The service levels for incident management are categorised in line with the priority of the incident.

- The table below describes our categorisation of incidents and our corresponding response plan. Timings in the table are based on contacts made in real-time either by telephone or live webchat during local business hours as described above.

- Web (“contact us” form) enquiries are typically acknowledged within one working day, and resolution will commence once the enquiry has been acknowledged.

Priority		
P1	Critical failure that causes multiple Clients and/or End Users to be unable to use system	Immediate acknowledgement, Start within 1 hour, Target fix within 24 hours, Round-the-clock working
P2	Major failure of a mission critical component with no workaround	Immediate acknowledgement, Start within 2 hours, Target fix within 48 hours, Round-the-clock working
P3	Failure of a component that significantly impacts client processes and for which there is no workaround.	Acknowledge within 2 hours, Start within 4 hours, Target fix in next major release or workaround within 4 business days
P4	Issue that has a minor impact on a client’s end to end process.	Acknowledgement within 4 hours, Start within 1 business day, Target fix at SHL’s discretion at the time of a platform update.

Issue Handling

All Client Technical Support issues are logged in our CRM system and monitored for effective resolution by the Technical Support Manager who reports to the Customer Services Operations Director (our senior management team).

Clients may log issues via the Support Portal. Each issue is assigned a unique reference number and assigned to a trained Technical Support Agent for resolution. If required, the issue will be escalated to either the Technical Helpdesk, Managed Services, or Customer Success manager, depending on the nature of the issue. If the issue is related to a particular person or department outside of our Global Customer Service Centre, the issue will be escalated to the relevant line manager. On a weekly / monthly basis, the issue logs are reviewed by the Client Technical Support management team of our Global Customer Service Centre, to ensure that all issues are followed up and closed as necessary. An issue log is only closed when the issue is resolved, and a reason for closure must be recorded. All issue logs are linked to the relevant account records in our CRM system and can be reviewed by the Account Manager at any time.