
SHL Support Services Agreement

03 April 2018


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Document History

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Approvals

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Version History

Version	Summary of Changes	Approved Date
1.0	New Version to coincide with Company launch	3 April 2018

The information contained in this document is correct at the latest date of publication. SHL reserves the right to alter the contents of this publication as well as its systems and processes, without obligation or advance notice but shall use its endeavours to ensure that the salient features of its systems described in this document shall not be materially adversely affected. This publication is for information purposes only and no liability is assumed with respect to any damages resulting from the use of the information contained in this publication.

SHL SUPPORT SERVICES OVERVIEW

SHL provides round the clock support, maintenance and monitoring services for the following SHL products: SHL Talent Assessments, Sunstone Analytics and SHL Leader Edge 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 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.

- It forms the primary contact point via telephone, “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 90% 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 is able to escalate issues they are unable to resolve to internal support groups within SHL.

1. Global Service Management

Internally, we operate a 24x7, Information Technology Infrastructure Library (“**ITIL**”) and ISO20000 compliant 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.

2. Infrastructure Team

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

3. 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.

4. Incident Management

SHL provides SHL Support for Clients to manage the classification, communication, resolution, and reporting of incidents. The process and the service levels provided are described below.

The Client Technical Support team does not provide first line support to a Client’s candidates or employees (“**End Users**”). 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 help manage the resolution. The reference number and corresponding ticket will confirm the category of the fault and 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. Category P1 or P2 incidents should be reported by phone to the Client Technical Support team.

Resolution and Management

SHL will endeavour to resolve the incident on the initial call or response to a Web query. When a call cannot be resolved 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.

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 on a daily basis 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 daily.

Security

SHL commits to running an annual review of the data centre facilities and will confidentially notify any parties materially impacted by any security breach.

Scheduled Maintenance Downtimes

The routine maintenance schedule is published on our website at https://support.shl.com/apex/KB_Release_Schedule_Calendar?cg=Client&lang=en_US. 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.

Client Technical Support Team Operational Hours

The Client Technical Support team is open to take calls and deal with Web enquiries during the following hours (in local time unless noted otherwise):

Australia (Perth)	08:30 - 18:00
Australia (Sydney)	08:30 - 18:00
Belgium	08:30 - 18:00
China	08:30 - 18:00
Denmark	08:30 - 17:00
Dubai	08:00 - 18:00
Finland	09:00 - 17:00
France	08:30 - 18:00
Germany	08:30 - 18:00
Hong Kong	08:30 - 18:00
India (Delhi)	08:30 - 18:00
Italy	09:00 - 18:00
Netherlands	08:30 - 18:00
New Zealand	08:30 - 18:00
Norway	08:30 - 17:00
Singapore	08:30 - 18:00
Sweden	08:30 - 17:00
Switzerland	08:30 - 18:00
UK & Ireland	08:00 - 18:00
US (Eastern Time)	08:00 - 20:00

Contact telephone numbers and "contact us" form links are published on the SHL website – <https://www.shl.com/en/support/>.

RESPONSE AND ISSUE RESOLUTION TIMESCALES

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

- For P1 and P2 incidents, Clients are requested to telephone the Client Technical Support team for an immediate response.
- For other issues the Client Technical Support team can be contacted either by telephone and or use of the online Client Service portal.
- The table below describes our categorisation of incidents and our corresponding response plan. Timings in the table are based on contacts made by telephone.
- Web ("contact us" form) enquiries are typically acknowledged within one working day, and resolution will commence once the enquiry has been acknowledged.

Priority		Response
P1	Critical Failure all Clients and/or End Users unable to use system	Immediate acknowledgement Start within 1 hour Target fix within 24 hours Round-the-clock working
P2	Major Failure of mission critical component and/or multiple Clients affected with no workaround	Immediate acknowledgement Start within 2 hours Target fix within 48 hours Round-the-clock working
P3	Failure of a single Client site where there is no workaround, or critical component effected with a workaround available	Acknowledge within 2 hours Start within 4 hours Target fix in next major release or workaround within 4 business days Business day working
P4	Cosmetic Client site defect where there is a workaround	Acknowledgement within 4 hours Start within 1 business day Target fix at SHL's discretion at the time of a platform update. Business day working

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 lodge issues either by the Support Portal templated “contact us” or telephone to the Customer Success/Technical Helpdesk teams.

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 then 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 in order 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.