



SUPPLIER SERVICE DESCRIPTION

Introduction – the Website:

The Supplier will create, host, maintain and operate a website (the **Website**) which will be branded and personalised to the Customer, and which will include the Module(s) which has(ve) been selected by the Customer (from the selection set out below) in the Order Form and in accordance with the terms of this Agreement. The Design Document shall set out the exact name and address of the Website.

Modules:

LIFESTYLE SAVINGS MODULE

The Supplier will provide an online Lifestyle Savings Module within the Website which will enable eligible Employees to take advantage of money-off discounts, cash back offers and discounted gift cards.

Implementation

Item	Supplier Responsibilities	Customer Responsibilities
Design	The Supplier shall create and maintain a Design Document based on the rules of the Customer scheme, incorporating: <ul style="list-style-type: none"> ▪ branding (limited to colour and logo); ▪ retailers and exclusions; and ▪ any local offers for Customer. 	Customer shall: <ul style="list-style-type: none"> ▪ review and sign off the Design Document; and ▪ agree which Third-Party Providers should be included / excluded from the Module.
System Implementation	The Supplier shall complete the application of the Design Document within the system.	

Processing

Item	Supplier Responsibilities	Customer Responsibilities
Ongoing Data Processing and Management	The Supplier shall provide access to the Module to all eligible Employees.	Customer (only) shall identify and notify the Supplier of eligible Employees.

Employee helpdesk

Item	Supplier Responsibilities	Customer Responsibilities
Availability/Opening Hours	The Supplier shall provide an Employee helpdesk during Business Hours, with additional non-real time support outside Business Hours. Any specific queries related to the operation of the Lifestyle Savings Module should be referred by Employees directly to the relevant Lifestyle Savings Third-Party Provider.	Customer shall provide a listing of Customer HR manager contact details.

Update and Management

Item	Supplier Responsibilities	Customer Responsibilities
	The Supplier shall: <ul style="list-style-type: none"> ▪ update the Module with Third-Party Providers' deals and offerings; ▪ draft and circulate email newsletters to Employees about content of Module; and 	Customer shall review Module activity periodically.

	<ul style="list-style-type: none"> compile and present via dashboards to Customer, management information analysing Module activity. 	
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LEARNING MODULE

The Supplier will provide for an online Learning Module within the Website. The Module will provide eligible Employees with access to personal and professional skills-based courses from a large number of academic institutions.

Implementation

Item	Supplier Responsibilities	Customer Responsibilities
Design	The Supplier shall create and maintain a Design Document based on the rules of the Customer scheme, incorporating branding (limited to colour and logo).	Customer shall review and sign off the Design Document.
System Implementation	The Supplier shall complete the application of the Design Document within the system.	

Processing

Item	Supplier Responsibilities	Customer Responsibilities
Ongoing Data Processing and Management	The Supplier shall provide access to the Module to all eligible Employees.	Customer (only) shall identify and notify the Supplier of eligible Employees.

Employee helpdesk

Item	Supplier Responsibilities	Customer Responsibilities
Availability/Opening Hours	The Supplier shall provide an Employee helpdesk during Business Hours, with additional non-real time support outside Business Hours.	Customer shall provide a listing of Customer HR manager contact details.

Update

Item	Supplier Responsibilities	Customer Responsibilities
	The Supplier shall update the Module with Learning Third-Party Providers' offerings.	

POWR/WELLBEING MODULE

The Supplier will provide an online POWR (Positive Online Well-being Resources) Module within the Website. The Module will provide tools to assist Employees in improving their mental and physical health and wellbeing.

Implementation

Item	Supplier Responsibilities	Customer Responsibilities
Design	The Supplier shall create and maintain a Design Document based on the rules of the Customer scheme, incorporating branding (limited to colour and logo).	Customer shall review and sign off the Design Document.
System Implementation	The Supplier shall complete the application of the Design Document within the system.	

Processing

Item	Supplier Responsibilities	Customer Responsibilities

Ongoing Data Processing and Management	The Supplier shall provide access to the Module to all eligible Employees.	Customer (only) shall identify and notify the Supplier of eligible Employees.
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Employee helpdesk

Item	Supplier Responsibilities	Customer Responsibilities
Availability/Opening Hours	The Supplier shall provide an Employee helpdesk during Business Hours, with additional non-real time support outside Business Hours.	Customer shall provide a listing of Customer HR manager contact details.

Update and Management

Item	Supplier Responsibilities	Customer Responsibilities
	<p>The Supplier shall:</p> <ul style="list-style-type: none"> ▪ update the Module with behaviour management plans, resources and articles; ▪ draft and circulate email newsletters to Employees about content and capabilities of Module; and ▪ compile and present via dashboards to Customer, management information analysing Module activity and Employees engagement, as well as employee population's self-reported mental states (on a fully anonymised basis). 	

MOVE MODULE

The Supplier will provide for an online Move Module within the Website. The Module will provide access to on-demand physical well-being content. This Module may be provided as a stand-alone Module or integrated within the POWR Module.

Implementation

Item	Supplier Responsibilities	Customer Responsibilities
Design	The Supplier shall create and maintain a Design Document based on the rules of the Customer scheme, incorporating branding (limited to colour and logo).	Customer shall review and sign off the Design Document.
System Implementation	The Supplier shall complete the application of the Design Document within the system.	

Processing

Item	Supplier Responsibilities	Customer Responsibilities
Ongoing Data Processing and Management	The Supplier shall provide access to the Module to all eligible Employees.	Customer (only) shall identify and notify the Supplier of eligible Employees.

Employee helpdesk

Item	Supplier Responsibilities	Customer Responsibilities
Availability/Opening Hours	The Supplier shall provide an Employee helpdesk during Business Hours, with additional non-real time support outside Business Hours.	Customer shall provide a listing of Customer HR manager contact details.

Update

Item	Supplier Responsibilities	Customer Responsibilities
	The Supplier shall update the Module with Learning Third-Party Providers' offerings.	

SERVICE LEVELS AND SERVICE CREDITS

System Availability:

Title	Description	Measurement	Availability Target & Credit %				Threshold
			>=99%	>=95% & <99%	>=85% & <95%	<85%	
Supplier Website Availability	Available to be used for the Services and functionality within this Agreement (excluding scheduled and maintenance outages)	Monthly	N/A	2.5%	5.0%	7.5%	<85%

Service Level Conditions:

- (1) Service Credit Calculation is based upon percentage of Annual Subscription Fees attributable to that month in which Service Level has not been achieved.
- (2) All Service Credits are cumulative but in each month are subject to a maximum amount equal to 10% of the Annual Subscription Fee attributable to that month.
- (3) Availability refers to an access point on a cloud-based monitoring service. Availability does not include: (i) scheduled and maintenance outages (ii) events caused by the Customer; (iii) third party-caused outages or disruptions (except to the extent that such outages or disruptions are caused by those duly authorised third parties sub-contracted by the Supplier to perform the Services); or (iv) outages or disruptions attributable in whole or in part to Force Majeure. Measurements are performed at five-minute intervals during Business Hours and measure the availability of an availability test page within the Software for 30 seconds. Availability measurement begins on the first Business Day of the first calendar month, beginning not less than thirty (30) days after the Initial Period Start Date. Availability measurement is carried out by the Supplier (or its duly authorised agents or contractors) and is based on the monthly average percentage availability, calculated at the end of the calendar month as the total actual uptime minutes divided by total possible uptime minutes in the month. The Supplier shall keep, and make available on reasonable request, records of its availability measurement activities.
- (4) Schedule outages: scheduled outages may be required for maintenance purposes. Maintenance outages may also occur on an "ad hoc basis for the purposes of software update and problem solving. Note: this does not apply to unscheduled (emergency) maintenance which may be required from time to time.