



 MAY 2024

# **G-CLOUD 14 SERVICE DEFINITION DOCUMENT**

**SERVICE TITLE:**

**CLOUD CYBER ENGINEERING**

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# INTRODUCTION

## COMPANY OVERVIEW

PIVOTL came together to create a business that is relentless in its desire to unlock the potential of data for our clients.

Timely, accurate, trustworthy data is the foundation for all business transformation to come. Data is a crucial asset in the fight for increased productivity and growth; without it, scaled exploitation of emerging technologies is impossible.

We are ambitious about what our clients can achieve; we believe that data should create value and empowerment. It shouldn't feel like a burden to bear or an impossible problem to solve.

We don't treat data as if it's an iteration of an existing digital transformation program. Our competitors have added on data as a service line alongside design, software, cloud et al.

We are experts in all those things but use that expertise in the service of business transformation through data. For many of our clients, to truly exploit data, they need a data native partner; focussed, specialist but able to link outcomes clearly to business goals and wider context.

Pivotl is that partner.

Our ambition is to create the UK's most talented and productive full stack data service company by accessing the best data talent from all over the world.

We are creating an environment where high performing data professionals want to work, learn and contribute.

Our own culture and way of working is built around data and our teams get to work on some of the world's most important data projects for some of the world's most important organisations.



# COMPANY VALUES

## We are Authentically Curious

We love to learn. We share our learning with others generously and we prize learning for the good that it can do for our clients, colleagues, partners and the data sector in general.

We learn so that we can contribute, not to show how clever we are.

## We are Resilient Optimists

Our clients pay us precious money to solve their thorniest technology and data problems. Resilience and a belief that we can succeed for them are crucial because we know these problems are not solved quickly or easily.

We embrace the discomfort and personal growth that such challenges and hard work sometimes present.

## We Engineer Excellence

High standards are central to our organisational DNA. We design, build and look after critical data products for important institutions and businesses. We balance pace and innovation with appropriate, high-quality security and engineering standards reducing the chance that mistakes or sloppiness damage our clients or their customers.

We apply these standards to everything we do – from writing a report to organising a workshop to onboarding a new team member.

## We Behave with Compassion

Compassion is not about avoiding difficult conversations or situations – it's about navigating such circumstances with positive intent and empathy. Caring enough to give constructive critical feedback to a team member, empathising with the difficult circumstances our clients sometimes find themselves in or intervening when witnessing discriminatory or bullying behaviour are examples of compassionate behaviour.

We want to be inclusive, fair, decent and authentic; we don't exploit anyone just because we can; we value authentic practical change over virtue signalling.

## We are Commercially Ambitious

We seek to grow and build a successful, scalable and profitable business. In doing so we can re-invest in ourselves, in our clients and in initiatives that benefit the wider community in which our business operates. Strong financial discipline and performance matters to us.

We seek to reward people generously when they actively contribute to our growth.



# SOCIAL VALUES

## Fighting Climate Change

We measure our carbon emissions every three months and publicly report our progress against our Carbon Reduction Plan at least once a year. We are in the process of establishing our baseline emissions. Once this has been captured, we will develop and publish our carbon reduction plan with a plan to achieve Net Zero in alignment with the SBTi pathway and standard.

Our workforce is entirely remote, and we make minimal/shared use of physical infrastructure. We use cloud-based carbon tracking software to monitor and measure our emissions.

We offset significant emissions caused by decisions that we feel are unavoidable for business reasons. We create green space through offsetting and tree planting in Scotland following Woodland Carbon Code which ensures that the woodland is genuine new planting. The planting projects are certified to ISO standards by a UK Accreditation Service (UKAS) accredited third party.

From an air quality perspective, we encourage staff to use public transport, trains, where possible. Our staff have access to an attractive Electric Vehicle for situations where they need to drive. We discourage any unnecessary flying and offset where it's a requirement of client needs.

As our workforce grows, we will incentivise our employees to power their homes using renewable energy via one of the 100% renewable energy tariffs from the UK's 100% renewable energy companies.

We will shortly be moving to a net zero pensions provider, changing our procurement strategy to work only with suppliers who share our commitment to the planet, offsetting our entire historical footprint and removing future emissions via carbon dioxide removal projects, not avoidance offsets.

We consider environmental impact as part of our technology strategy and advisory service building in sustainability to our design and build of data solutions for our clients. Native cloud technologies, such as serverless, are not only cost effective, carry less overhead, and provide rapid value, but they also reduce the amount of resource needed and can be spun up and down based on demand, which can have a positive impact on the environment. We expose this as an assessment criteria to our clients. We embed and test against a carbon calculator as part of our build pipelines to help make improvements, where viable, and promote a more sustainable ecosystem.

## Covid-19 Recovery

As outlined in other social value sections, from inception, Pivotl has operated in alignment with the 5 principles of The Good Work Plan and the 6 Standards of the Mental Health at Work commitment. In terms of broader wellbeing initiative people suffering from Long Covid, and the economic impact this can have on them, forms part of our Invisible Illness initiative as outlined in section 4. We offer roles, contracts and work experience to those suffering from chronic ill health and our working pattern and style means they are easily able to work with us at a location, time and method that allows them to successfully (re) integrate into productive economic life.

All our work is informed by structured, extensive user research. In each case we engage with the local communities, researching their needs in order to ensure that strategy and delivery direction are informed by the outcomes of this research. Our goal is to have maximally diverse teams on each build - diverse teams give us the best chance of incorporating different, non-



exclusionary perspectives into our code. Where this has not been sufficiently achieved, we will work with our client to ascertain an approach to incorporate more inclusive representation to the work - normally in the form of a part time involvement in review of project design and outputs or greater emphasis placed on a particular element of user research.

We encourage our workforce to spend time volunteering on charitable initiatives that are important to them, and we allocate them a number of days a year to do so. Through this program colleagues have worked with Hearing Dogs, LDUK and The Sunflower House which is a local community project providing appropriate facilities for different community groups to come together including for the long term unemployed to gain useful experience through appropriate volunteering opportunities.

## Tackling Economic Inequality

Pivotl works with a diverse supply chain primarily of UK based start-ups, academic bodies and not for profits. Our two main founders' mentor two other small digital businesses one of which is led entirely by executive directors from underrepresented backgrounds.

We operate to the principles of the Good Work Plan. Our team members and contractors are offered Fair and Decent working conditions and high quality work. They have the opportunity to progress and develop. We offer structured career pathways with transparency over grades, pays, progression pathways and all employees have clear, concise and compliant contracts and job descriptions. The contracts describe very clearly their contractual arrangement with Pivotl, and we make provision for each status. As examples, we publish part time workers business hours on slack and all contractors are formally notified of their IR35 status. We view contractors as an extension of our talent community and as such this community is curated, nourished and managed. We have shared slack channels and we ensure that corporate communications are shared with them where appropriate. We use intuitive, lightweight tools for time and expense management ensuring that our contractors are easily able to track their time with us and we pay them within 30 days - often less. Both staff and contractors work on innovative and modern technologies. Our CTO is responsible for ensuring that all teams have the right blend of skills, and we have various training and development actions in place to address any gaps.

Pivotl's founders have been co responsible for some of the most innovative and transformation events in the UK public sector of the last 20 years including co-authoring the G Cloud Strategy, early use of public cloud in delivery of public services, publishing of spend data and design the world's first "low code council". This innovation and desire to use data and technology to enhance public service experience and productivity persists in our work today.

One of our Founders and Non-Executive Directors, Jessica Figueras, is the Vice Chair of Trustees at the UK Cyber Security Council. Cyber runs through all of our work and we are accredited with Cyber Essentials Plus and ISO27001.

## Equal Opportunity

Pivotl supports people who suffer from Invisible Illnesses and Disabilities. Invisible Illnesses covers a range of conditions that cause significant physical and mental health problems for sufferers, but their symptoms are not visually obvious to wider society. These include conditions such as Endometriosis, Lyme and other Tick-Borne Disease, Fibromyalgia, Colitis and a number of mental health conditions. Barriers to employment and full economic participation are very high for those with Invisible Illnesses and there is little medical research, treatment options and financial support.

Each year we sponsor, contribute and support a fundraising campaign related to some aspect of invisible illness. In FY 23/24 we are supporting Lyme Disease UK (LDUK). LDUK are the UK's



leading charity whose goal is to raise awareness of tick-borne disease, manage a community of sufferers to help with sign posting and sharing as well as advice and practical opportunities to re-engage in the workplace. We support LDUK by offering pro bono financial, strategy and technology advice and support and we support them financially through fundraising - this year Pivotl is a direct sponsor of a crew rowing the Talisker Atlantic Challenge for LDUK.

2% percent of Pivotl's equity (shareholding) is committed to charities that work with the Invisible Illness Community.

We offer direct opportunities to those with Invisible Illnesses both in our employee base and in our supply chain. Our working practice, tooling and supportive, open culture create an environment where those with these challenges can thrive both logistically and culturally. This year we have commissioned video design and marketing from a neuro divergent individual from an underrepresented group, an ongoing content creation partnership with a lady with brain injury and work experience for a school pupil suffering from Lyme Disease.

Although we are below the required legal threshold to do so this year, we will be publishing our first annual, modern slavery statement.

## Wellbeing

Whilst we cherish and reward high performance, we also recognise that we don't live in a perfect meritocracy; we don't each get to start from the same place. Therefore, we need to consciously make additional effort for people from underrepresented groups to achieve equality rather than only equality of opportunity. We have measures in place to deliver against this aspiration such as clear job descriptions with published salaries on our AA compliant website, job adverts run through gender neutralising language software, a gender balanced board since founding, gender pay gap measurement and organisation wide unconscious bias training.

As referenced in the "Equal Opportunity" section, we have special provision in place to support people with invisible disabilities and illnesses to (re) enter the workforce. The majority of our roles are home based, and we have measures in place to support people who may have specific requirements of workplace setting such as workstation physiotherapy assessments, personal budgets allocated for office equipment and support for specific software and tools that can help people with disabilities to work.

We have a Mental Health at Work plan which is owned and sponsored by an Executive Board Member. We survey and review staff and project members quarterly (contractors) to monitor their mental health and for early identification of trends or themes that may be emerging.

We have an open culture with a flat hierarchy. Organisation structures and performance data are published to all team members and updated. We make full use of various tools including slack which, as a distributed company, is our primary communication tool but staff are invited to come together in person once a month as a collective. We pay for team members to retain a desk in a flexible workspace local to them. We monitor time sheets and other productivity tools to check for risk of overwork and burn out.

We foster an environment in which these conversations can take place allowing Mental Health Champions from across all levels of the business to promote events and discussions on the topic of mental health.

Our managers are trained in all aspects of mental health in the workplace and the topic is discussed at induction, reviews, return to work and exit interviews. We signpost and promote a variety of tools and resources that can support our team members with mental health, and we have offered bespoke support to individual staff such as sabbaticals, removal from a particularly difficult project, pay advances, interest free loans and adapted working arrangements.





Our staff wellbeing measures, and survey results are tracked, discussed and, where necessary, actioned at board level.

We have a balanced scorecard approach to the measurement of our work's progress with clients. We can include objectives and measures in the scorecard to ensure focus and progress against engagement with local stakeholders and communities. Our government work is usually informed by user research and analysis which can be with local communities or a relevant group across the UK.

Whilst working with clients we support their local communities through technology events, talks and meet ups. We have spoken in schools about careers in technology and entrepreneurship, we have run technology meet ups focussed on specific aspects of technology to upskill and enrich the skills of the local tech community and specific hackathons as a means to solve problems or simply engage younger people in the idea of a career in engineering.

# WHAT OUR SERVICES PROVIDE

## PIVOTL SERVICES

Pivotal Limited provide expert architecture, design, implementation, migration, engineering, analytics and artificial intelligence services, provided on a project or managed services basis. We are specialists in engineering and managing secure, data and software product or service. Our multidisciplinary teams work with our customers to ensure that they have well architected data, software, cloud technology stack with well-engineered products and services that deliver data driven value and surface critical data to those that interact with the delivered services.

Our inclusive, open, collaborative, and agile approach allows us to work with our clients with ease to deliver efficient services that are well understood and sustainable.

We work with a broad range of data and software products and services available on all of the large cloud service providers. Our engineers and consultants are experts in tooling and services across the entire devsecdataops space.

We can offer our customers, professional services, engineering, project services, product services and managed services for all the products and services that we work with and all the products and services we deliver.

Pivotal Limited provide these services:

### DATA SERVICES

### CLOUD SERVICES

### MANAGED SERVICES

- Data Services
- Cloud Services
- Managed Services



# PIVOTL DATA SERVICES

Pivotl Limited provide these data services:

- Foundations
- Engineering
- Analytics
- Artificial Intelligence
- Managed Services

## CLOUD CYBER ENGINEERING SERVICE

### Overview of the G-Cloud Service

Pivotl's Cyber Engineering Service provides comprehensive solutions to safeguard critical infrastructure, sensitive data, and sensitive personal data in cloud environments. We design and build secure cloud software engineering stacks and architectures to deliver software platforms, products and services on a secure, reliable cloud infrastructure. Our highly experienced cyber security, cloud, and DevOps engineers provide efficient, automated, secure technology architecture, and build highly secure software services.

We collaborate with large, complex organisations operating in highly secure environments to design robust, resilient, and secure cloud architectures tailored to their specific requirements. Our team ensures that cloud environments are configured with industry best practices in mind, implementing strong perimeter defences, network segmentation, identity and access management (IAM) controls, device management, endpoint protection, and data encryption mechanisms. By adopting a secure-by-design, zero trust, defence-in-depth approach, we fortify cloud infrastructures against evolving cyber threats.

Our service includes the deployment of advanced threat detection and incident response capabilities to detect and mitigate cybersecurity threats in real-time. Leveraging cutting-edge security tools and technologies, we monitor cloud environments for suspicious activities, anomalous behaviour, and indicators of compromise (IOCs). In the event of a security incident, our rapid response teams are on standby to investigate, contain, and remediate threats efficiently, minimizing impact and downtime.

We assist public sector organizations in achieving and maintaining compliance with relevant cybersecurity regulations, standards, and frameworks. Whether it's adhering to government-specific mandates or industry regulations, our experts ensure that cloud deployments meet compliance requirements without compromising security or operational efficiency. We regularly undertake cyber security reviews, performing code reviews and in-depth security checks, attack simulations, and provide reports or rapid remediation of critical issues.

Our service leverages automation and orchestration tools to streamline security processes, such as vulnerability management, patch management, and security incident response. By automating routine tasks and orchestrating workflows, we enable security teams to focus on strategic initiatives and proactive threat hunting, reducing response times and improving overall resilience.

Through our Support and Managed Services, we provide ongoing monitoring and optimisation services to ensure that cloud security measures remain effective over time.



## Features

- Scalable cyber engineering teams and cyber analytics engineers
- Expert security reviews and remediation rapid activities
- Design and build secure cloud software engineering and analytics platforms
- Provide cloud infosec legislation compliance advice
- Cloud cyber engineering and analytics stack evaluation and build
- Cloud cyber architecture design and build
- Supply and augment scalable cloud cyber engineering teams
- Increases processing integrity, efficiency of secure cloud workloads and platforms
- Provide security delivery services, dashboards and interfaces
- End to end cloud cyber engineering initiatives and analytics services

## Benefits

- Solve cloud cyber engineering and cyber analytics scale problems
- Reduce exposure to security incidents, remove technical and operational debt
- Deliver secure cloud software architecture enabling organisational change
- Delivery of legislation compliant products, services and solutions
- Serve reliable cloud services to consumers to enable business efficiency
- Provide a secure engineering platform base for service outcomes
- Solve business related security, technology, reliability and efficiency challenges
- Enable better business decisions with confidence and integrity
- Enable digital business change with agile focussed security teams
- Provide secure cloud platform architectures, a foundation for service outcomes

## ASSOCIATED SERVICES

Our services are provided on a time and materials basis, day rates are as per our rate card. The scope of the engagement is as per the agreed deliverables documented in the call off contract.



# DATA PROTECTION

## DATA BACK-UP & RESTORATION

Back-up and restoration of key services and data is in line with the customer's requirements and the customer's cloud hosting service upon which their service and data resides. Should the customer have any specific requirements then these can be discussed prior to an order being placed, this would then be documented in the Order Form as agreed between both parties.

## BUSINESS CONTINUITY STATEMENT/PLAN

We are happy to provide you with a business continuity and disaster recovery plan to ensure your services provide the appropriate level of continuity to meet your business needs and appropriate recovery of services in the event of an actual or perceived loss of service.

In the event of a loss of service we are also able to provide analysis services to determine the cause of the loss of service and remediation steps to remove the risk of further loss of service.

# USING THE SERVICE

## ORDERING & INVOICING

To discuss your requirements in more detail and place an order please contact [bids@bepivotl.com](mailto:bids@bepivotl.com). Please provide your organisation name, a requirement contact name, and an outline summary of the requirement. Our Account Management team will assist in completing an Order Form (the Call-off contract)

We invoice monthly in arrears. Our payment terms are within 30 days net of receipt of the invoice.

## AVAILABILITY OF A TRIAL SERVICE

We do not provide any trial service. However, should you require any assistance with obtaining and or setting up trial cloud environments then please email [bids@bepivotl.com](mailto:bids@bepivotl.com) outlining the nature of your enquiry, the assistance you require and any contact information. Our account management team will respond to your enquiry.



## ON-BOARDING

Our on-boarding process begins with a kick-off meeting between our account manager, product delivery lead and technical lead with the appropriate stakeholders from the organisation for the service that is to be delivered. The kick-off meeting is designed to establish the following key points:

- Point of contact and escalation procedures.
- Clarity of requirement to be delivered ensuring scope is appropriately quantified.
- Ensure appropriate resources are aligned to deliver the requirements.
- Define clear roles and responsibilities.
- Establish and governance processes.
- Agree cadence and rhythms of show and tell / checkpoint activities.
- Define team integration activities.
- Agree draft onboarding and project initiation plan.

## OFF-BOARDING & SERVICE MIGRATION

Clients can terminate their contracts with 30 days' notice in writing, we are happy to assist with the migration of the service. An exit plan for your service or services can be provided on request. We will work with you to ensure that a robust exit plan is created to migrate to another service provider, supplier, or internal team. The plan will outline the necessary steps required to migrate the service and a timeline to execute the plan.

The off-boarding and service migration are chargeable based on the standard G-Cloud rate card.

## TRAINING

In order to assure that users of any services we plan, migrate or engineer for our customers are handed over with appropriate level of understanding. We provide service documentation that has been outlined to be included as part of the service outcomes. This documentation can be used as part of the knowledge transfer aspect of the project to ensure that the organisation is fully prepared to use and manage the service, in addition to maximising the benefits of the service provided.

Knowledge transfer can be provided on a one-to-one basis or one to many basis depending on the specific needs of the customer's user and support staff. Knowledge transfer elements:

- documentation of the service provided.
- hand-over sessions to ensure customer operations staff have the understanding and confidence.
- learning by osmosis opportunities working alongside our teams of engineers.
- Show & tell sessions or brown bag sessions.

All pricing for training services is as per our SFIA rate card.

## IMPLEMENTATION PLAN

A detailed implementation plan can be provided to the buyer on request.



# SERVICE MANAGEMENT

Pivotl provides ongoing support services for all the services we provide and the solutions that we implement for our customers. Individual support agreements can be defined on a service-by-service basis. The levels of support service provided are based upon the needs of our clients and tailored appropriately.

We can provide support via email, ticketing, webchat, telephone, and also secure remote connectivity services.

Our standard support services operate Monday to Friday, from 9am to 5pm UK time, excluding national holidays. Additional support services can be provided outside of the standard support hours, to include outside of office hours during the week, weekends, and national holidays.

Response time for support requests varies depending on the severity and criticality of support requests raised. All response times will be documented in the support contract.

Pivotl has a dedicated support team who support a range of customers across multiple sectors and regions. Supporting mission critical workloads for delivered solutions across cloud, software and data programs. Although our standard multi-tier support package operates within UK office hours, this can be extended to provide 24x7 support if required.

The Pivotl support team supports multiple cloud, software, data and cyber platforms, monitoring and alerting services trigger automated responses to solving problems should they arise.



## SERVICE CONSTRAINTS

There are no constraints to the services we provide in terms of performance. Availability and standard working hours are as specified in our rate card. Out of standard hours working multipliers are also clearly set out in our rate card or pricing document.

## SERVICE LEVELS

Our service levels are divided into five categories as defined in our rate card, but listed here for ease:

- Service level 1. Standard working hours Monday - Friday from 09:00 to 17:00 UK time (excludes national holidays)
- Service level 2. Outside of standard working hours - Monday to Friday 17:00 to 00:00
- Service level 3. Outside of standard working hours - Monday to Friday 00:00 to 09:00
- Service level 4. Outside of standard working hours - Saturday All Day
- Service level 5. Outside standard working hours - Sunday & National Holidays All Day

Service levels required to deliver the project objectives can be discussed and agreed when placing the order and documented in the order form and call off contract.

## OUTAGE & MAINTENANCE MANAGEMENT

Any planned outages for planned maintenance can be performed at an appropriate point in time. We will be guided by the customer on when maintenance periods should be scheduled and carried out. The governance process around change, outage for maintenance will be defined in the onboarding session prior to projects commencing.

## FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

We do not offer service credits as we only charge our customers for the time worked on projects, whether the activities are within standard working hours or outside of standard working hours.





# PROVISION OF THE SERVICE

## CUSTOMER RESPONSIBILITIES

Our customers are responsible for working with our account management and delivery teams to ensure timely access to personnel, systems, data and information is provided to remove the potential for delays in delivery, overrun on projects increasing costs for delivery.

## TECHNICAL REQUIREMENTS & CLIENT-SIDE REQUIREMENTS

The technical and client-side requirements are primarily to ensure timely access to personnel, systems, data and information is provided. Specific personnel, system, data and information requirements, essential to the delivery of the project can be documented in the order form and call off contract and agreed by all parties.

## OUTCOMES/DELIVERABLES

Outcomes and deliverables of projects, products and services are dependent on the client requirements. Where clearly defined outcomes are provided by the client, these can be agreed by all parties and documented in the call off contract.

## AFTER-SALES ACCOUNT MANAGEMENT

Our account manager will work with the customers point of contact during the ordering process, the stakeholders during the kick-off and onboarding process, in addition to being available for weekly check-ins and a point of escalation if required during the engagement.

We hope that our account management team and delivery teams will build solid long-term relationships with all of our customers. Our approach is open, friendly, approachable at all times, we like to work in partnership with our customers to achieve the delivery outcomes required as well as engaging our people in challenging but interesting work on the very best technology stacks.

## TERMINATION PROCESS

There are no additional termination terms, which would be in accordance with the Framework Agreement and Call Off contract. The customer acknowledges that they have purchased the services for the minimum term/period and renewal term(s), again as defined in the Call Off Contract.

# OUR EXPERIENCE

## CASE STUDIES & CLIENTS



We work with both the Public and Private Sectors. Specifically, Central Government, Local Government, Public Health, Private Health, Pharma, Utilities, Financial Services, Media, Education and Charities delivering Data, Software, Cloud engineering projects, products, services and 24/7 Managed Services.



# CONTACT DETAILS

Contact for these services:

Sacha Rook

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