

# Service Level Agreement

## 1. Availability of the Software Service

iTrackPPE guarantees that the Software Service is available to the customer (**Availability**) as set out below in Schedule 1, except in the event of Permitted Downtime.

Schedule 1	
Agreed Hours of Service	24 hours x 365 days (366 days in leap years)
Availability	99%
Standard Maintenance Windows	As agreed with customer

The term “**Permitted Downtime**” means any period within the Agreed Hours of Service during which the Software Service is unavailable due to any one of the following reasons:

- A. maintenance carried out at times agreed between iTrackPPE and customer;
- B. any action justifiably taken by iTrackPPE to prevent damage to the Platform or iTrackPPE’s systems;
- C. Force Majeure;
- D. a fault or failure of customer's computer systems or networks; or
- E. any breach of the Contract by customer.

For the sake of clarity, customer acknowledges that the Availability of the Software Service guaranteed by iTrackPPE under this SLA does not apply to testing or development instances.

## 2. Support Services

Schedule 2	
Access to Support Portal	24/7
Access to telephone support	09:00 – 17:00 (UK) Mon – Fri (excluding bank holidays).
Response Time (first response)	Within 8h from receipt
End of Life of a version of the software	occurs 18 months after commercial release of the immediately subsequent version and is the point in time when iTrackPPE ceases to provide Support Services for the version in question.

iTrackPPE shall provide customer with access to the Support Portal from the Go Live Date and shall respond to technical failures of the Software Service (“**Support Issues**”) reported by customers on the Support Portal within the Response Time set out in Schedule 2. customer and iTrackPPE shall determine the severity level of a Support Issue together in good faith based on the following definitions:

<b>Minor</b>	indicates a minor issue occurring on the deployed systems with a minor impact on customer's use of the Software Service or any issue occurring on testing or development instances. A small number of users of the production system are affected and there is a workaround.
<b>Major</b>	indicates an issue occurring on the deployed system severely impacting customer's use of the Software Service. A large number of users are affected, but customer's operations can continue in a restricted fashion and there is a reasonable short-term workaround.
<b>Critical</b>	indicates an issue occurring on the customers deployed system severely impacting customer's use of the Software Service. A large number of users are affected and there is no procedural workaround.

iTrackPPE shall exercise commercially reasonable efforts to correct Support Issues as soon as possible and shall prioritise Critical Support Issues over Major Support Issues, and Major Support Issues over Minor Support Issues. iTrackPPE may elect to resolve Support Issues in connection with future Upgrades and will, if possible, provide customer with a work-around until implementation of the relevant Upgrade.

Whereas the Support Portal is the primary means of communication for Support Issues, customer also has access to telephone support as set out in Schedule B.

iTrackPPE does not have an obligation to respond to specific support Issues:

- A. not submitted in the English language; or
- B. not described in sufficient detail to allow iTrackPPE to reasonably be able to determine the appropriate course of action.

The following are not Support Issues:

- A. Failures that arise from misuse or incorrect use of the Software Service, including use contrary to the integrated Hardware and Software Specifications;
- B. Failures that arise from the Platform not having been updated with a new version of the Software, where customer has rejected the Upgrade and the version of the Software used to provide customer's Software Service has reached its End of Life;
- C. Problems, the root cause of which is not a malfunction of the Platform, but a missing functionality of the Software.

Customers can submit a development request regarding the Software Service to iTrackPPE via the Support Portal. iTrackPPE will, at its own discretion, determine whether or not to accommodate a development request in a future Upgrade.

## 2.1 Upgrades

During the term of the Contract, iTrackPPE will update customer's Software Service upon commercial release of a new version of the Software ("Upgrade"). Upgrades include updates of GUI configurations and standard commercially available adaptations of the Software Service. Upgrades of customer-specific adaptations are not covered by this SLA and will be charged for at the rates set out in iTrackPPE's current price list at the time.

Before initiating the implementation of an Upgrade, iTrackPPE will give customer the possibility to postpone the Upgrade (via the Support Portal), however not until a later date than one that, at iTrackPPE's sole discretion, allows iTrackPPE to complete the Upgrade before the End of Life of the previous version of the Software. Upon implementation by iTrackPPE, an Upgrade will become part of the Software used to provide the Software Service and will be subject to the provisions of the Contract.

## 2.2 Maintenance Windows

iTrackPPE may carry out maintenance work during Standard Maintenance Windows, provided that iTrackPPE has informed customer of its intention to do so at least 48 hours in advance. iTrackPPE may also carry out maintenance work at other times, subject to customer's prior approval.

## 3. Bundled Service Provision (Hardware & Furniture)

As part of the iTrackPPE cloud-based asset management solution, all required hardware components—including RFID-enabled storage units, contaminated asset containment furniture, and associated RFID scanning devices—are provided as an integral part of the managed service offering. These physical components are essential for the operation of the cloud software and are not available for separate purchase.

The cost of these components is **bundled within the overall service subscription** and includes:

- Provision, installation, and configuration of RFID-enabled storage and containment units.
- RFID scanning hardware required for operational use.
- Full maintenance, support, and warranty coverage for a minimum of 36 months.

This approach ensures seamless delivery and operation of the iTrackPPE solution in line with G-Cloud framework requirements. No standalone hardware or furniture sales are offered under this agreement.

## 4. Consultancy Services

The following services are not covered by this SLA, and may be acquired separately by customer from iTrackPPE (as a part of Extended Support Services or otherwise):

- Software development services.
- Upgrades of customer-specific adaptations