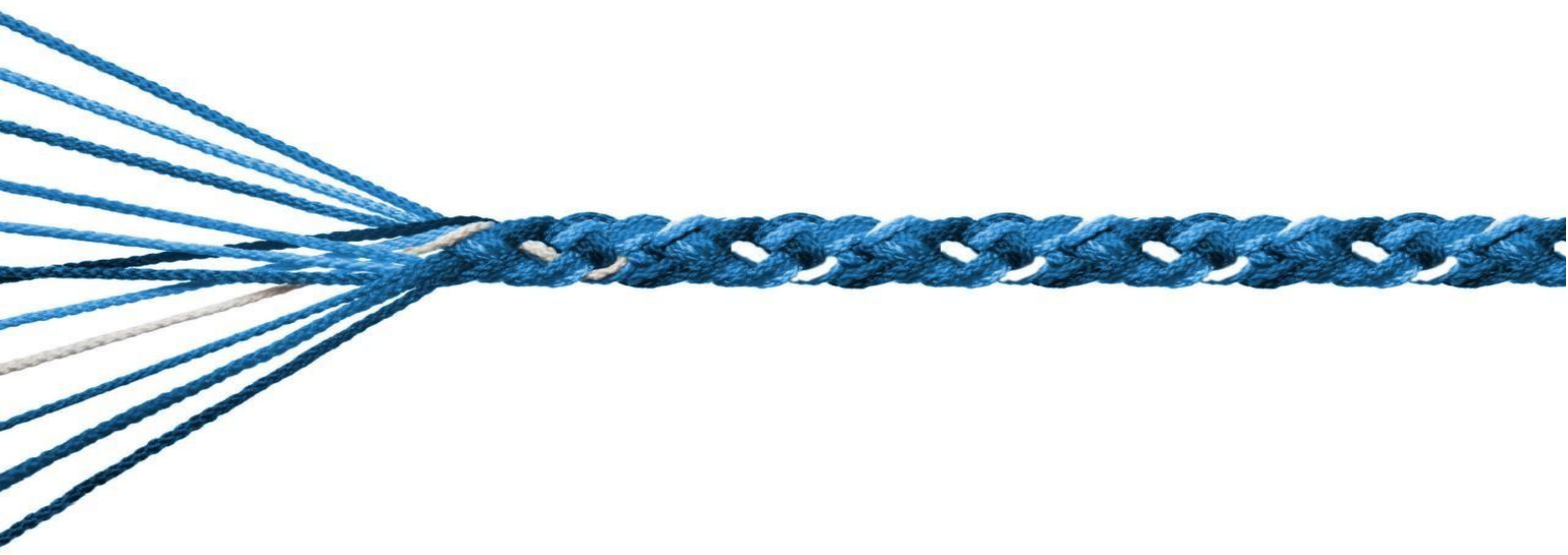


Idox Cloud Trading Standards

Service Definition

September 2026

Commercial in confidence

Idox. Do more.

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Introduction

Service description – software built on insight

Idox has been working with local government for over 30 years, building an exceptional level of knowledge and experience. Today, we draw on that expertise to deliver smart, responsive cloud-based software solutions that will help you succeed and bring a better experience to your community.

Our local government software applications underpin the secure and efficient management of the entire regulatory services remit, including building control, planning, environmental health, trading standards, licensing and public sector housing processes.

Leading the way in innovation, our Idox Cloud solution represents the pioneering era of entirely cloud-based case management platforms delivered through Software as a Service (SaaS). By eliminating the need for local authorities to manage infrastructure and resources for hosting and maintenance, Idox Cloud stands as a self-contained, wholly owned, and developed platform, free from dependence on third-party licenses. This ensures customers have transparency and predictability of cost throughout the contract.

Customers are at the heart of everything we do. Idox Cloud is developed, delivered, and supported by teams with first-hand experience in local government, who collaborate with UK local authorities, statutory bodies and partner organisations to create solutions that address their unique challenges head-on. It streamlines processes, accelerates processing times, enhances revenue focus, and ultimately boosts public satisfaction with the services provided by local authorities.

Idox Cloud isn't just about modernising - it's about mobilising your workforce. With native mobile capability and device flexibility, this agile solution empowers council officers to work seamlessly from anywhere, at any time. By leveraging intelligent automation, it revolutionises accuracy, productivity, and customer engagement, simplifying applications and inspections, unlocking valuable data insights, and significantly reducing administrative burden.





Idox Cloud Trading Standards

Idox Cloud is the leading trading standards software solution in the UK, expertly crafted in partnership with local authorities. It's tailored to encompass all necessary functionalities across the remit of trading standards, including:

- Consumer complaints e.g. counterfeiting, product safety
- Licensing of explosives and petroleum
- Food standards and safety inspections
- Animal feed
- Animal health and welfare
- Inspections such as weights and measures, age restricted products
- Samples – feed and food

What truly distinguishes Idox Cloud Trading Standards from its predecessors is the unparalleled digital experience it provides. This solution not only fulfils regulatory requirements to ensure local authorities' compliance with existing and evolving legislation but also enhances efficiency through online processing, intelligent workflows, customer self-service features, and true mobile capability. The outcome is a revolutionary shift in operational methods for councils, citizens, and businesses alike, resulting in decreased workloads, improved officer efficiency, and ultimately, reduced processing times that leave citizens satisfied with the services they receive.

> **"The system will help our Council reduce the burden of administrative tasks, reduce the use of paper, promote smarter working methods, drastically improve communications with customers, whilst enabling us to provide modern and flexible services to our customers."**
>
> **Liverpool City Council**

Idox Cloud Trading Standards key features

Designed in partnership with local authorities and regulatory and statutory bodies, our solution enables trading standards officers to track and manage all aspects of their work, regardless of location. Highlights from our Trading Standards solution include:

- **Premises module** - designed to store essential business details relating to food, consumer protection, farms and animals such as business name and primary use**,** along with comprehensive site history records.

- **Inspections module** - to record all risk assessments such as those relating to food standards and animal health inspections.
- **Samples module** - to record details of all samples taken during inspections.
- **Service requests module** - created to effectively manage all service requests and complaints, including an automatic link to CACS.
- **Management Reporting** - equipped with a library of pre-built statutory reports, such as LAEMS (Local Authority Enforcement Monitoring System), and custom non-statutory reports crafted by Idox for your convenience. These reports cover a range of areas including risk assessments and premises without ratings.
- **Seized goods** - within the Trading Standards section, our system now offers the capability to record details of seized goods, served notices, and conducted prosecutions.

Our solution includes a set of common functions which are included in a consistent left-hand menu, with built-in links to:

- **Actions and action workflows** - fully configurable for the scheduling and recording of all actions that must be undertaken within a process including recording all telephone calls and meetings.
- **Contacts** - where complainants or applicants can be linked to any records within the modules. A comprehensive search facility reduces the duplication of contacts thus providing a comprehensive contact history for every complainant or applicant.
- **Standard letters** - including the ability to generate standard letters known as communications and print/post or email them to customers.
- **Document storage** - where all electronic documents relating to the case can be stored, improving consistency and auditability for every process.
- **Notices and prosecutions** - for recording the details of every notice served and prosecution undertaken.
- **Snapshot** - an activity timeline that forms part of every record where a user can see the status and situation of a case in real-time. This includes drilldown facility to the detail of the case such as actions taken.

Idox Cloud core features

Idox Cloud represents a suite of regulatory services software products, core features are highlighted below:

- Address database linked to corporate LLPG.
- Contacts database.
- Integrated GIS and map layers including spatial intelligence/analysis.
- Automated document production, indexing and storage.
- Workload management.
- Suite of RESTful Application Programming Interfaces (APIs)
- Remote and mobile working, online and offline.
- KPI dashboards.
- Inspection, site visits scheduling/completion.
- Integrated Online Portal.
- Selection of in-built reports and statutory returns.
- Reporting API and other typical import/export integrations.
- Data/integrations management.
- Detailed and flexible searching in system modules.

- Fees and payments management.
- Intelligent workflows.
- Caseload management dashboards.
- Integrated document templates.
- Standard phrases.
- Communication merge codes.
- System and user administration.

Optional additional functionality

- Online Portal with optional Single Sign-On (SSO)
- Role based mobile applications (apps)
- iManage Cloud Gazetteer Management Solution (GMS)
- Reporting data replication service

The benefits of Idox Trading Standards

Return on investment

The Idox Cloud solution enables UK local authorities to "do more", particularly during times of growing budget constraints. By offering web-based access, support for mobile work, and advanced automation features, it simplifies processes and workflows, eliminating the need for manual data entry and cumbersome paper-based tasks. This allows your officers to focus on generating revenue and providing top-quality services to the public.

Customers of Idox Cloud have reported the following return on investment:

- 79% savings in administration time
- 39% saving on the management of incoming emails
- 25% increase in productivity
- 50% reduction in accommodation
- Elimination of paper-based processes (in progress)

"The Idox Cloud system will help the Council provide streamlined services across our Public Protection and Licensing teams whilst enabling significant cost savings and other efficiencies. Also, as a cloud-based offering, the solution is mobile by default enabling our staff with full access to the system regardless of their location, which is very attractive to us. Its adaptability and modern approach will enable greater access for both our customers and staff."

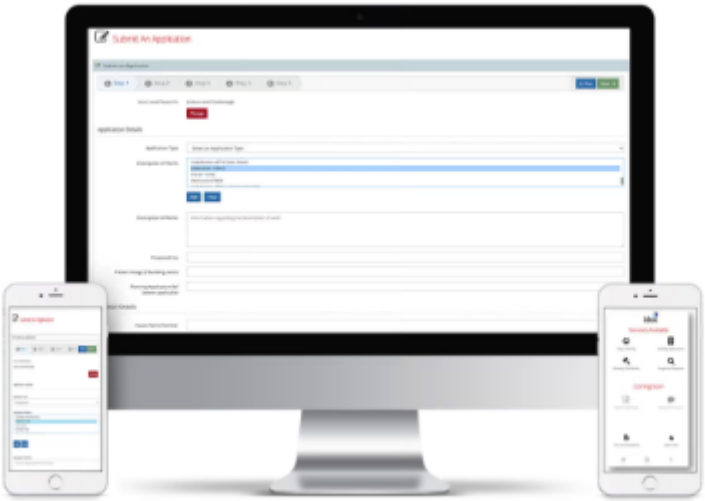
Breckland and South Holland Council

24/7 digital services

A fully integrated Online Portal is available designed to facilitate seamless interaction between citizens, business owners, and their respective councils concerning services. Through this portal, public users can easily register for an account, thereafter, storing all their online submissions within their profile. Each submission, along with any accompanying documentation, is efficiently routed directly into the back-office system for review by the relevant team. The Online Portal empowers local authorities to transition to digital service delivery by offering:

- **Service request submission** - users can conveniently submit service requests, including consumer complaints.
- **Statutory license applications** - streamline the application process for statutory licenses, such as petroleum or explosives.

- **Public register hosting** - provide a dedicated space to host public registers, such as the licensing register, for easy access and transparency.
- **Online booking functionality** - enables online booking for services such as trading standards consumer courses.



Our Online Portal provides access to trading standards services 24/7.

Moreover, the Online Portal offers customisation options, allowing it to be tailored to the visual identity of the respective local authority. This includes incorporating logos, colors, and other branding elements.

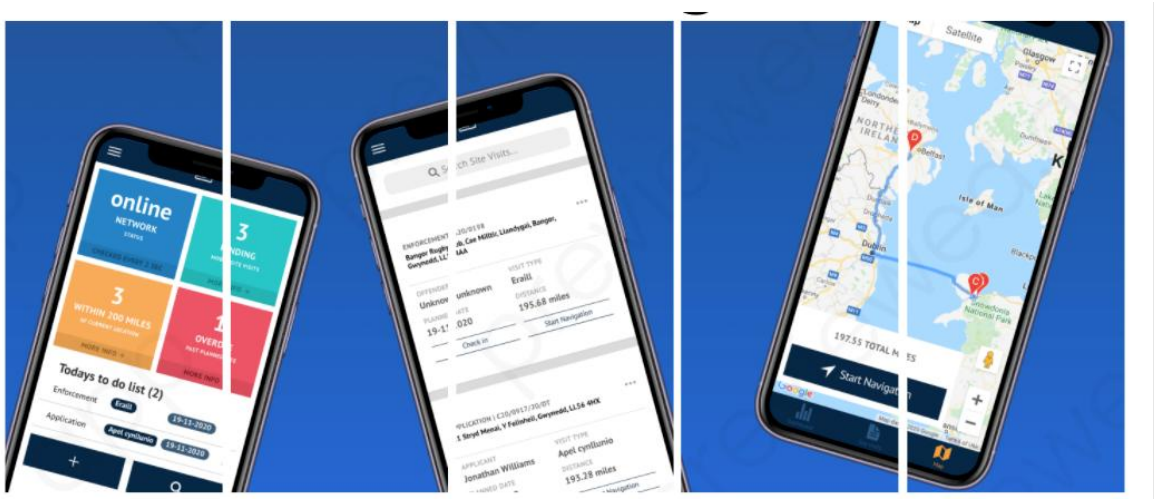
Mobile working

Idox Cloud works on any device with a modern web browser. It supports all mainstream browsers like Microsoft Edge, Chrome, Firefox, and Safari, and functions across platforms like Windows, Mac OS, iOS, and Android.

Officers have full access to real-time data in the field, allowing them to search, view records, organise work, and update cases seamlessly integrated with the back office. This boosts accuracy, saves time, improves responsiveness, and enhances customer satisfaction.

> **"It is mobile by nature and the customer-facing portals are designed to maximise digital technology allowing us to transform the way we operate, eliminating paper-based processes. "**
>
> **Arun District Council**

We also offer dedicated, role-specific mobile apps further enhancing mobile working capabilities. These apps cater to specific tasks and role-based information needed by officers while away from the office. They include features like site inspection/visit viewing and updating, file/document uploading (e.g. site photographs), route finding and navigation plus on-the-go correspondence in certain cases. Idox Mobile Apps synchronise both manually and automatically with the parent back-office product at the appropriate intervals, to keep records updated with the minimum of user interaction.



Our role-based mobile apps offer role-based targeted functionality, even in areas without mobile connectivity.

Embedded document management

The embedded document management system enables users to manage documents from within the solution. All popular file formats are supported, including pdf, txt, doc, photo imagery, audio and video files. Documents submitted with applications will be automatically saved into the back-office solution and associated with the relevant record, while documentation generated throughout each process by the system itself (e.g. legal documentation, letters, emails etc.) are also captured for a full audit trail. The solution also provides the capability to produce standard document templates and emails as required.

Integrated GIS capability

Idox Cloud comes complete with an embedded GIS mapping tool. The GIS mapping tool is available directly within the solution and enables users to quickly search and view the location of a record, plot the application/individual plot spatial boundaries on an Ordnance Survey map base as well as viewing a range of other spatial layers (both those of other system records, plus external data feeds useful in context).

Integration tools

Our solution incorporates a suite of RESTful Application Programming Interfaces (APIs) which are flexible and can be used to facilitate the integrations our customers require such as those involving third-party provider systems and other government departments, partners organisations, and statutory bodies they report to.

Our APIs are commonly used by our customers to integrate with corporate finance systems, CRMs, third-party online payment providers, and Food Standards Agency.

Address management

Idox Cloud features an embedded Locations module that adheres to BS7666 standards for address formatting. It maintains a link with the authorities' Local Land and Property Gazetteer (LLPG) through an embedded DTF loader. This loader automatically processes CoU files as they're provided by the corporate Geographic Management System (GMS), ensuring a consistently updated address gazetteer within the Idox solution. For enhanced address management experience, we recommend the use of our iManage Gazetteer Management Solution (GMS), which is also available via G-Cloud.

Reporting and data insights

Idox Cloud makes reporting simple and intuitive, with virtually no limits on data interrogation possibilities. Various reporting tools are available across each module, including standard and statutory returns, search reports, and complex ad-hoc reports through the integrated Report Builder.

Together these reporting tools remove the need for our customers to invest in additional third-party reporting solutions or attempt to navigate complex and resource heavy tools. However, should customers wish to access data externally, this can be achieved via our Reporting Data Replication service.

A fully scalable solution

Idox Cloud is built to smoothly adapt to growing capacity needs. It utilises Amazon Web Services (AWS) for added resilience, performance and flexibility.

Moreover, the platform facilitates collaboration - it can serve a single local authority or be expanded to support shared service setups, with the ability to segregate data as needed.



Managed service and security

Data Protection standards and procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Certificate No:180572021



Certificate No:263672020



Certificate No:91362020



Hosting infrastructure

Idox Cloud is fully hosted and backed up in Amazon Web Services (AWS) data centres. AWS provided the hosted infrastructure and purchased services including premises, storage, power, hardware, database and physical security, in addition to the provision of firewalls.

All maintenance and upgrades are completed by Idox and included in the annual subscription fee, removing the need for local authorities to supply the infrastructure and resources required to host the and maintain the software.

Data back-up and restoration

Our database back-up policy encompasses all data stored on servers at our data centres and aims to:

- Safeguard our information assets.
- Prevent data loss due to accidental deletion, corruption, system failure, or disasters.
- Facilitate timely restoration of information and business processes if such events occur.
- Manage and secure backup and restoration processes and associated media.

Entire system back-up and restoration

Restoration can be facilitated by means of restoring the database snapshot into a separate database server. There are automated alerts should backup jobs fail and snapshot restores are tested when first configured and on an annual basis.

In the event of a disaster occurring on a customer site, end users can be immediately operational from a secondary work site simply with internet connectivity and access to a web browser. This enables users to work from other office locations or from home via an Internet connection or by using mobile devices supported by 4G or Wi-Fi connectivity.

Business continuity plan (BCP)

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by design

The solution security is designed to be in-line or above the standards recommended by the National Cyber Security Centre polices for the type of data held.

All devices in all locations access the system via HTTPS across the internet using a current mainstream browser. Data is encrypted in transit using TLS 1.3 encryption where possible with a fallback to TLS 1.2 where TLS 1.3 is not supported. Data is encrypted at rest with AES-256GCM.

Users are authenticated via username and password, and two factor authentication if required. SAML or OAuth integration to Azure Active Directory is also supported although this is not mandatory to access the system.

The devices used by end users to access the solution are the responsibility of the customer who can ensure that users can limit access from unmanaged or unknown devices by restricting access to users on your network (or through a VPN if away from your network). However please note that Idox do not supply end user hardware.

It is also worth noting that user permissions can be set up so that users can only view areas of the system based on their role. There is a comprehensive Administration section, which enables System Administrators / managers to configure security classification to users and user groups relating to all modules of the solution.

We use AWS Network Firewall, AWS Firewall Manager, AWS Web Application Firewall to create layered protection of infrastructure and data.

Several layers of monitoring are in place to detect access attempts and attacks into the environment. These include the automated application functional monitors, network intrusion detection/prevention (NIDS/NIPS) and unauthorised changes detected via configuration management.

Data retention

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. All data within Idox Cloud is preserved so that it can only be accessed or removed by users with the appropriate permissions that have been set according to the specific requirements of our customer. Our solution does however allow deletion of records throughout, in alignment with the Data Protection Act 2018. The final decision on data deletion always resides with the customer as the Data Controller.

Accessing the service

Ordering and invoicing

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

Pricing overview

Please see the associated pricing document.

Onboarding

Delivering exceptional customer success is central to our delivery approach. We are committed to providing high-quality onboarding experiences that support and empower our customers to achieve their goals through high value professional services engagements.

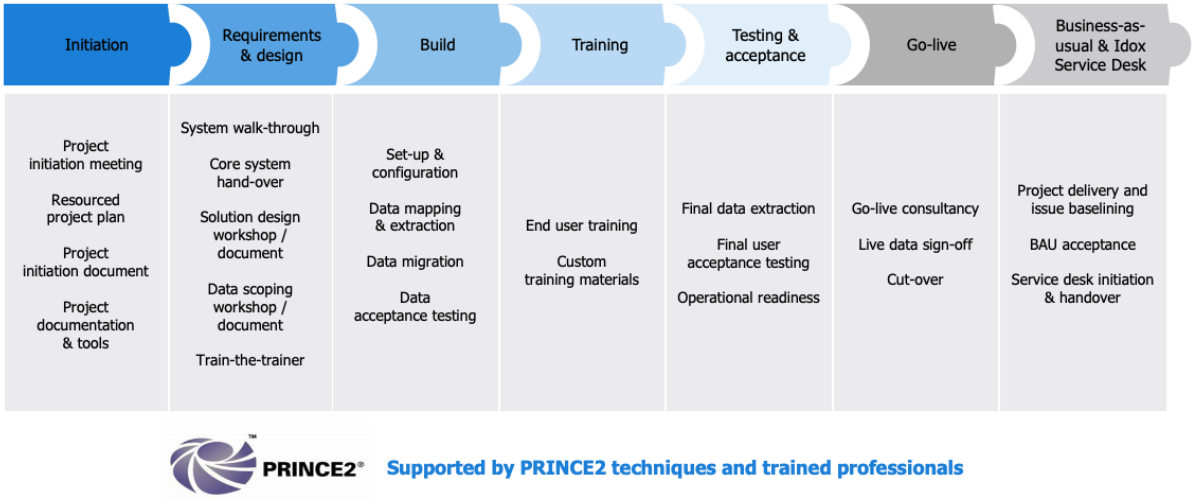
To ensure a seamless implementation journey for our customers, we have developed a proven onboarding approach that ensures the engagement of key specialists and teams at precisely the right stages of the delivery process. We believe a consultative, expert led engagement, combined with our commitment to product and service quality, communication and collaboration is what delivers successful outcomes and experiences for our customers.



Our Customer Transition team engage with our Sales and Procurement teams from the sales stage, to ensure they fully comprehend the requirements and value proposition of each engagement. They will ensure that the project scope is clear, detailed, and fully understood with all key deliverables identified and communicated to the Project Manager and implementation teams. We focus on our customers unique success criteria to allow us to measure the effectiveness of the onboarding process and increase customer satisfaction.

Favouring the consultative approach to implementation, we staff the project with team members who have the perfect balance of knowledge, skills and expertise at each stage to support our customer in reaching every significant milestone to the agreed schedule.

Our Project Management team ensure the project is effectively planned, executed, and controlled. Using our proven PRINCE2 based project methodology and principles, we deliver the project in distinct project phases that facilitate the effective and structured delivery of project tasks and ensure predictability, assurance and increased customer confidence throughout project.



As an added value, we provide a dedicated and specialist Idox Cloud Onboarding Consultant to guide our customers through system familiarisation, configuration, user acceptance testing and system operational readiness, using their expert domain knowledge. This individual acts as a consistent resource on the project to convey knowledge and facilitate independent learning through regular, collaborative engagement.

Data migration

For more than twenty years, we have operated a Data Services team which has undertaken over 5000 data migrations for more than 350 local authorities. This experience gives our customers confidence in our ability to support this integral part of the project successfully and in a timely manner.

We understand that the data migration phase is often seen as the most challenging for customers, therefore we have a robust and mature data migration approach to support the seamless transition of data to our system. This experience and expertise reduce potential risk through sound planning, data baselining and scoping. We take a consultative approach by working with customers to identify exactly what data can be accommodated and then recommend the optimum approach to ensure that records are mapped and transferred into Idox Cloud accurately.

We understand that data migration is not a one size fits all activity and so we provide our customers with options to support the most effective approach for their circumstances. Customers may choose to Extract and Transform their existing data into a format that can be easily loaded into Idox Cloud, while we provide a tailored consultancy package to inform and guide the customer through this work. Alternatively we can provide a full ETL (Extract, Transformation and Load) or TL (Transformation and Load) service, where feasible. Full ETL or TL data services involve our Data Consultancy Specialists expertly moulding existing customer data into the exact format required by Idox Cloud in order to function under optimal conditions.

Training

Instructor-led training will be delivered across all areas of the system, followed by specified training exercises using the system's dedicated training environment. As standard, an expert instructor delivers these workshops remotely, over MS Teams and training sessions are split according to each user-group's defined role to ensure each session is relevant and engaging. Our approach to training is accredited by the Learning and Performance Institute for delivery of Idox Cloud.

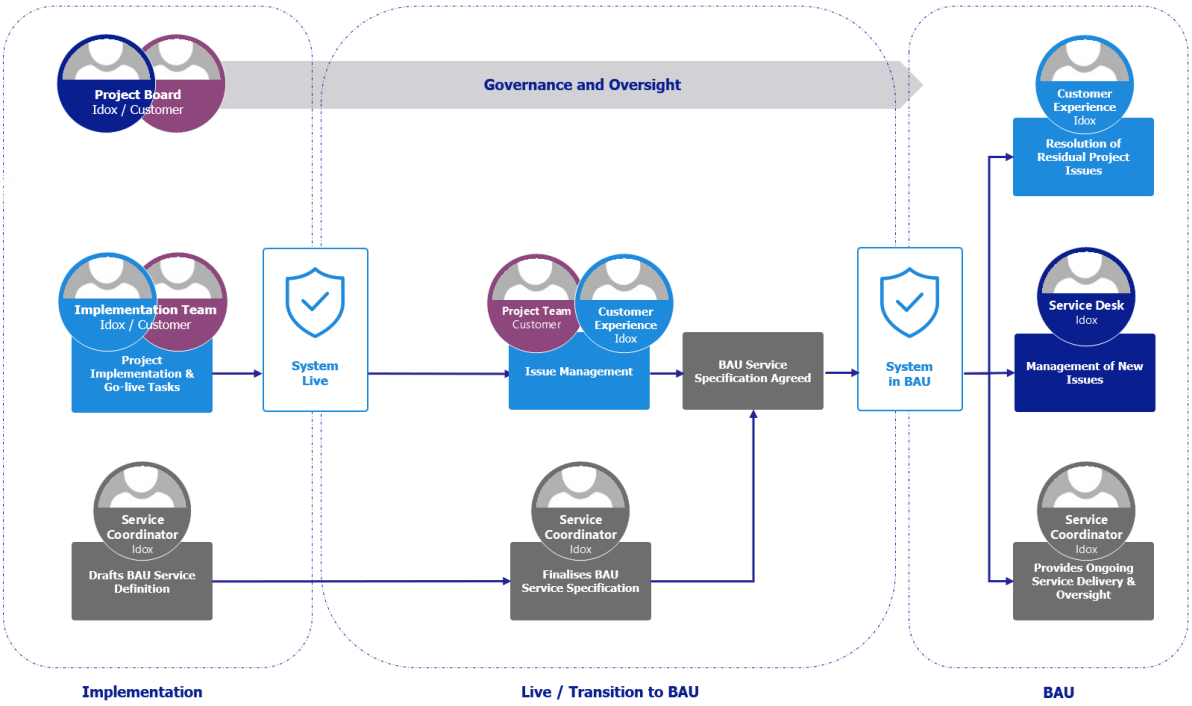
Transition to Business as Usual

We understand the importance of a consistent customer experience and for this purpose we adopt a comprehensive approach to transitioning onboarding projects to Business-as-Usual (BAU).

During the agreed period following go-live, project continuity is assured through the provision of a dedicated **Customer Experience Manager** who handles user-reported issues, ensuring appropriate resources are allocated and resolution plans continue to be maintained in the issue log. Meanwhile, an **Idox Service Coordinator** from our Client Service Management team collaborates with the customer to establish a BAU Service Specification before and during the go-live phase. This specification includes details such as:

- Products transitioning to BAU
- Contract-level SLAs
- Service Desk information
- Communication plans
- Roles & responsibilities
- Outstanding project issues or deliverables
- Ongoing BAU services for the contract term.

When the go-live period is completed, all parties agree the BAU Service Specification, formalising the project's transition to BAU. Subsequently, any new customer-reported issues are raised via the Idox Service Desk, while residual project issues are managed by the Idox Service Coordinator.



Service management

Our Service Management framework comprises of two essential components:

- The Service Desk
- The Client Service Management team.

The Service Desk serves as the frontline support, handling day-to-day queries and technical issues that our customers may encounter during their operations. On the other hand, the CSM team focuses on strategic oversight, ensuring smooth transitions from project implementation to BAU operations and maintaining consistent service quality throughout the contract term.

Idox Cloud is provided as a fully managed service and the annual software subscription includes hosting and maintenance including client and server applications and any database upgrades, new releases, legislative updates, and bug fixes.

Idox Service Desk

Our Service Desk provides technical support for incidents and problems, including non-critical software defects. Support requests can be logged 24/7 via the Idox Customer Portal. Live Chat is available from 10:00 to 16:00 for general enquiries. Our online portal offers FAQs, training videos, documentation, and change history. Based in the UK, our Service Desk follows a three-tier structure, ensuring prompt response and effective handling of queries.

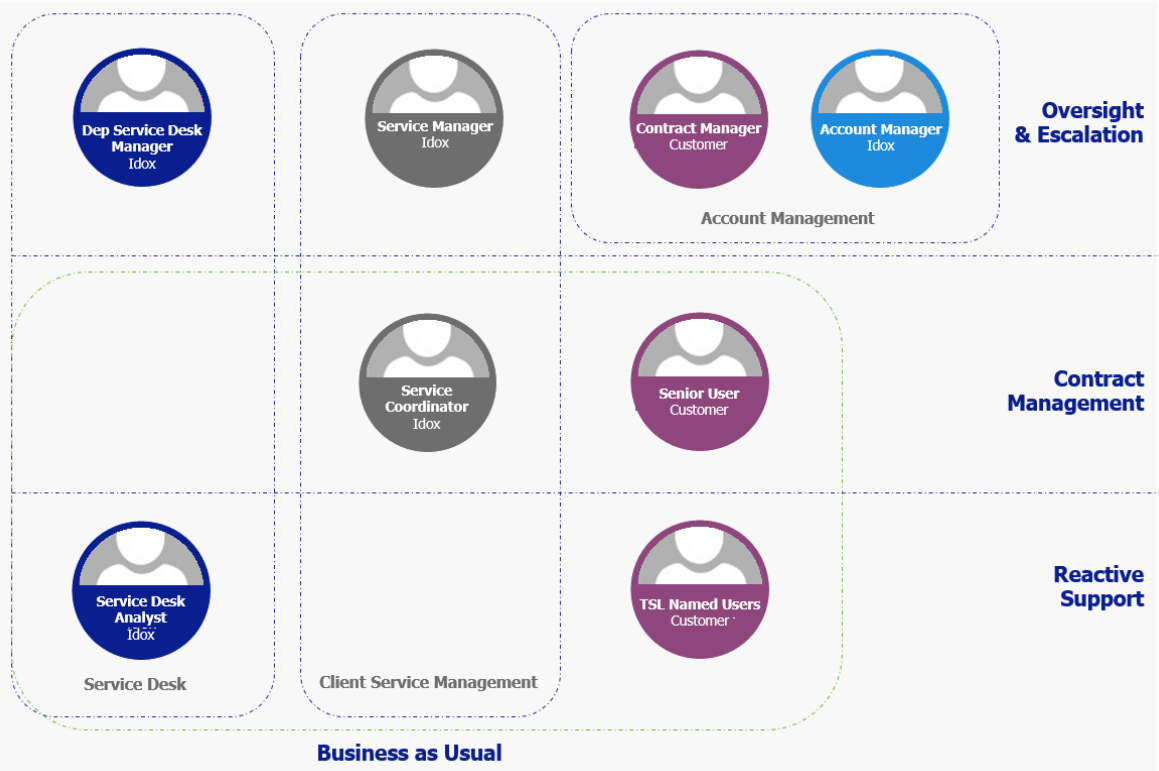
Our Service Desk is operational Monday to Friday during business hours (8.00 am - 6.00pm) although requests for support can be logged 24/7. Questions or requests for support are prioritised in accordance with their severity and urgency. Our SLA for support is available during the clarifications stage of G-Cloud procurement.

Idox Client Service Management (CSM) Team

In addition to the Service Desk, our Client Service Management (CSM) Team provides wrap-around operational support, managing the transition from implementation to 'BAU' and ensuring consistency of service delivery throughout the contract term. The CSM team's responsibilities include:

- **Transition management:** Our CSM team specialises in managing the transition of customers from project implementation to Business as Usual (BAU) operations. Our dedicated Service Coordinators work closely with our customers, Project teams and Service Desk to ensure a seamless handover. This critical phase marks the shift from the initial project phase to the ongoing operational phase, where the focus is on sustaining and optimising the delivered solutions.
- **Single point of contact:** Our CSM team serves as a single point of contact for all operational queries and concerns that may arise over the course of the contract period. This ensures timely responses and resolutions, streamlining communication channels and enhances customer satisfaction. Whether it's a technical issue, a request for additional support, or clarification on contractual terms, our dedicated CSM representatives are readily available to provide assistance.
- **Contracts re-sign process:** As part of our commitment to continuous improvement and customer satisfaction, our CSM team actively participates in the contract re-sign process. We gather feedback from customers, analyse performance data, and collaborate with stakeholders to identify opportunities for enhancing the value proposition and aligning our services with evolving business needs. This proactive

approach ensures that our customers receive the best possible service and support throughout the contract's lifecycle.



Our Client Service Management Team offers comprehensive support and expertise to ensure the success and satisfaction of our customers throughout the entire contract lifecycle. From seamless transitions to continuous improvement, our CSM team is dedicated to delivering excellence in client service management.

Service levels

As standard we typically guarantee 99% availability during working hours. Our system is designed for high availability and based on our historic performance we expect the system to be available more than 99% 24/7.

Service credits

Service credit agreements do not form part of our standard package, however specific requirements can be discussed.

Outage and maintenance management

The software application is accessible on a 24/7 basis, and guaranteed availability is calculated within the service hours 08.00 to 18.00 Monday to Friday, excluding UK Public Holidays.

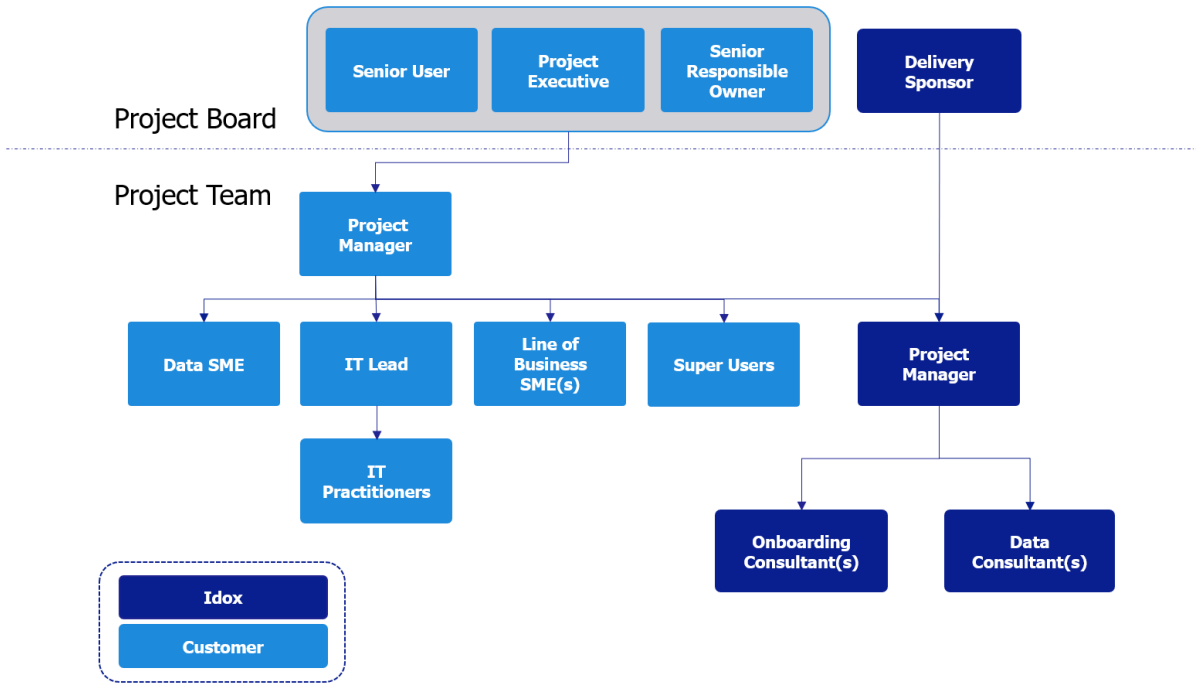
The service will be available for a minimum of 99% of the annual period. The percentage of online availability will be calculated on a monthly basis and will reflect the availability of the services over the total number of hours for the month. The services will be available outside of the service hours (but not guaranteed under the standard Service Level Agreement).

Off-boarding

Contract termination will be as detailed in the G-Cloud contract. Exactly 30 days after the notice to terminate has been served, we will cease to support the customer's service. It is the customer's responsibility to ensure that the appropriate new infrastructure to support any of the functions provided by the service is in place.

Customer responsibilities

We advocate for a "one team" approach that fosters the close collaboration and partnership that is essential to a successful implementation. To ensure customer success we will build a relationship with our customers from the earliest stages of sales handover to ensure our joint project teams can hit the ground running to deliver the agreed scope.



To ensure the solution is configured in such a way that it will support the customer's business for years to come we recommend the following resources are made available during the project on the customer side.

- **Senior Responsible Owner:** As a member of the Project Board, they provide the senior oversight that is key to success, setting the strategic direction for the essential project outcomes and supporting swift decision making around escalations, project changes and configuration.
- **Project Manager (PM):** A dedicated Project Manager to work with their Idox counterpart throughout project delivery. They will be responsible for the day-to-day management of the customers team and act as the escalation point for issues and risks on the customer side.
- **SME(s) (lines of business):** Key users from across the local authority who will work under the guidance of Idox to configure, test and deploy a system that will reflect how the system should operate in Business as Usual (BAU).
- **SME(s) Data:** Key users who have a deep understanding of the legacy database used by each of the main service areas to support the data migration stage and UAT of the migrated data once in the new solution. This role is key to success, with strong business understanding and the authority to make decisions.
- **IT Lead:** IT experts with a deep understanding of the authorities' internal architecture / network and integration requirements to ensure effective integration of the new system. Staff will also be required to provide additional support to the project such as configuration of desktop shortcuts, investigating data touchpoints and the implementation of third-party integrations required.

- **IT Practitioners:** Individuals who may occupy multiple roles depending on skillset and authority structure.
- **Super-Users:** Super-Users must have regular involvement in the project including the opportunity to explore the system as it evolves and understand the configured processes. These users will become system champions who will cascade training to end users as per the agreed timings in the project plan.

Technical requirements

Client-side requirements

Idox Cloud is delivered Software as a Service (SaaS) as an omni-channel and technically agnostic solution. It can be accessed by any device with internet connectivity using a current mainstream browser, including Microsoft Edge, Chrome, Firefox and Safari; and across various operating systems such as Microsoft Windows XP+, Mac OS, and mobile devices running iOS, iPadOS and Android. The version of browser used should be within the last two stable releases, however we recommend utilising the most recent version to provide the best possible user experience.

It is fully cloud-based. There is no installation to the local device, and no reliance on extensions such as Java or other third-party tools. Customers do not require any mobile working installation, additional client software, or third-party licences to run the solution.

With no local installation, the size of local storage on the terminal is not an issue; a general use desktop PC, or mobile device such as a smartphone or tablet, will have more than enough processing power to operate the solution at full capacity.

The minimum requirements for the hosted application are:

- A reliable internet connection (e.g. bandwidth of at least 10MB up and 10MB down).
- Ideally HTTP traffic prioritisation on the Provider's traffic so that general network traffic does not interfere with latency times.
- We can take no responsibility for the provision of an internal customer network.
- The software is accessed via a unique and secure URL, with all data encrypted in transit to industry standards.

Accessibility

As our solution is accessed via any modern web browser, it means that, in full compliance with the Equality Act 2010, the system uses all the standard browser accessibility functionality by default. This enables full compatibility with web-browser accessibility features, for example; keyboard shortcuts, font sizes, zooming capabilities.

Our software development department includes a dedicated Accessibility Team that assesses new developments against accessibility standards. We conduct ongoing Accessibility Sprints based on their feedback throughout the year, ensuring accessibility considerations are integrated into our development processes.

Any public-facing elements of the solution, for example the Online Portal, will comply with Web Content Accessibility Guidelines (WCAG) 2.2. and are adapted according to WCAG guidance.

Customer relationship management

We are committed to building collaborative and lasting relationships with our customers to ensure they realise the maximum return on their investment throughout the term of the contract. As a key element of this close ongoing engagement, we appoint a dedicated Account Manager to be the regular point of contact with Idox. The Account Manager is responsible for contract and commercial matters, as well as communication about our evolving plans and capabilities, so the customer always has access to the latest information and a conduit into Idox for their views, such as input into our products' future direction.

Our Account Managers have a wealth of local government experience and are able to assist customers in all aspects of their current and future requirements for the system. They can provide guidance on where we can help with process improvement and modernisation programmes and facilitate access to the knowledge and expertise that exists within our wider team. Our Account Managers spend time each customer business area to understand their needs and priorities and ensure that our software and support offering is aligned to help achieve the best possible outcomes.

We also provide a range of user-groups and forums to encourage customer community interaction for this purpose including:

- **Our active online forum/user group, ideas@Idox**: A web-based ideas portal for customers to raise ideas for enhancements directly to the Idox Product team. The hub gathers ideas from all 350+ local authority customers in one place. Customers can then view, comment and vote on these ideas and engage in dialogue with Idox and each other. It has proven to be a great platform for ensuring improvements to our products deliver the most value across the broadest section of our customer base.
- **Regional Forums:** We run regional forums and attend industry events to demonstrate our latest enhancements and new solutions and allow for user feedback. We listen to both positive feedback on product features we've introduced and constructive criticism of functionality that is needed to ensure our solutions stay relevant for our customers.
- **Performance monitoring:** We issue regular monthly Service Management reports indicating performance against Key Performance Indicators (KPIs). These include, but may not be limited to, Service Desk performance including performance against response and resolution SLA's, incident escalations, trend analysis etc. The reports also include detailed hosted Service Availability performance for the reporting period including performance against agreed SLA's.

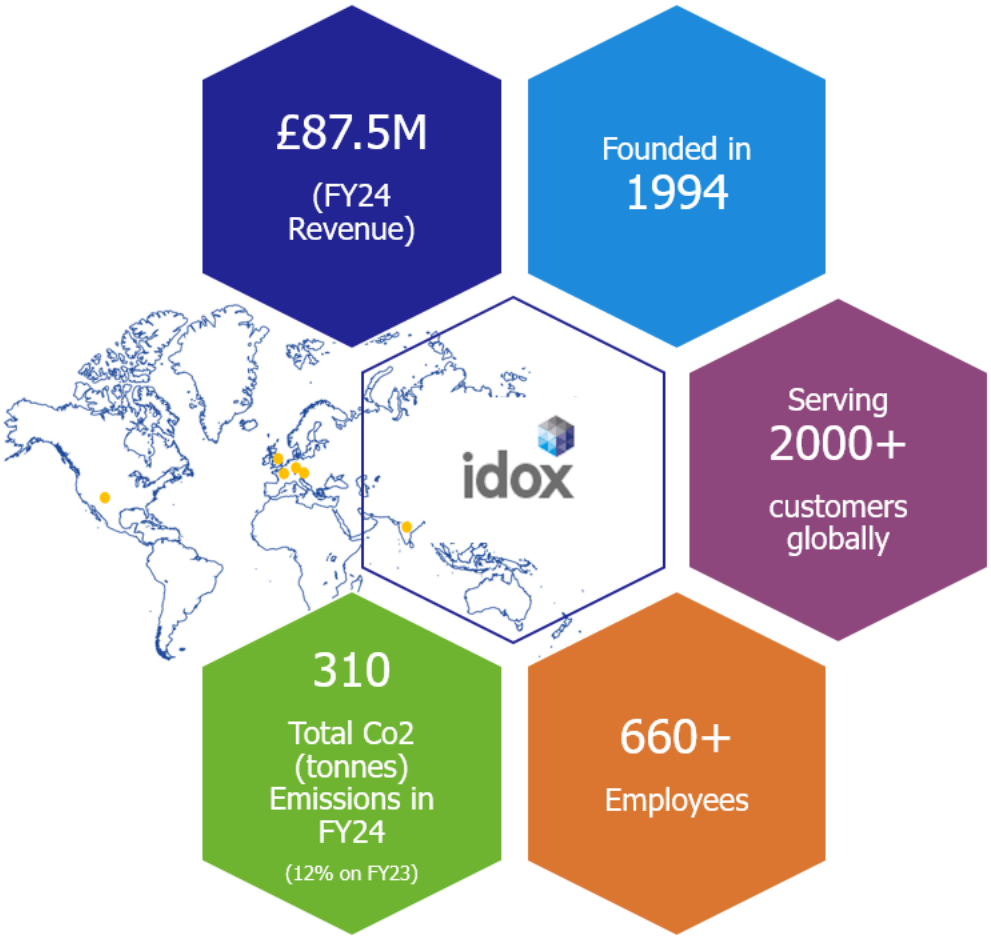
About Idox

As a UK based organisation with a long and enduring history supporting government in the UK and around the world, we design the smart digital solutions that help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, optimise costs, and deliver better outcomes for their communities.

We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK and over 650 colleagues, we are a trusted partner for digital transformation, bringing proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, we are here to empower you to *do more.*



Giving Back to Communities through Social Value

We are dedicated to running a business that helps customers *do more*, while creating a better world for everyone, our customers, our employees, and the environment around us.



Here's how we help to make a positive impact:

- **Helping communities and the environment:** Our software makes government services better for people and the environment. Whether it is helping local authorities to plan and build towns and cities where people can thrive, providing the locations that the emergency services need to get to those in need faster or supporting the adaptive management of our conservation areas, Idox software products are making lives better throughout the UK, every day.
- **Investing locally:** We give back to local communities by supporting charities that are local to our customers with donations and access to funding opportunities to unlock investment where local people need it most.
- **Connecting our colleagues with causes that matter:** Every colleague at Idox is entitled to take a paid volunteering day each year to support local communities and charity projects that matter to them and their communities.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business. https://www.idoxgroup.com/wp-content/uploads/Cabinet-Office-Carbon-Reduction-Plan-Template-Report.pdf
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.

Throughout our business we hold ourselves to a high standard. We are committed to ethical business practices, including a zero-tolerance approach to modern slavery throughout our supply chains and prompt payment in line with the Public Procurement Act 2023. Our systems and processes are certified to the highest standards including:


Citation ISO Certification
Quality management
ISO 9001: 2015
REGISTERED


Citation ISO Certification
Environmental management
ISO 14001: 2015
REGISTERED


Citation ISO Certification
Business continuity management
ISO 22301: 2019
REGISTERED


Citation ISO Certification
Information security management
ISO 27001: 2022
REGISTERED


Citation ISO Certification
Occupational health and safety management
ISO 45001: 2018
REGISTERED


CYBER ESSENTIALS

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Idox. Do more.