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Overview

BeOnline &Report is an incident and accident reporting and investigation management SaaS platform designed to simplify and encourage the reporting of workplace accidents, near misses, ill-health, security and IT incidents. Easily scalable and customisable, the end-user incident submission workflow is intuitive with tools to manage, control, review, and escalate, ensuring legal compliance against many industries' standards (i.e RIDDOR, USHA).

The Company

Awaken Learning Ltd. is a UK based e-learning and compliance software development company providing solutions that are affordable and can deliver strong, measurable impact through flexible and innovative use of technologies and existing platforms. Our mission is to continue to develop our services so that we can provide cost-efficient and engaging solutions, expand our product offerings, and continue building our software with compliance-driven, reporting and user management tools.

We provide our solutions to a wide range of clients in both the private and public sectors – primarily focused on the area of health and safety, legal and statutory compliance, as well as learning and development. We are proud of the calibre of our international client base as a testament to the quality, price competitiveness and service offering provided by our BeOnline software solutions as well as to our technical expertise and the reliability and security of our software. Our clients include the Department of Business and Trade, the Department for Education, the Welsh Government, Wandsworth Council, the Royal Borough of Kensington and Chelsea, as well as Amazon, KPMG, Clifford Chance, and the University of Kent and the University of Aberdeen. References are available on request.

Our team brings a vast array of experience in the industry melded with strong technical skills and a history of working together to deliver Awaken Learning Ltd.'s solutions to our clients. Our team has a proven track record in managing client rollouts of our products, and our dedicated project management team ensures our clients' objectives are met. Our product is white-labelled and ready to go – but fully customisable as needed to meet a client's unique requirement.

BeOnline &Report Incident & Accident Platform Main Features and Benefits

BeOnline &Report is a flexible solution, designed to be easily configured to meet clients' requirements and specific organisational set-up. BeOnline has a simple layout and

navigation system, with end-users' access to specific functionalities and menus limited by their role and system management access.

BeOnline &Report offers:

- An easily accessible interface available through any browser, as a SaaS solution, also mobile compatible
- Easy to customise and fully upscalable incident management tool
- User friendly, with a simple interface to promote uptake across the organisation
- Adaptable to your organisational structure and geographic locations
- A multi-tier solution, providing customisable management access to different user levels
- A powerful reporting interface, with flexible and customisable reporting, interactive graphs and export of data/tables, and over 25 reports available
- Comprehensive management of investigations, review of cases and recording/evaluation of corrective action, reports, risk assessments, photos and other documents as required
- Real-time case investigation action management with documents upload
- Interactive alert system equipped with automatic occurrence notification, escalation (including instant RIDDOR alert)
- Simplified review process with options to record/evaluate corrective actions
- QR Code technology to promote reporting and remove barriers
- Separate submission workflow for members of the public and visitors

Whilst most of the solutions for incident reporting and investigation are designed for expert user management and information entry, BeOnline is designed to be easily accessible and promote direct reporting of any issues through its main interface by all of your workforces. Behind the doors, fully configurable, logic and software design allow the information to be collated and automatically distributed and escalated as required by each client.

BeOnline &Report is also:

- Easy to deploy, with free ongoing training and support
- Compliant with HSE standards, RIDDOR reporting and USHA requirements
- Optimised to identify incident trends, and occurrences and measure performance
- Ideal for assigning responsibility for investigation easily to incident managers
- Proven to increase historically under-reported accidents (such as ill-health)

The management interface of BeOnline &Report has been designed to:

- Supports analysis of costs incurred in dealing with incidents
- Allow instant tracking of loss of resources, time, and equipment

- Create branded and bespoke escalations, reminders, and notifications
- Reduce insurance premiums and support clients against claims
- Easily compare performance by period and incident type

System Branding and Customisation

Be Online can be entirely branded and customised to meet the client's branding and communication requirements. The client's logo will appear on all pages of the system and the branding colours will be applied to all menus and navigational bars/icons throughout the system. In addition, fully customisable emails will be available, as well as customised workflows and escalation, and case management tools. A one-off fee for branding and customisation is applicable as outlined in our pricing document. This is an optional charge and it includes full branding as well as a complete configuration of the application, including workflow and reporting.

Technical Overview, Security, Back-Up, Disaster Recovery

Our health and safety management SaaS, BeOnline, was launched in 2006. In the almost two decades since its launch, BeOnline has evolved and grown to become a flexible, reliable solution for clients around the world.

BeOnline is built on core Microsoft technologies: .NET and SQL Server. We provide full hosting services in the UK, using Windows Server 2022 VMs in Azure, and no data is transferred outside of the UK/EU for data processing purposes or storage.

BeOnline is a multi-tenant solution, and each of our clients is logically separated with their own website and database. We employ robust security, including TLS connections and AES-256 for encryption at rest. We are Cyber Essential and Cyber Essential Plus Certified.

We regularly employ independent testing of our system and hosting services to expose any potential vulnerability to known and new threats. Our servers are monitored 24 hours a day, 7 days per week, and we are immediately notified of any problems.

BeOnline is a flexible solution, designed to be easily configured to meet clients' requirements and specific organisational set-up. BeOnline has a simple layout and navigation system, with end-users' access to specific functionalities and menus limited by their role and system management access.

BeOnline has been designed specifically to allow granular access to records and reporting, through a combination of different system roles and domains of responsibility.

Our back up and disaster recovery plans are reviewed regularly. Back-ups are taken at least once a day and are stored for a set number of weeks.

On-Boarding, Training and Client Support

Awaken has a unique focus on customer service and retention. We provide unlimited customer service and unparalleled service.

We have extensive experience in rolling out complex solutions and working with various stakeholders within private and public organisations. Our project management team will prepare a customised Project Management plan for all our new clients and a key client relationship manager will be appointed to follow the client for the duration of the commercial engagement.

We know each client is unique and we have designed BeOnline to be able to be easily configured by one of our expert software developers or, depending on the feature, directly by the client application manager(s).

We provide, at no additional costs to the client, unlimited training and support for all our clients' appointed application manager(s) and include in our costs the ability to customise the reporting workflow and incident submission/management workflow. The ongoing and staged complimentary training is designed to provide comprehensive support during the crucial rollout phase and the period immediately after the conclusion of rollout, as well as promote system use and knowledge during the life of the commercial engagement. It allows for the initial training session to focus on the imminent rollout and main aspects of the system, whilst the additional training stages post rollout is designed to provide in-depth knowledge and answers to questions raised by day-to-day use of the system.

We can agree with the client bespoke staged rollout of the system, to maximise the uptake amongst the client's organisation and provide a clear and manageable plan of action for the client to follow. Where needed we will provide customer support and guidance, drawing from our extensive experience from previous rollouts, at no additional charge. As part of the onboarding process, we will provide a Project Plan with key milestones agreed upon with the client during the negotiation process so that it can be included and form an integral part of any agreement entered with our clients.

We believe in supporting our clients at all stages of the commercial relationship and are proud to have a 98% retention rate for many years.

We will be able to assist clients in importing information from the previous system and help manage and plan a migration from an existing provider.

Support Calls, Customer Support, Service Levels

We have designed our application support to be as flexible as a client requires it. Our customers can log support calls by phone, email or directly from the system. Each call is logged into our support system, which controls and monitors our response time, and effectiveness and has internally built escalation to ensure we always respond to any support call within the agreed timeframes.

In addition, clients can contact their Client Relationship Manager directly to request a support call or escalation to a higher priority level.

We have had 100% uptime in the last year. All software updates are scheduled and communicated in advance to clients. All software updates and patches are released after business hours. We are committed to maintaining our 100% uptime and we guarantee all our customers 99.9% uptime (excepted in cases of Force Majeure as outlined in our Terms and Conditions document).

Our support level agreement is simple and consists of 4 levels (Priority 1, 2, 3 and 4), as detailed in our Terms and Conditions document. In the case of a support case being escalated or should a complex issue arise, we inform our clients at regular intervals throughout the investigation/resolution process.

Our customer support is available Monday through Friday, 8:30AM to 6:30PM UK time, excluding UK Bank Holidays.

Pricing, Invoicing and Financial Recompense

Pricing

Please refer to the Pricing document for information on licensing bands and available discounts. All pricing quoted is inclusive of discounted license for public/government use and specifically agreed for the G-Cloud submission. It is not available/applicable and should not be referenced outside this submission.

Our pricing for the G-Cloud submission is simple and uses four bands according to government agencies/department sizes and includes access for any end-user (employee) submitting information/incidents as well as unlimited system managers/administrators and appointed application manager(s).

Invoicing and Financial Recompense

Our standard payment terms are Net 14 days. Further details on our licensing and payment terms are included in our Terms and Conditions document, along with our standard recompense policy.

Contract Renewal/Termination

Please refer to our Terms and Conditions document for contract renewal and termination clauses. We will assist clients in exporting information in BeOnline in CSV format (other formats may be available if needed, however additional charges may apply for custom exports, and our standard daily rate as outlined in the pricing document will be applicable for custom export).

Customer Obligations

It is important that the client has detailed the needs and requirements of the desired application, considering all business requirements and stakeholders' needs. An understanding by the client of any existing work processes/workflows within the organisation, with an analysis of requirements, is important to the successful set-up and rollout of BeOnline.

During any contractual negotiation, our Client Relationship Team will work with prospective clients to ensure they have clear and defined objectives that we can support and deliver. It is important the client has a clear organisational structure defined for the use and access to the system and any workflow as required for the escalation and reminders/notifications

feature built-in BeOnline. We will produce and work with the client to create a 12 monthly programme with key milestones to help the client manage the system and its uptake during the entire licensing period.

Whilst our white labelled BeOnline software can be made available at short notice (from as little as one hour), we will need to work with the client during system rollout to ensure the branding is correctly reflected and the set-up of the client's organisational and geographic location is completed to allow for correct set up of users and reporting functionalities. The involvement of external contractors or other departments to set up features such as Single Sign-On could potentially take several days and sometimes weeks, depending on the client's internal workload and resource availability, and it is important that the client has discussed these requirements with the appropriate department or appointed contractor. We have experience in working with this type of scenario and we can, for instance, provide instant access to all users to the software through system generated individual logins until Single Sign-On is activated.