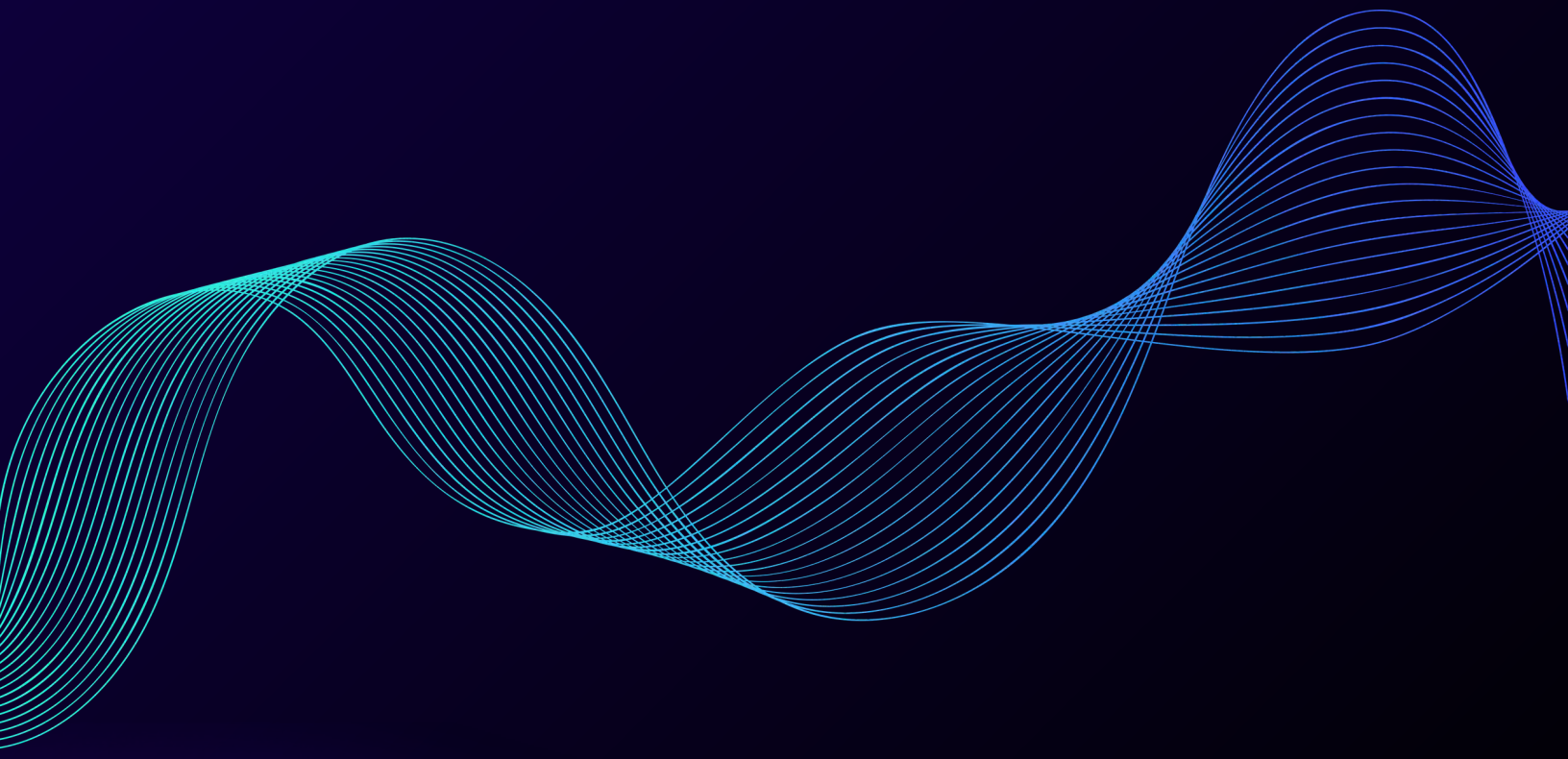
HubStar

HubStar Relogix Service Definition



Contents

About HubStar

HubStar is a leading provider of hybrid workplace solutions that empower public sector organisations to transition from traditional to dynamic workplace management. As a privately held company founded in 2014 and headquartered in London and Marlborough US, HubStar helps thousands of teams in over 60 countries create dynamic workplaces across diverse industries.

The challenges facing workplace leaders have fundamentally shifted. Tools and approaches built to handle relatively static work patterns and places - when policies, office layouts and seating assignments seldom changed – are no longer able to cope with today's dynamic attendance patterns, fast-paced changes to hybrid policies, nor data-driven decisions around the allocation and design of space.

This presents workplace leaders with a unique challenge: how to increase purposeful presence without compromising autonomy; how to manage the amount and type of space required to elicit people's best work while reducing waste; and how to measure and optimise the return on investment in employee workplace experience.

That's why HubStar exists: to boost purposeful presence by empowering everyone to make better decisions that optimise their personal productivity and their team's ability to collaborate; to measure, predict and influence hybrid occupancy using advanced AI algorithms that transform data accuracy and actionability; and to ultimately increase workplace value by optimising portfolios and adapting space designs, amenities, events, policies and more.

HubStar's flagship product, H2O, is the only platform designed to optimise hybrid occupancy, by increasing meaningful in-person connection and assigning people with complex hybrid work patterns to the right spaces, to deliver an ever-improving employee experience while reducing cost and carbon emissions

HubStar H2O can unlock the potential in UK public sector Smarter Working programmes by:

- Providing a platform designed to support on-site collaboration across public sector organisations, directorates and teams.
- Delivering significant cost savings and progress towards net zero through reducing surplus admin office space.
- Achieving the hybrid workplace dividend through getting the right balance between on site and off site working.

We believe that our patented technology can deliver the Smarter Working objectives for the UK public sector, to improve on-site collaboration and productivity whilst optimising the cost and carbon footprint of the property portfolio.

HubStar for Central Government

HubStar can unlock the potential in Central Government Smarter Working programmes by providing a platform designed for on-site collaboration across and within organisations:

Collaborate on-site with purpose and intent

HubStar Connect provides public sector colleagues with a privacy protected view of who is planning to be in the office so they can collaborate on-site with purpose. The HubStar Connect week view can help individuals to co-ordinate their office days based upon when their key people are planning to be in. HubStar Connect extends across a variety of teams, directorates, cross-department taskforces, and social groups. Deciding to join a team in the office can be achieved with a single click or tap, with all the appropriate resources reserved seamlessly.

Create an office magnet to turbocharge networking

HubStar Connect enables leaders to create in-office events that can be advertised to all colleagues. On-site events are opportunities to collaborate and drive in person networking. Cultivating these experiences can provide colleagues opportunities to network with their peers. These events can positively influence office occupancy levels, by creating an office magnet with events that people want to join.

Eliminate friction in the office

When colleagues do decide to come into the office, they can ask an AI powered conversational app to seamlessly book resources according to their team activity and previous booking history. The AI digital assistant also can be used to ask when the best day is to attend the office, based upon the plans and schedules of a specific group or team. The AI powered workflow can be configured to support departmental and organisational requirements. Complex tasks can be completed seamlessly, which will enhance productivity for all colleagues. HubStar Connect is compliant with the accessibility standard WCAG 2.2 AA.

Right-size the Government estate

Hybrid working can deliver cost reduction and productivity benefits to the UK public sector. HubStar H2O can leverage advanced occupancy analytics to get the ideal balance between on-site and off-site working. Powerful space management planning tools enable central teams to optimise the performance of the hybrid workplace. Strategic tools and insights enable a refinement of the property portfolio to deliver better quality workplace with less cost and carbon footprint.

HubStar for Local Authorities

HubStar enables Local Authorities and district councils to achieve the hybrid workplace dividend by:

Achieving the right balance between on site and off site working
Hybrid working has been embraced by Local Authorities who see the benefit of allowing their colleagues to choose how and where to work. Research shows that colleagues are more engaged and productive when they are provided high levels of autonomy in how and where they work. HubStar Connect enables Local Authorities to create workplaces that are fulfilling and highly productive for their talented people.

Reduce cost and carbon footprint of the estate
As Local Authorities continue to embrace hybrid working, there is an opportunity to evolve the workplace from fixed assigned seating towards a shared seating model. Through improved sharing of space within teams and neighbourhoods, it is possible to right-size the portfolio according to actual workplace usage. HubStar PresenceIQ will deliver cost savings and help achieve carbon footprint objectives by identifying office space that is no longer required, while improving employee workplace experience and strengthening culture. HubStar H2O can be used to optimise the estates strategy and deliver real value and significant savings in property cost.

Sharing of workspace to improve service delivery in the community
HubStar can be used by Local Authorities to achieve One Public Estate initiatives. Through increased sharing of space with other partners such as district councils and NHS trusts, local authority colleagues can benefit from a wider range of workplaces to work from. By enabling an easy way of viewing and booking a variety of workspaces, Local Authorities can provide greater choice of workspaces for colleagues whilst simultaneously reducing the cost of the owned estate.

HubStar for NHS and Health

HubStar provides NHS and Health departments with technology and services to deliver on strategic goals for Property and Estates teams:

Reduce surplus admin office space to save costs and progress towards Net Zero
Hybrid working has transformed the way the NHS works. Through embracing new ways of working, NHS Trusts can transform their property and estates strategy to unlock significant cost savings. By adopting a desk sharing approach, NHS Property and Estates teams can reduce the excess admin office space that is no longer required. Through identifying and reducing surplus space, this will also reduce the carbon footprint and help towards achieving Net Zero.

Enable flexible working across NHS Trusts through next generation space booking
NHS admin colleagues can benefit from choosing how and where they work. Hybrid working enables teams to work from home for focused tasks, and when they do decide to collaborate in person, they can use HubStar Connect to see when their key people are also planning to be in an office. This approach provides the best of both worlds – the workplace choice that NHS talent wants, alongside an ability to easily collaborate in person when required.

Measure occupancy on an ongoing basis to further refine property and estates strategy
As the adage goes; if you cannot measure it, you cannot manage it. Once NHS Property and Estates leaders deliver the low hanging fruit by reducing admin office space through hybrid working, there will be further opportunities to refine the wider estate. HubStar PresenceIQ provides NHS Property and Estates leaders with a platform to understand space occupancy from Wi-Fi, various types of sensors, access control, scheduling systems and more. HubStar PresenceIQ enables the wider estate to be continually refined based upon actual occupancy metrics.

Low-cost short-term sensor surveys for tactical views of occupancy
For NHS Property and Estates leaders, some of the big decisions may require quantitative evidence to justify the business case. This is why HubStar Relogix occupancy sensors can be deployed across healthcare estates to assist with key decisions such as property disposals, changes in usage or requesting additional resourcing. HubStar Relogix are sensors that are low cost and easy to deploy that can be used for short term studies. These 'peel and stick' battery powered sensors can be easily relocated by NHS Property teams, providing a portable solution that can understand occupancy quickly and cheaply.

HubStar for Higher Education

HubStar provides Higher Education and Universities a powerful platform to transform the campus into a smarter working collaboration hub:

Deliver modern ways of working for admin teams to achieve the hybrid working dividend
Higher education and universities have embraced hybrid working and are seeking to modernise the workplace for their admin teams. Through increased desk sharing it is possible for universities to save significantly on square footage, with these savings funding a revitalised and redesigned working environment to improve staff experience and engagement. HubStar Connect enables admin teams to collaborate on site and reserve the rooms and desks they require seamlessly. For universities hybrid working creates an opportunity to achieve double the experience with half the square footage.

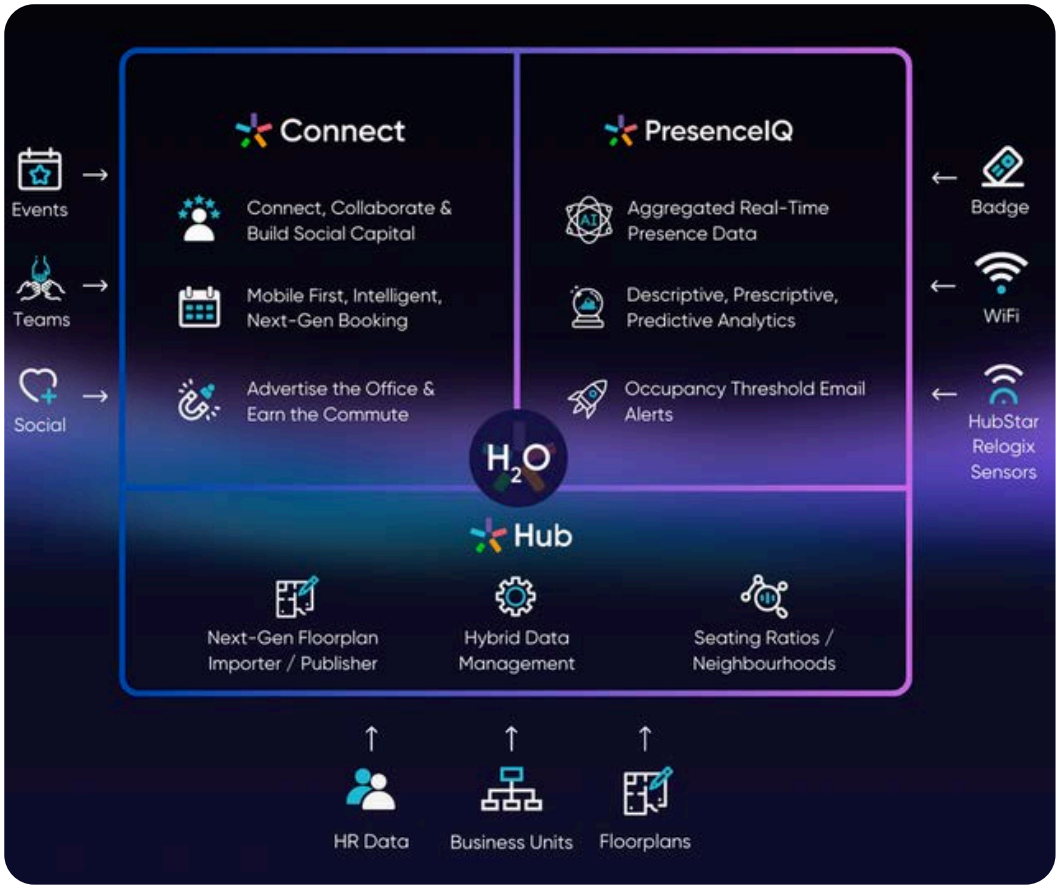
Optimise campus space usage through data driven insights
HubStar PresenceIQ can provide further benefits to higher education by optimising space usage through data-driven insights. The solution enables universities to better understand actual space usage, which helps in scheduling and allocating rooms more effectively based on actual needs rather than estimates. This optimises resource allocation and can lead to cost savings by reducing the number of underutilised spaces, which is crucial given the fluctuating student attendance and engagement patterns observed in higher education today as a result of blended learning patterns post pandemic.

Integration with timetabling to provide actionable insights
HubStar PresenceIQ includes 'Clocks', a module specifically developed for universities and higher education to combine occupancy data with timetables to provide actionable insights into how classrooms and other educational spaces are used. By combining classroom schedules with actual space usage data, universities can align their scheduled classes with actual space utilisation, resulting in improved forward planning and a reduction in operational costs. This is particularly important in managing the dynamics of modern higher educational environments where student attendance can be unpredictable and learning formats vary between in-person and online setups.

Breakdown silos across campus to unlock collaboration
Combining Hubstar Connect, Hub and PresenceIQ alongside integration with timetabling systems allows for a seamless flow of data across various administrative and operational functions. This breaks down silos across the institution and fosters a more collaborative approach to space management that is informed by actual space usage, which is crucial for optimising student experience, estates operational efficiency and cost control of the campus.

HubStar H20 - Platform Overview

Unlock the potential in your Hybrid Workplace with HubStar H2O:



HubStar Relogix Sensors

- Low cost and easy to deploy office presence sensors that provide data insights on hybrid workplace utilisation
- Identify where to optimise and rationalise the public sector estate, creating opportunities where space can be saved
- Battery powered and 'peel & stick' sensors are low footprint with privacy protected using anonymous Passive InfraRed (PIR) technology
- Can be deployed for short term surveys, and can be relocated by public sector estates teams to conduct roaming studies across the portfolio with minimal configuration
- Sensors can be deployed on a long-term permanent basis, with battery power up to four years depending upon data publishing frequency
- HubStar Relogix sensors work with HubStar PresenceIQ to deliver accurate, predictive analytics for informing space design, space management, hybrid policy and return to office (RTO) strategy decisions

HubStar PresenceIQ

- Measure the performance of your workplace with a hybrid workplace intelligence platform that provides real-time, predictive and prescriptive utilisation analytics
- Enable workplace leaders to make smarter decisions on real estate spending, space design and allocations based upon actual usage
- Patented algorithms automatically unify data from multiple sources – including multiple sensor types, Wi-Fi access points, scheduling systems and badge swipes – into a single source of truth
- Positional Intelligence Engine (PIE) is a patented technology-agnostic means of understanding workplace utilisation through leveraging data from existing Wi-Fi infrastructure - enabling unlimited scalability, including hardware-free options for cost effective, portfolio-wide insight with rapid time-to-value
- Predictive analytics delivers proactive 'push' alerts to stakeholders when user-defined thresholds have been reached; and offers recommendations on the amount, type and size of spaces require, as well as building and floor consolidation suggestions

HubStar Hub

- Optimise hybrid occupancy with an end-to-end, holistic solution for transforming the portfolio towards in-person connection, collaboration and employee experience – while minimising cost and carbon emissions
- Track progress against workplace performance goals to gauge whether you're providing the right type and size of space; whether no-shows, wrong-sized rooms or over-utilization at peak times are causing disruption; and whether policies and communications are impacting attendance as expected
- Comprehensive platform controlling space supply including building information, CAD floor plans, HR and business unit data and hybrid assignments
- Plan and forecast the hybrid workplace through calculating ratios of fixed assignments versus reservable and work from home employees
- Leverage CAD plans for identifying space types, floorplan layers and square footage / meter calculations
- Save 80% of time and effort spent on maintaining CAD floorplans
- Extend CAD plans for HubStar Connect and HubStar PresenceIQ, creating a single platform to understand, manage and optimise the dynamic hybrid workplace

HubStar Connect

- Book any resource anywhere – rooms, desks, car parking and more
- Manage visitors, catering and other services through a single workflow
- See who is planning to be on site across teams, directorates and cross-department groups
- Eliminate friction in the office with an AI powered conversational app that seamlessly books resources according to team activity and previous booking history
- Create and join on site events that are opportunities to collaborate and drive in person networking
- Interoperable with your existing tech stack – integration with Office 365, Outlook and Teams
- Occupancy data from bookings, integration with badge swipes and passive check in with location-based services

HubStar Relogix - Occupancy Sensors

HubStar Relogix is a low cost and easy to deploy occupancy sensor solution that can be deployed for short term utilisation studies and long-term integrated deployments.

HubStar Relogix is trusted by leading property and estates professionals who need to make data-driven business decisions to inform their property and estates strategy. HubStar Relogix includes a flexible workspace analytics platform, providing data insights to transform the public sector workplace experience.

Cost-Effective with Flexible Pricing Options

Benefit: Control your costs with our flexible pricing options and short-term studies with no need for long-term commitments

Outcome: Makes utilisation studies more accessible and budget-friendly, supporting wise fiscal management

Rapid Installation

Benefit: Start collecting occupancy data within hours

Outcome: HubStar Relogix removes delays in decision-making due to lengthy data collection procedures

Battery-Operated, Peel and Stick Sensors

Benefit: Requires no IT or infrastructure to deploy, simplifying and accelerating installation

Outcome: Overcomes issues associated with complex technology integrations or installations

Comprehensive Data Collection for Your Spaces

Benefit: Requires no IT or infrastructure to deploy, simplifying and accelerating installation

Outcome: Overcomes issues associated with complex technology integrations or installations

Detailed Insights on Work Characteristics and Patterns

Benefit: Gain valuable insights such as average and peak occupancy, average and peak utilisation, dwell and churn, fullness, and sharing ratios

Outcome: Allows property and estates leaders to understand specific usage patterns, enabling them to align spaces with these needs, ultimately improving space efficiency, employee satisfaction, and cost management

Short Term Occupancy Studies

For property and estates leaders, some of the big decisions may require quantitative evidence to justify the business case. This is why HubStar Relogix occupancy sensors can be deployed across the estate to assist with key decisions such as property disposals, changes in usage or requesting additional resourcing. HubStar Relogix are sensors that are low cost and easy to deploy that can be used for short term studies. These 'peel and stick' battery powered sensors can be easily relocated by estates and property teams, providing a portable solution that can understand occupancy quickly and cheaply.

Occupancy studies can be run from 3 months up until 24 months, providing maximum flexibility with minimal investment. HubStar Relogix sensors are easy to deploy, enabling occupancy data within hours. Simple 'peel and stick' battery operated sensors don't require any drilling. Once installed, they will capture occupancy data immediately. Occupancy sensors connect to data gateways using low voltage radio signals. These gateways will connect to the cloud service using 4G mobile, Wi-Fi or ethernet cable. Gateways will be mains powered and can be installed alongside existing office furniture.

HubStar Relogix occupancy sensors can be redeployed easily too, providing full adaptability. Simple reinstallation enables 'roaming studies' that can be managed by public sector property and estates teams themselves. With this approach, you may decide to conduct a short-term survey on one floor, then redeploy those same sensors to be used on another floor. The battery life is up to four years, meaning the sensors can be redeployed multiple times.All you need to do is remove and reposition the sensor, then reconfigure it within the admin console.

HubStar Relogix includes powerful analytical dashboards, which will provide insights as soon as occupancy data is being recorded. The solution will provide a clear view of what is happening in your workplace. Occupancy sensor data can be augmented with access control data, to provide a holistic view of building occupancy as a baseline. All reports and dashboards can be easily exported, meaning your short-term study can provide actionable insights to the wider organisation.

Long Term Sensor Deployments

As public sector workplace continues to adapt and evolve, understanding building occupancy and space usage is more important than ever before. Committing to a long-term deployment opens more options for your occupancy solution, such as unlocking a wider range of occupancy sensor types for installation and integrating with your room and desk booking software. Long term sensor deployments will be for the full 24-month term under G Cloud 15, with options to extend for a further 24 months.

HubStar Relogix occupancy sensors can be deployed for long term installations. These scalable and robust sensors can be deployed to meeting rooms, desks, workspaces, and any other area that requires monitoring. Once installed these sensors will provide occupancy data continuously with minimal maintenance required. Battery life for the sensors is up to three years, with battery health proactively monitored throughout that time.

When committing to a longer-term deployment, the HubStar Relogix platform can incorporate wider sensor solutions in addition to the battery powered PIR sensor. Advanced people counters can be used to provide an understanding of occupancy data for an entire floor from one device. People counters can be installed above doors, in lobbies and open areas to provide wider coverage.

Longer term deployments also enable integration with other solutions to complete your understanding of occupancy. HubStar Relogix can integrate with your room and desk booking system to provide planned vs actual occupancy metrics. Further integrations with access control badge swipe data can provide a baseline of building occupancy. The HubStar Relogix platform can provide an end-to-end solution for public sector workplace occupancy.

HubStar Relogix - Occupancy Dashboards and Reporting

The HubStar Relogix platform includes access to a powerful suite of reports, analytics and dashboards that operationalise occupancy data and communicate immediate insights across your property and estates portfolio. HubStar Relogix reporting platform provides an easy to navigate interface, with descriptions and help text that provide context for the data being displayed. These reports aim to provide insight that is both detailed yet easy to understand.

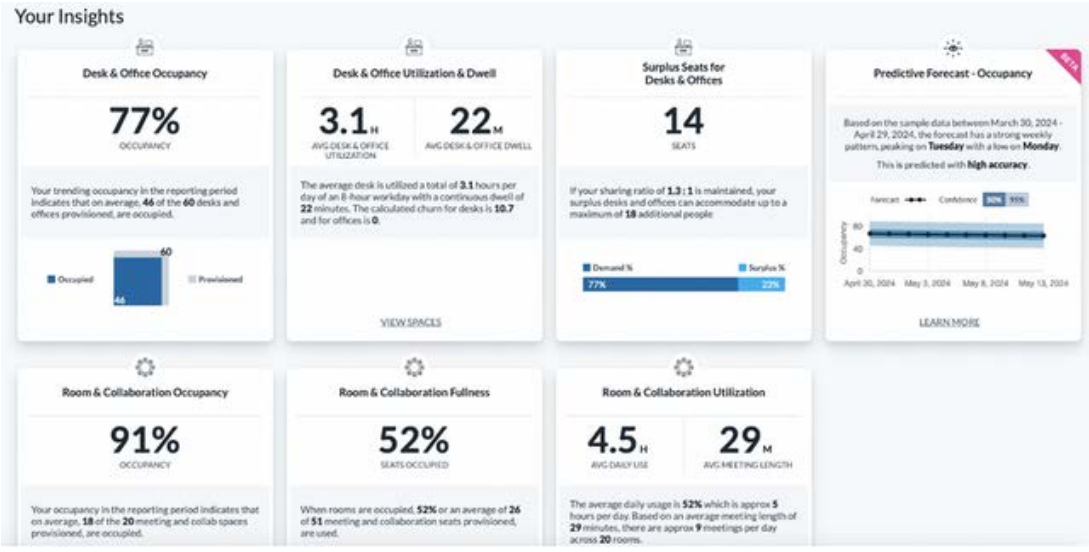
The following dashboards and reports are provided out of the box with HubStar Relogix. All reports can be exported in a variety of formats.

Occupancy Insights Dashboard

The Insights dashboard highlights key performance indicators that are relevant to your workplace objectives. Further context and descriptions provide a simple way of understanding workplace usage across the portfolio.

HubStar Relogix Insights dashboard provide the following KPI and benchmark data points:

- Desk and focused workspace occupancy metrics
- Desk utilisation and dwell times
- Surplus seats within desk and focused workspaces
- Room and collaboration space occupancy metrics
- Meeting room fullness and seat utilisation
- Peak utilisation and average trending
- Predictive forecast model based upon previous usage



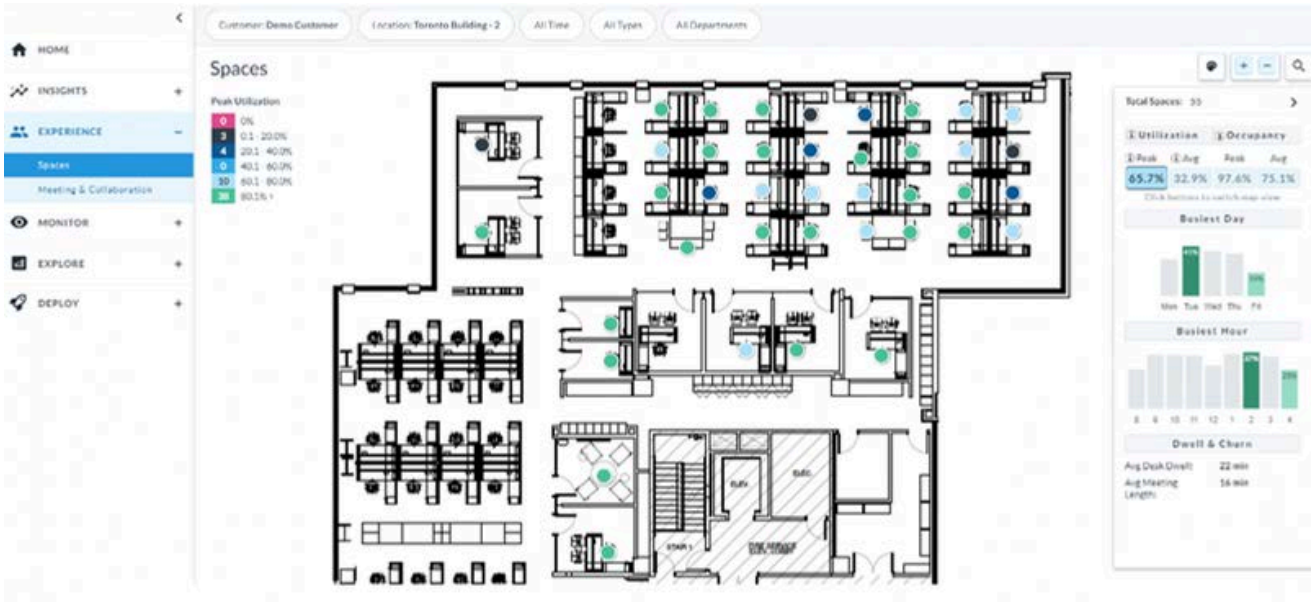
Utilisation, Occupancy & People Analytics

HubStar Relogix captures utilisation and occupancy right down the desk, workstation, and seat level. Understand patterns of use, how long are people at the desks and what is the churn rate. These reports can understand the performance of the workplace and will help when planning and adjusting the sharing ratio of departments and zones. Reporting will identify where there is excess capacity and where additional headcount can be added.

Utilisation and occupancy reporting enables the following use cases:

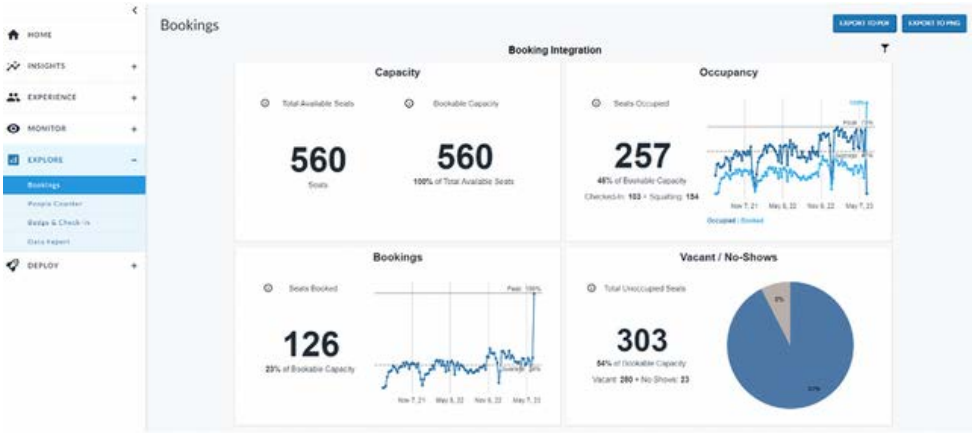
- Seat opportunity – where is the excess capacity across the building?
- Floorplan heatmap view – where is usage highest and are there spaces that are never used?
- Busiest day and hour, where is the peak usage?
- What are the sharing ratios within my department zones, and where is the spare capacity?
- What are the dwell times and churn rates for desks?
- Meeting room seat utilisation
- Desk dwell time and churn rates
- Top and bottom performing spaces

HubStar Relogix reveals the underlying trends in your occupancy data, confirming what are the busiest hours and days for your workplace. Understand the trend for all your floors, neighbourhoods and space types, and compare the best performing spaces with those that have spare capacity.



Compare Planned Bookings vs Actual Usage

Take your occupancy platform to the next level by integrating your room and desk booking system into HubStar Relogix reporting platform. Your room and desk booking system will understand your peoples' intent to come in, but was the space actually used? By comparing planned bookings vs actual usage, you can reveal actual behaviour, identify "no-shows" and eliminate "squatting" of space. Hubstar Relogix can be integrated with all the leading booking applications to provide planned vs actual reporting.



Integrate the Badging Data You Have

Access control and badge swipes are the most common source of building level occupancy data. Badge swipe data provides a baseline of building occupancy without any additional hardware. HubStar Relogix provides a capability to import your badge swipe data to augment the sensor-based occupancy metrics. By operationalising badge swipe data and combine with the desk and room occupancy data, HubStar Relogix provides a solution to understand building wide attendance with minimal investment required. Badgewipe data can be uploaded via an out of the box badge data connector, and also manual badge data loader.

Find Available Space in Real Time with Live View

HubStar Relogix provides real time visualisation of occupancy data with Live View. This can be used to improve your employee and workplace experience by displaying to colleagues the real time availability of space. Use this view to find available spaces such as phone booths and huddle spaces. Live View is available on web and mobile.

Export All Your Data Easily

HubStar Relogix data can be exported in a variety of file formats depending upon the use case. Select any data set and export to CSV or Excel format. Dashboards and short-term study data can be exported as a PDF for distribution within your wider organisation.

Configuration and Status Monitoring

Admin users can easily redeploy and reconfigure sensors and data gateways in the admin console. Admins can view and manage the status of sensors and gateways with proactive monitoring. Additional spaces can be easily created with a bulk upload template.
Sensors and gateways can be moved for roaming studies, simply relocate the sensors and gateways and reconfigure them in the admin console to capture occupancy from different workspaces.

HubStar Relogix - Sensor Hardware

HubStar Relogix sensors are peel and stick battery- powered, and are easily placed around the workplace to collect anonymous occupancy data. HubStar hardware is can be self-contained, independent of your network, easily moved into different locations and completely unobtrusive. HubStar Relogix sensors are deployed for short term studies or long-term deployments.

Our cloud-based data visualizations provide accurate and actionable insight into workspace utilization. Algorithms and sensors work together to provide the industry's most accurate data in real time.

HubStar sensors provide the highest quality data essential to successful workplace analysis.

Our small wireless sensors deliver:

- Assured 99% data accuracy
- Require no hard wiring and no internal networking
- Attach to desks or ceilings using peel-and-stick adhesive strips
- Start collecting data in less than an hour
- Require no ongoing maintenance
- Provide a fourthree-year, battery-powered lifespan

Data accuracy and quality

- Dual IR/PIR Technology helps us track heat and motion. When combined with our proprietary algorithms, we know the difference between a person sitting at a desk and the office dog walking by.
- Our sensors collect granular data every 2 minutes, enabling us to provide you with a detailed and precise view of utilisation and occupancy.
- The sensor node uses multiple tunable sensors to accurately detect presence even without motion. This eliminates any false positive readings that could compromise data

Reliability

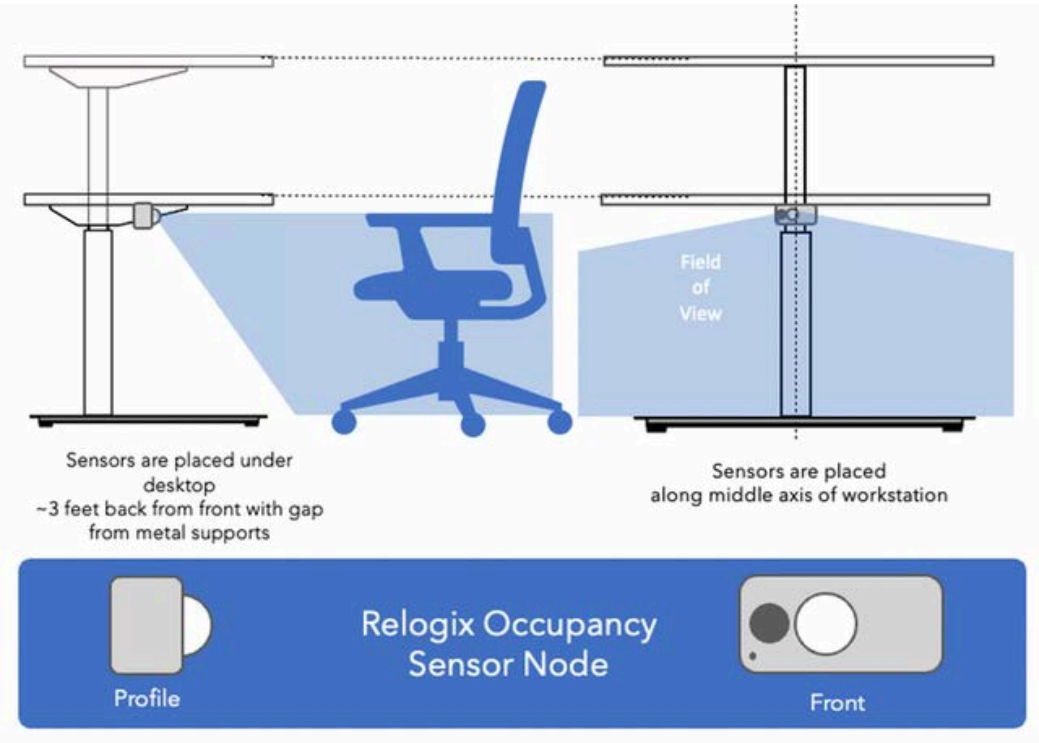
- Our industry-leading mesh network reliably manages and delivers large amounts of sensor data across the entire floor. Proven and reliable across 100,000 sensors deployed over 5 years.
- We use only the highest quality, reliable components and precision manufacturing so you can trust your sensors today, tomorrow and into the future.
- Three-year average battery life in a sleek and unobtrusive sensor designed specifically for the workspace.
- We guarantee the quality of our service and back our sensors with a 99% accuracy rate guarantee for data collection

Intelligent provisioning and management

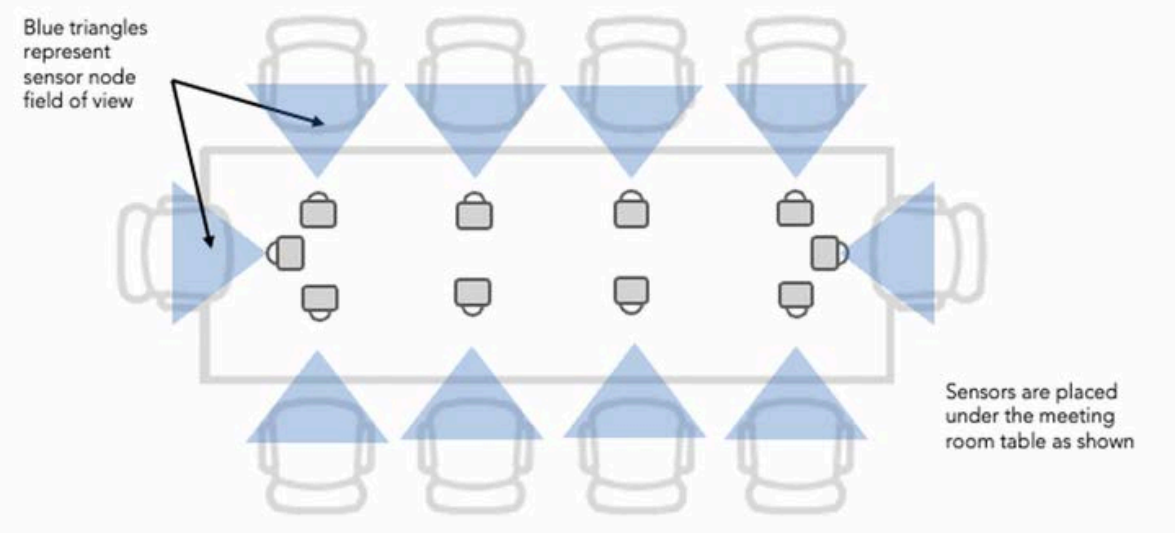
- Once positioned and activated, the sensor node seeks the nearest HubStar Relogix data Gateway and self-configures for wireless data transmission.
- Device management is reported to the component level, e.g. Radio Frequency signal strength, battery life — presented on the HubStar Relogix Management console.

Sensor Installation Options

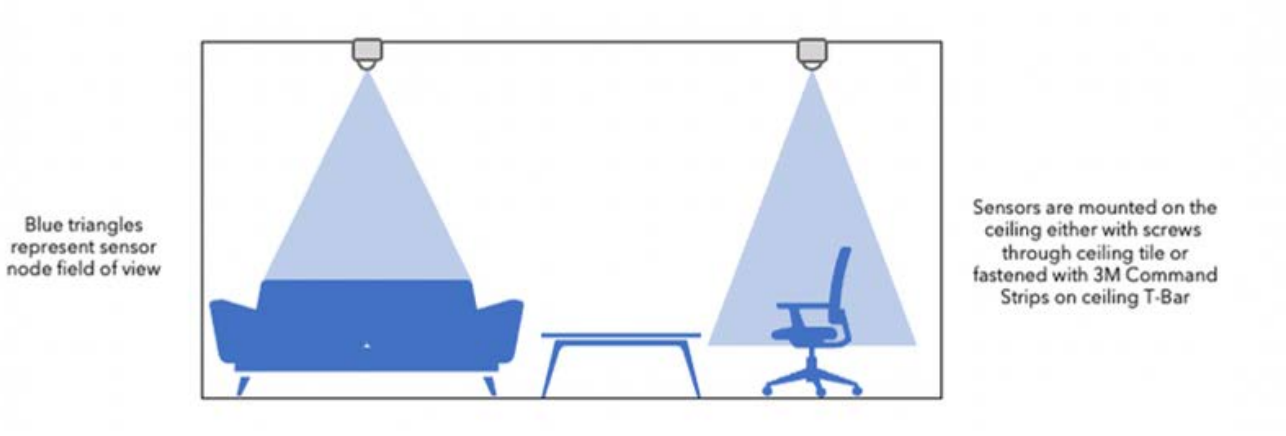
HubStar Relogix PIR sensors can be deployed under desks, in meeting rooms and other collaborative settings. Simply peel and stick the sensor and configure this to your space.



Meeting rooms can have a sensor installed under each seat to provide seat level occupancy metrics. Installing sensors in this way can provide data on usage of the seats within the meeting room. Alternatively one sensor can be installed in the ceiling of the meeting room, which will show whether the space is occupied or available.



For soft seating and other collaborative settings, sensors can be deployed in the ceiling to detect occupancy. Sensors can be fastened to the ceiling with adhesive where appropriate. Ceiling mounted sensors will provide an understanding of whether the space is occupied or available.



When scoping how many sensors are required for your property, consider how many 'areas of interest' you would like to monitor with the sensors. If you require seat level occupancy for meeting rooms, you will need to calculate how many seats are in the meeting rooms you would like to monitor.

HubStar Relogix - Data Gateway

The HubStar Relogix Gateway is unobtrusive, independent, and built for fast, agile deployment. The Gateway automatically connects with sensor nodes and sends collected data to the HubStar Relogix Platform in the secure Cloud or your own Wi-Fi network. The Gateway can be completely independent of existing enterprise networks – all you need to get started is a mains power outlet.

Simple configuration

Simply placed on a wall or ceiling by property/estates teams using secure, damage- free peel-and-stick adhesive strips. Technical or trade skills are not required as the gateway does not require network integration. Access to mains power is required for always on sensor aggregation.

Intelligent provisioning and management

Once positioned and powered, the Gateway beacons requests to local sensors to identify themselves. No node-to-gateway configuration is necessary. The Gateway acts as a node monitor with data reported to the component level, e.g. Radio Frequency signal strength, battery life — for presentation on the HubStar Relogix admin console.

Flexible Connectivity with 4G and Wi-Fi

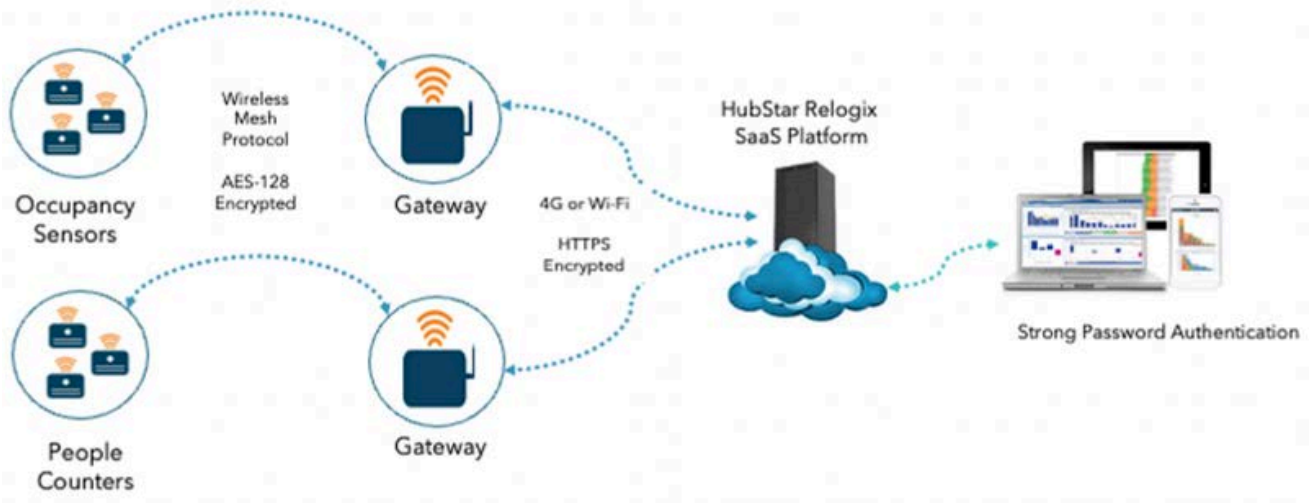
The HubStar Relogix Gateway establishes connectivity from the local HubStar Relogix Sensor mesh network to the HubStar Relogix SaaS platform through private, global 4G/LTE cellular networks. HubStar Relogix data aggregation networks are completely independent of enterprise networks. If you prefer using your own Wi-Fi network, the Relogix Border Gateway can also connect to your secure network.

Edge processing and storage preserves data

The HubStar Relogix Gateway has a single board computer with the ability to store sensor data should anything happen to cellular or wi-fi connectivity.

Data Security

HubStar Relogix does not collect any Personal Identifiable Information (PII). No images or other information are captured by the PIR sensors. The only information that is required for the system are floorplans and space data such as building details, room names, capacities, desk zones/neighbourhoods and space types. There is no personal information stored or processed by the platform.



HubStar Relogix Sensor Technical Specifications

Relogix Sensor V5

- Passive motion detector
- Passive heat detector
- Ambient temperature
- NFC 'tap' interface RGB LED
- Bluetooth beacon
- Over-the-air updates

Battery

- Lifetime average 43 years

Tunable Field of View

- Under desk mount
- Ceiling mount (10-12 ft)

Industry Standard ISM Wireless (Between Sensor Nodes and Gateway Hub)

- Wirepas protocol
- 2.4 Ghz
- AES-128 encryption
- Does not interfere with WiFi networks
- Tunable sample rate (2-15m)

Self-configuring

- Configures to nearest gateway with strongest RSSI

Variable Mounting Configurations

- 3M Command Strip (peel-and-stick)

Dimensions

- 84 mm x 36 mm x 25 mm

Regulatory Compliance

- CE, FCC, Industry Canada

Latency

- 2 minutes + network time

HubStar Relogix Gateway Technical Specifications

Single Board Computer (SBC)

- Extensible Memory Modules
- 500 Node Capacity*
- Time Stamps all Incoming Data
- Data Aggregation and Compression minimizes transit Costs
- Cellular Modem (GPIO) Connectivity
- Small footprint power and SBC connectivity

Mains Powered

- 100-240V 50/60Hz with interchangeable adapters
- Output 5V/4A

Readable LED Status Light

- Power On/Off
- Device Re-set
- Cellular Connectivity

Wi-Fi Enabled

- IEEE 802.11 b/g/n 2.4 GHz
- IEEE 802.11 a/n/ac 5 GHz

Self-configuring

- Configures to nearest nodes with strongest RSSI

Remote Management

- Firmware Upgrade and Management
- Battery Strength
- RSSI Range

Mounting Configuration

- 3M Command Strip (peel-and-stick)

Compact Antenna Array

- RF Module with line-of-sight with range of 200+ ft

Implementation Approach and Onboarding

The HubStar Professional Services team will manage all aspects of the implementation. A consultancy driven approach will ensure that the workflow, rules, and settings will be configured according to the organisational requirements. All customers will also be allocated a Customer Success Manager, who will continue to provide additional value throughout the duration of the software contract.

There are several packages of implementation services, depending upon the scope and scale of the proposed implementation.Packages will incorporate the following deliverables:

- Project management throughout the implementation
- Consultancy relating to business rules and processes
- Technical resourcing for integrations
- Templates for data gathering, business rules and processes
- Configuration of the platform based upon customer data
- Weekly calls to review progress
- Admin training sessions and end user training where appropriate
- UAT and go live assistance
- Documentation and knowledge base articles
- Dedicated customer success manager

The implementation services package and cost will depend upon the scope and scale of the project.

HubStar Relogix Implementation Overview

HubStar Relogix can be deployed for short term studies and long-term deployments. The approach for the implementation is summarised below.

Implementation Phase	Objective	Outcomes
Kick Off	Confirm timelines and key milestones	Customer goals & measurements of success Key stakeholders are identified Project ownership is clear Obtain all required documentation (floorplans and templates) Establish and agree a timeline
Planning & Logistics	Complete setup and implementation	Deployment plans are finalised Timelines are firmed up XY mapping is completed Installation plan is agreed with customer All hardware is coordinated and shipped
Deployment / Go-Live	Project Go Live	Implementation & Support Team to act as the liaison between the customer and the installer Confirm installation of hardware Complete the post deployment notes
Visualisations	HubStar Relogix Data platform go live	Customer will be trained on Data visualisations focusing on implementation objectives, business goals & needs. Remote training conducted and answer any questions
Project Completion	Confirm that the deployment has successfully met the project goals	14 Day Check In and Impact review Present value measured to date after project go-live Provide a summary of actual progress made during project, comparing expectations to real outcomes. Transfer project to Customer Success for ongoing review.

A full project plan including deployment schedule will be created by the project manager. Information required for the implementation will be CAD floorplans and space data that will be captured using templates.

Offboarding

At the end of the subscription term, HubStar can make available all data within the system as a CSV export. This will need to be requested by raising a support ticket. The lead-time for providing this data will be 1 – 2 weeks. When the contract has been terminated, and the data requested by the customer has been provided, the instance of HubStar Relogix will be deleted and all customer data will be destroyed in accordance with our ISMS processes for the deletion of confidential data.

Hosted Infrastructure

HubStar Relogix is hosted in the EEC (Dublin) using Amazon Web Services as the cloud hosted provider. The HubStar hosting infrastructure includes the following as standard:

- ISO 27001 Certified
- GDPR Compliant
- Data Encryption in transit and at rest
- 24/7 Monitoring
- Least Privilege
- Anti-DDoS
- Annual Penetration Tests
- Daily Backups
- Disaster Recovery Sites
- Multiple Availability Zones
- Auto Scaling Servers and Storage
- Load Balanced
- Auto Fail Over and DR
- AI Monitoring Bots

Maintenance and Support

HubStar Systems Limited operate a UK based support and helpdesk team. Access to the support team is included in the software subscriptions. Application support is provided Monday to Friday UK hours between 9:00 and 17:30 by telephone and email. Users can also log issues 24/7 on our Helpdesk portal. The response time is dependent on the type of risk.

Online Support Portal

- 24/7 support ticket entry via Zendesk
- Training guides
- How to videos
- FAQs

HubStar will respond to Support requests from the Customer as soon as reasonably possible with a target of not more than 4 hours of receiving a request via the Support Help Desk Number or Support Email during Business Hours.

Upgrades and Enhancements

Upgrades and enhancements are included in the software subscription. As a cloud hosted solution these upgrades are delivered seamlessly through the service. All customers are allocated a dedicated Customer Success Manager who can provide product updates as part of Quarterly Business Reviews.

HubStar Certifications and Security

HubStar Systems limited (formerly known as Smartway2 Limited) has been awarded the ISO 27001 certification for information security and the ISO 9001 certification for quality management and SOC 2 Type 2. HubStar Systems Limited, our platform and processes are regularly tested by a UKAS approved third party. As a data processor our data is hosted in the UK, and we ensure all suppliers and sub-processors are compliant with GDPR regulations.

HubStar Group Sustainability Report

We are pleased to publish a sustainability report, which sets out HubStar's approach to align with the UN Environmental Sustainability Goals and covers our related progress. A copy of this report can be found on our website:

https://www.hubstar.com/about-us/

HubStar Social Values

Fighting climate change

Buildings account for 37% of global carbon emissions [Source: UN 2022 Global Status Report for Buildings and Construction] and approximately half of commercial real estate is underutilised. HubStar helps improve utilisation by up to 30% and reduce annual carbon emissions by 270kg per desk, by identifying which spaces across the office real estate portfolio are underutilised; and by identifying opportunities to reduce energy consumption by 'soft closing' zones, floors or buildings, sometimes on specific days of the week where attendance is low.

By leveraging HubStar's scheduling capabilities to match employees with the most efficient spaces, organisations can influence the flow of people in order to reduce enable soft closing or repurposing of space, to support decarbonisation goals, while improving workplace experience.

HubStar's ability to predict occupancy also support waste reduction efforts in other areas, for example ordering the correct amount of food on any given day for the cafeteria.

Tackling economic equality

HubStar supports employers to build learning cultures that foster education, skills development and training, by 'advertising' learning events to attract attendance, providing the ability to measure attendance and by ensuring learning happens in environments that are conducive to success.

Equal opportunity

Research studies consistently show that women and minorities are negatively impacted by lack of work flexibility more than anyone else. HubStar's ability to enable hybrid working and empower organisations to move beyond rigid mandates supports equal opportunity goals.

Those who are responsible for caring for others, those who live further away from city centres and those who suffer from disabilities can achieve greater flexibility by using HubStar to determine when they should come into the office; as well as using the technology to find an appropriate space that caters to their individual requirements.

Wellbeing

Loneliness is now considered a greater threat to health than smoking or alcohol, while numerous studies by organisations like Gallup find that work is typically the greatest source of friendship; while having a friend at work improves performance, productivity and health.

HubStar helps organisations rebuild social connection by making it easy to find friends and arrange in-person meet-ups, whether team get-togethers or social events. HubStar also provides data to inform the re-design of spaces that better support collaboration and socialising.

As well as helping to foster friendships by bringing people together face-to-face, HubStar enables regular contact with 'weak ties' that have been shown to improve mental health and wellbeing.

Wellbeing is further supported by managing hybrid occupancy to ensure the appropriate level of social 'buzz', in order that the experience of visiting the office is worthwhile and revitalising; or for those who visit for quiet focus time, meets that requirement effectively.