



UNLOCK THE **POTENTIAL** OF YOUR WORKFORCE

**G-Cloud 15
Service Definition**

*Business, Leadership, Technology, Digital, Compliance
and Coaching Skills Development Platform*

**Skillsoft UK Limited
Lot 2b Cloud Software**

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1. Introduction

Company Overview

25+ Years as a Global Leader in Learning
>75% Of the Fortune 1000
160 Countries
12,000+ Corporate Customers
1000+ Curated Learning Paths
15,000+ Courses
225,000+ Pieces of Learning Content
250,000+ Hours of Instruction
170+ Tech Certification Prep Options

Skillsoft delivers transformative learning experiences that propel organizations and people to grow together. We don't just build skills, we help you grow a more capable and adaptive organization — one that performs. We've had the honour of training more people than anyone. We help democratize learning with powerful cloud-based tools and unmatched enterprise-wide smarts and skills.

- The most extensive course library in the world
- Integrating AI-powered learning experiences
- Hands on practice
- Multi-modal coaching
- Personalized learning paths
- Skilling for every step of your career

With Skillsoft, customers gain access to blended, multimodal learning experiences that do more than build skills, they grow a more capable, adaptive, and engaged workforce. Through a portfolio of best-in-class content, a platform that is personalized and connected to customer needs, world-class tech and a broad ecosystem of partners, Skillsoft drives continuous growth and performance for employees and their organizations by overcoming critical skill gaps and unlocking human potential.

We believe every person has the potential to be amazing. And that there's a better way to bring out what they already have in them. We know this because we've lived it, like our customers, we're always evolving – making sure individuals, teams, and enterprises have exactly what they need to unleash their edge.

Twenty years of experience allow Skillsoft to draw on a deep understanding of what employees want, and employers need — greater employee engagement, improved retention, and a continually competitive workforce. Content, methods, and approach are grounded in insights from across public and private sectors, leveraging the ingenuity of learning experts and leaders from around the world. In 2021, Skillsoft acquired Global Knowledge, a worldwide leader in IT and professional skills development, and Pluma (now, Skillsoft Coaching), a leading digital professional development and executive-quality coaching platform. In 2022, Skillsoft acquired of Codecademy, a leading online learning platform for technical skills.

The company is based in Nashua, New Hampshire, with locations throughout North America, Europe, the Middle East, Africa, and the Asia-Pacific region Skillsoft is the talent development partner of choice for thousands of organizations – including 75% of the Fortune 1000 – and serves a global community of more than 105 million learners. For more information, visit [skillsoft.com](https://www.skillsoft.com).

Fuel Organizational and Employee Growth with Skillsoft

Skillsoft empowers organizations to unlock the full potential of their workforce by providing personalized learning paths and leveraging real-time workforce insights to drive meaningful development. By integrating AI-powered learning experiences, hands-on practice, and multi-modal coaching into daily workflows, Skillsoft fosters continuous growth, ensuring teams are equipped with the skills they need to succeed.

Trusted By Organizations For Employee Learning and Development



Build a Future-Ready Workforce

Skillsoft empowers organizations and individuals to:

 BRIDGE SKILLS GAPS Empowers organizations to upskill and reskill their workforce in alignment with market demands.	 IMPROVE TALENT RETENTION Cultivates a culture of continuous learning and engagement to retain top talent.	 DRIVE DIGITAL TRANSFORMATION Equip teams with the skills to adapt to new technologies and lead innovation.	 FUTURE-PROOF THE WORKFORCE Enabling ability and resilience in an era of constant change.
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Integrate Skillsoft With Your Learning and Talent Solutions

Seamlessly Blend Our Transformative Learning Experiences With Your Daily Use Tools and Tech, Including LMS and HR Platforms



Value Proposition

Digital transformation has unrivalled potential to improve the lives of citizens throughout the UK and modernise the way government works. The government launched 'Transforming for a Digital Future - the 2022 to 2025 Roadmap for Digital and Data', the 'AI Opportunities Action Plan', and the goal to arm 1 in 10 Govt employees with Digital Skills by 2030, all with an ambition to transform public services, deliver world-class technology and attract and retain the best digital talent.

Skillsoft democratises learning through an intelligent learning experience via Skillsoft Percipio and a customised, learner-centric approach to skills development with resources for Leadership Development, Business Skills, Technology and Development, Digital Transformation, Productivity and Collaboration Tools, and Compliance Learning, enabling Skillsoft to support UK Government organisation wide.

We provide access to our multi modal learning content, to support UK Government in the reskilling and upskilling of your identified capabilities - for example, the Government Digital and Data (GDD) Capability Framework - workforce wide, when and where your learners need it. It is our objective to help the UK government to create a future fit workforce skilled and ready for the jobs of tomorrow.

What the Service Provides

Skillsoft is uniquely positioned to address the UK Government's skillforce transformation challenges. Our skills framework enables Skillsoft to support our UK Government customers in transforming their workforce by helping them answer a number of critical questions to enable true skills based transformation.

What Skills Are the Top Priorities?



We provide a common skills framework that is mapped to empirical data on today's economy and skill shortages for upcoming roles.

- Skills taxonomy
- Data from [burning glass](#) roles and skills of the future
- World economic forum

What Is the Baseline for Those Skills?



A holistic assessment methodology enriches the learning experience by driving curated learning paths based on benchmark results and tracks progress through assessments.

- Skills Benchmarks
- Personalized path based on results
- Objective assessments
- Knowledge checks

How Will We Close Those Skill Gaps?



Blended learning paths, driven by AI-recommendations that are unique to each learner. From new hires to executives, we guide learners to content that will have the most impact based on their objectives and gaps.

- Expert curated paths
- Watch, read, listen, practice
- Blended learning
- Practice and challenges labs
- Live or virtual classes

How Will We Inspire Learners to Stay on Track?



Learner engagement is multifaceted. Measuring and celebrating accomplishments, setting learning goals and reminders, learning in the flow of work, and multiple modalities are all critical elements.

- Digital Badges
- Engagement emails
- Goals, reminders, streaks

How Will We Reinforce Learning?



Through reinforcement, we help your learners get the most out of their new skills and ensure application.

- Mobile flash cards
- Certification prep
- Recall, Reflect, Remediate
- Coaching

How Will We Measure Skill Gain Over Time?



Understand your skills inventory and visualize program engagement so you can better articulate the ROI and business impact of learning.

- Built-in dashboards
- Peer and internal benchmarking
- Program effectiveness insights survey

Social Value

Skillsoft published its first ESG Impact Report at the end of 2022 after reflecting upon how we addressed environmental, social, and governance initiatives. Our first report was instrumental in clarifying the pivotal role that ESG plays in shaping our identity and impact as an organisation. It became a powerful tool for us as we looked at how we might address ESG concerns head-on.

The principles of ESG are woven into every facet of our business, from how we operate internally to how we empower customers to build better, more resilient workforces. I'm happy to report that in 2024, we marked several significant milestones.

One of the key areas of focus was aligning our internal operations with best practices in sustainability and governance. We established baselines and made additional progress in reducing our carbon footprint, enhancing our corporate governance structures, and supporting ongoing Corporate Social Responsibility (CSR) initiatives aimed at providing learning tools to populations who previously have had difficulties with access. We expanded our ESG programs, strengthened our partnerships with key stakeholders, and launched initiatives that directly align with the United Nations Sustainable Development Goals (SDGs), including quality education, and reduced inequalities. Through our digital learning solutions, we continue to equip individuals and organizations worldwide with the tools they need to navigate a rapidly changing world, fostering both personal and professional growth.

Skillsoft's ESG strategy is built on three core pillars: Environmental Stewardship, Social Responsibility, and Good Governance.

Environmental Stewardship

Skillsoft operates in a remote-first environment, creating a lower carbon footprint than industries that rely on physical infrastructure. However, we continue to look for ways to reduce our environmental impact. We've committed to achieving science-based targets that will guide our path toward reduced emissions. Additionally, we're engaging with suppliers and partners to align their practices with our sustainability goals, ensuring that environmental responsibility is embedded throughout our value chain.

Social Responsibility

The social component of our ESG strategy focuses on the impact we have on people — both within our organization and across the communities we serve. We've deepened our focus on providing access to a skills-based learning model, launching new training programs and resources aimed at fostering a culture of accessibility. Through partnerships with underserved communities, we help bridge skill gaps, ensuring that learning is accessible to all.

Good Governance

Governance is essential to maintaining the trust of our stakeholders. In 2023, we conducted our first double-materiality assessment to identify the most pressing ESG risks and opportunities for Skillsoft. This process has helped us focus on the areas that matter most to our stakeholders. Our ESG Steering Committee has grown in size and influence, overseeing the policies that uphold the highest standards of ethical behaviour. We've also introduced new training programs to ensure employees are equipped with the knowledge and skills to navigate complex ethical and governance challenges, including the responsible use of Artificial Intelligence.

A link to our full annual ESG report has been provided here:

https://s3.us-east-1.amazonaws.com/skillsoft.com/prod/images/SKS-ESG-Impact-Report-2024_FINAL.pdf

Skills for Growth

Skillsoft is also committed to providing learning and skills development opportunities to help UK Government address its key skills gaps, and these learning and development opportunities are presented in all relevant contracts that Skillsoft has entered into with both private and public organisations. Our skills benchmarks provide an opportunity and a baseline for upskilling and reskilling across the organisation, helping learners and organisations to understand individual and collective skills gains.

In parallel, Skillsoft's certification paths streamline and simplify the process for learners to discover, prepare for, earn, and upload in-demand certifications from top providers, thereby allowing learners to capitalise on their skill gains by achieving recognised qualifications.

The Skillsoft Percipio Platform

Today's public-sector leaders are expected to deliver clear, measurable outcomes — including faster workforce readiness, improved internal mobility, stronger compliance, and demonstrable links between development activity and organisational performance. However, many organisations continue to rely on fragmented or legacy systems that were not designed to support a modern, skills-based operating model.

At the same time, workforce demands are continuing to evolve. Research indicates that a significant proportion of skills required across the labour market are expected to change by 2030 (World Economic Forum), and that skills shortages are a material contributor to delays in organisational transformation initiatives (IDC). This creates an ongoing challenge for public-sector bodies seeking to build capability efficiently while maintaining service continuity and value for money.

The Skillsoft Percipio platform addresses these challenges. It is an AI-native Skills Management Platform designed to support the end-to-end management of organisational skills by bringing together learning delivery, content development, skills insight, and workforce planning within a single, integrated environment. By providing skills intelligence across people and digital capabilities, organisations can identify current capability levels, anticipate emerging skills gaps, and support more informed workforce and development planning. This approach enables clearer decision-making, stronger operational outcomes, and demonstrable return on investment.

The platform brings together four core capability areas:

Learner Management and Experience

A single, secure system of record for learning and skills. The platform consolidates learning management, learning experience, embedded learning, and content administration into one accessible experience, supporting personalised learning pathways, compliance delivery, and alignment with workforce planning processes.

Centralised Content Ecosystem

Access to a large library of professionally curated learning content available from day one. Content collections support Leadership, Technology, and Compliance capability development through blended learning approaches and AI-enabled support, allowing organisations to accelerate skills development at scale.

AI-Supported Content Creation

Tools that enable organisations to design and develop custom learning materials in response

to changing requirements. These capabilities support the creation of courses, scenarios, and assessments using organisational knowledge, helping to reduce reliance on external development and maintain ownership of intellectual property.

Skills Intelligence

Skills data is translated into practical insight through AI-enabled analytics. This enables organisations to understand existing skills, identify priority gaps, and link learning activity to organisational objectives, supporting workforce planning, targeted investment, and outcome-based reporting.

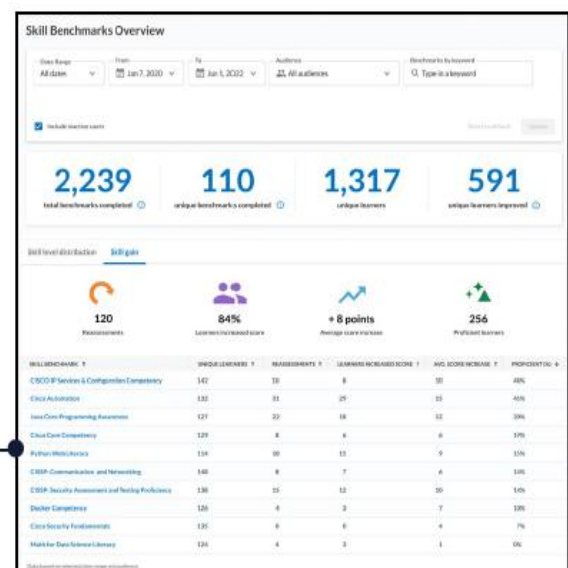
These capabilities allow you to:

Establish A Fact-Based Current State of Your Talent

Assess, fortify, index, and track in-house skills with Skillsoft Skill Benchmarks — short diagnostic assessments that let you make informed, data-driven decisions based on a talent inventory to put the right people in the right roles. Skill Benchmarks provide a score and level to measure individuals' proficiency and offer personalized skilling pathways to close skills gaps across your enterprise.

ENTERPRISE-WIDE SKILL VISIBILITY

Get a complete picture of your organization's skills across technology and leadership — and measure improvement over time.



Help Your Organization Stay Competitive and Innovative

Accelerate learning with expertly curated, high-quality skilling pathways mapped to the world's most in-demand competencies.

Leverage Aspire Journeys

Aspire Journeys offer a clear starting point for learners who want to get from point A to point B, organizing outcomes by skill, role, and certification. Customize these expertly curated, role and skill-based learning paths to help meet the demands of your organization.

Personalize The Skilling Experience With AI

AI delivers personalized recommendations, offering relevant skilling pathways based on each learner's role, interests, and behaviour. Learners set weekly skilling goals as AI-driven automated reminders encourage them to stay on track.

Watch / Read / Listen / Practice / Attend

Learners consume content however they prefer — videos, books, audiobooks, interactive practice labs, coding sandboxes, and more. They can also attend live events, tech bootcamps, and instructor-led courses.

OCCASIONS TO CELEBRATE

Learners record and promote their accomplishments with digital badges earned by completing courses and skilling pathways. Skillsoft Digital Badges are secured and verified through a blockchain, making them a modern, portable, shareable record of achievement. Skillsoft Digital Badges are proven to increase adoption and drive engagement:

+28%

LOGIN RATE

+8%

RETURN RATE

+10%

COMPLETION
RATE

Customize the Experience

Design and assign live and on-demand skilling experiences with your content or from other providers.

Host your content (e.g., SCORM, AICC, or any file format) with 200 GB of free storage. Deliver strategic training for your organization with turnkey functionality, allowing you to promote specific content to targeted audiences and track activity.

You may also supplement Skillsoft experiences with content from other providers, free or paid, and curate it all into skill paths aligned to the specific strategic needs of your organization.

Offer Learning In Daily-Use Tools & Technology

Seamlessly integrate transformative learning experiences with your current technology without reinventing the wheel, including:

+ LMSs and LXPs (e.g., 360Learning, Cornerstone, Degreed, Microsoft Viva Learning, Moodle, Saba, SAP SuccessFactors, SumTotal, and Workday)

+ Identity and Access Management

+ Learning Record Stores

+ Human Resources Information Systems

Skillsoft Percipio Features

Identity & Access Management: Drive adoption and speed your learners to their skilling experiences with SAML SSO. Learners can use existing credentials to log into learning applications, ensuring a smoother start to each session.

Reporting and Analytics: Skillsoft Percipio provides [reports](#) and a variety of [dashboards](#) designed for easy data visualization of assignments, programs, and return usage. Its administrative functionality will also enable you to better articulate the business impact of eLearning across your entire organization via these dashboards. These dashboards enable your organization to not only report current state but also provide actionable best practices. Skillsoft Percipio is also designed to assist organizations estimate ROI from learning by providing metrics and visuals to demonstrate the value gained by the organization based on Skillsoft's impact analysis benchmarks. Assignments, automated team management, and dashboards enable managers to support their teams and improve performance.

Skillsoft Percipio Mobile App: Flexibility & Learning Reinforcement: The Skillsoft Percipio mobile app extends your learning experience to your mobile device and supports installation on phones and tablets. Improve yourself in minutes a day — anytime, anywhere. Access content across a variety of topics including business, personal development, desktop software, and IT. Stay current with courses, videos, books, and audiobooks from world-class experts. Keep yourself on the leading edge to improve your performance on the job and throughout your career. Skillsoft Percipio's Learning Reinforcement will help learners review and retain what they learn using flashcards on their mobile devices. Learning Reinforcement gives organizations a fresh way to help learners enjoy the lasting benefits of newly acquired skills and capabilities.

CAISY™: Conversation AI Simulator: Communication is essential to the success of your organization – from leaders presenting a clear vision and strategy to managers sharing constructive feedback. But finding the time and support to practice these business conversations can be challenging. Skillsoft CAISY™ Conversation AI Simulator makes difficult work conversations easier by providing employees with a safe space to practice important business conversations and receive real time, personalized feedback. CAISY plays a critical role in creating transformative learning experiences, enabling learners to practice new skills and reflect on their progress.

CAISY™ for You (Optional Fee-Based Service): CAISY for You provides customized scenarios that blend practice and role modelling to help your employees develop critical skills tailored to your organization. Skillsoft Professional Services will partner with you to design, build, and launch highly personalized AI-driven coaching scenarios through CAISY that are aligned with your most crucial use cases.

LX Design Studio: Enables organisations to create and manage custom digital learning content directly within the Skillsoft Percipio platform. It supports the rapid development of courses, learning modules, assessments, and scenario-based content using organisational knowledge, reducing content creation times from months to minutes. This capability allows learning teams to respond quickly to changing policy, operational, or skills requirements while retaining full ownership and control of their content.

Enterprise integrations: Supports integration with existing HR and talent systems through a library of out-of-the-box integrations, enabling organisations to connect learning, skills data, and workforce processes. This helps reduce duplication and supports consistent reporting and planning across systems.

Skills management (mapping, assessment, development, measurement): Provides an integrated approach that connects skills mapping, skills assessment, targeted development, and measurement in a single environment. This supports consistent visibility into capability and readiness as organisational needs evolve.

Interactive, applied learning experiences: Supports practice-based learning that is designed to build real-world proficiency, including scenario-based simulations and interactive assessments. This helps organisations move beyond completion tracking by providing clearer signals of skill development and progress.

LMXP (Learning Management & Experience Platform): Provides a single, secure platform that brings together learning management, learning experience, and content management. It supports skills tracking, personalised learning paths, and blended learning experiences in one environment to reduce reliance on fragmented systems.

Certification Paths: Skillsoft's new certification paths streamline and simplify the process for learners to discover, prepare for, earn, and upload in-demand certifications from top providers through a single, intuitive platform. Meanwhile, learning administrators, HR teams, and managers benefit from robust tracking features, enabling them to guide and chart team members' progress, stay ahead of upcoming expirations and renewals, and efficiently manage vouchers.

Automated Closed Captions: In the era of hybrid and remote teams, chances are your employees come from various backgrounds. Language barriers shouldn't keep anyone from unleashing their full potential. With Skillsoft Percipio's new automated closed captions, Skillsoft's library of high-quality English video content now supports a wide selection of language options. Machine-generated captions make connecting employees with personalized training opportunities in their native tongue easier than ever. Spend less time and money searching for

language-specific content — and more time delivering transformative learning experiences that meet the needs of every member of your global workforce.

Learning Programs: In today's dynamic business landscape, organizations face a pressing challenge — skill gaps within their workforce hinder growth. As the demands for success evolve constantly, a comprehensive skills transformation is essential to support the end-to-end needs of your organization. Individual training can fall short. Cohort-based initiatives increase success for both learning and application, speeding up workforce transformation. Skillsoft Learning Programs offer a new resource to empower you to drive transformation and pivot your workforce. Learning Programs revolutionize your ability to design, manage, and engage learners to bridge critical skill gaps. The solution delivers a foundation for targeted initiatives such as onboarding, leadership development, upskilling, and certifications. The highly flexible programs allow administrators and project owners to reach specific cohorts and ensure a personalized experience for each learner.

The Role Advisor Experience: By investing in learning software, your organization is already poised to stay competitive, future-ready, and prepared for innovation. But as your workforce builds skills, it's crucial that they build the right skills — not only for their personal growth but also for the growth of your organization. Skillsoft Percipio's Role Advisor learning experience offers learners meaningful and relevant content specifically aligned with their jobs. Acting as a virtual, skill-building concierge, learners can use this new function to more easily fill skill gaps and discover relevant, transformative learning experiences.

Microsoft Teams App: With Skillsoft Percipio's app for Microsoft Teams, you'll engage your people in a community-driven platform where they'll learn in the flow of their work, their team, and across the company. And that's how your organization will win. Because your workforce will do more than learn, they'll adapt and evolve together, wherever they are — gaining the future-fit skills your enterprise needs to compete and thrive.

Aspire Journeys with Live Courses: Skillsoft helps learners reach their goals and nurtures their competitive edge—without relying on assistance from busy managers. Aspire Journeys empower your workforce to stay ahead of the rapid pace of technology change with structured learning paths that build on their current skill set while guiding them through essential learning so they can unleash their edge. Aspire Journeys covering skills including Python, Cloud, DevOps, and Security blend on-demand content with live, experiential learning. Learners will discover relevant virtual instructor-led offerings while completing Aspire Journeys and optionally launch intro-level courses at no charge—with the opportunity to purchase access to more advanced live courses.

Skill Benchmark Assessments: Skill Benchmarks are the only skills assessments designed to help learners build the world's most in-demand competencies. Every question on a Skill

Benchmark is tied to a specific learning objective defined by recognized subject-matter experts. When an employee answers a question correctly, you can be confident they're demonstrating practical expertise in their domain. When an employee answers a question incorrectly, they know precisely how to close their personal skills gaps.

Interactive Skill Benchmarks: Closing skills gaps requires a deep understanding of individual employee skills, which oftentimes need to be evaluated through hands-on experience. Interactive Skill Benchmarks (ISBs) are the newest addition to Skillsoft's Skill Benchmarks suite. Traditional Skill Benchmarks allow you to gauge your employee's proficiency in a particular domain through multiple choice questions targeting specific knowledge, and ISBs enable a hands-on, dynamic approach to assessments, built around learning outcomes and application.

Leaderboards: You make significant investments to ensure your organization stays competitive, future-ready, and poised for innovation. But how do you know you have the talent to maximize that investment? Upskilling and reskilling programs ensure your existing workforce's skills match changing corporate goals, strategies, markets, and business models — and help you avoid the high costs of hiring new talent.

Digital Badges: Motivate and reward your learners with new Digital Badges—visual, sharable, and portable records of accomplishment enabling learners to market and socialize their achievements and growth. A 2018 study by the Digital Learning Consortium revealed that the vast majority (73%) of learners said their experience would be strongly improved if they had a history of their learning that they could take from one organization to another. The same study also showed that linking learning to career progression—whether a current or an aspirational role—is the number one motivator to learn.

Skillsoft Percipio Platform + Content Packages

'Skillsoft Percipio Platform: Core' provides a secure, AI-native platform for learning delivery, content management, compliance administration, and foundational reporting. It supports organisations in centralising learning content, delivering regulated compliance training, and providing learners with a consistent learning experience across integrated systems. This is designed for organisations requiring a stable platform to support enterprise learning and compliance, with essential insight into learner participation and content usage.

Key features include:

- Content delivery, content management, and standard platform integrations
- Regulated compliance training with learner assignment and tracking
- Basic reporting, including activity, audience, content, and notification reports
- Core learning experience functionality, including course delivery, expert Q&A, learner engagement tools, and AI-supported simulations.

'Skillsoft Percipio Platform: Create' provides an AI-native platform focused on the creation, customisation, and assessment of learning experiences. It enables organisations to build and manage organisation-specific learning content, create skills assessments, and develop custom learning assets using internal knowledge sources. This offering also supports targeted learner engagement and structured operational reporting, making it suitable for organisations that require greater control over learning design and measurement.

Key features include:

- Creation and customisation of learning content
- Creation and management of skills assessments
- Ability to build custom learning assets using organisational knowledge sources
- Limited reporting, including feature usage reports, scheduled reports, and risk-oriented dashboards
- Learning experience features such as custom communications, learning leaderboards, and AI-assisted content discovery and course level Q&A

'Skillsoft Percipio Platform: Complete' delivers the full capabilities of the Skillsoft Percipio platform by combining the functionality of both 'Skillsoft Percipio Platform: Core', and 'Skillsoft Percipio Platform: Create', and extending them with advanced skills intelligence and workforce insight. Complete supports organisations in establishing a structured skills framework, analysing current and emerging capabilities, and connecting learning activity to

workforce planning and talent outcomes through enterprise-wide integrations and comprehensive analytics.

Key features include:

- All features available in the ‘Core’ and ‘Create’ Skillsoft Percipio Platform Packages
- Skills Intelligence Foundation, including skills ontology and job architecture
- Skills insights and advanced analytics for identifying and analysing capability gaps
- Unified skill development across learning, talent, and workforce systems
- Learning embedded in the flow of work through enterprise and ecosystem integrations
- Full reporting and advanced analytics, including talent-level insights
- Advanced learner experience capabilities, including communities, social learning, gamification, and content aggregation

Content

CONTENT: LEADERSHIP & BUSINESS

‘Business Skills’: This is a turn-key learning solution for businesses seeking to develop and reskill their workforce. The package offers high-quality content for business skills, personalised learning experiences, and scalable options. As learners refresh their skills and embrace new ones, Skillsoft helps you re-assess and restart the process, ensuring your organisation has the agility to transform in this ever-changing environment continuously. Skillsoft’s AI-powered enterprise-wide skilling platform Skillsoft Percipio enables organisations to:

- *Assess.* Understand the skill level of every individual within your organisation.
- *Index.* Organise your entire talent base by skillset to see if, for example, someone from HR has the right skills to be a product manager.
- *Develop.* Adopt a multimodal learning program so your people can learn the right skills.

The ‘Business Skills’ package offers the entire Business Collection across all modalities available within the Interactive Learning Experience (ILE). Other functionality includes:

- Skills Benchmarks
- Test prep
- Aspire Journeys
- Skillsoft CAISY™
- Entire Books collection

‘Leadership Development Skills’: Identify and empower leaders across your organization to drive exponential business outcomes. Skillsoft’s ‘Leadership Development Skills’ powered by MIT Sloan Management Review (MIT SMR) brings a powerful combination of leading-edge

learning resources, world-renowned thought leadership, proven instructional design, and an engaging learner experience in a single online platform. This exclusive collaboration offers visionary leadership development content that prepares leaders with the right competencies to drive performance and success in the digital era. Learners will benefit from MIT SMR authors and contributors who stand at the intersection of business and technology and are experienced at making complex ideas understandable and practical, typically only for the MIT community or MIT SMR subscribers.

The ‘Leadership Development Skills’ package includes the entire Leadership & Development courseware collection across all modalities available within the ILE. Other functionality includes:

- Skills Benchmarks
- Aspire Journeys

‘Frontline Workforce Solution’: Frontline workers form the backbone of almost every industry. From healthcare providers and retail associates to manufacturing operators and logistics staff, these individuals interact directly with customers, products, and processes that drive daily business operations. Yet, despite their pivotal role, frontline workers often face unique challenges—limited access to training, evolving safety protocols, and fast-paced environments that demand agility and resilience. Recognising this, Skillsoft’s Frontline Workforce Solution was developed to empower these critical employees, boost engagement, and elevate operational performance across organizations. Skillsoft’s Frontline Workforce Solution is a comprehensive, digital learning platform designed specifically to meet the needs of non-desk, frontline employees.

This package includes the entire Skillsoft Frontline Workforce Solution courseware collection. Other functionality includes:

- Skills Benchmarks
- Book reviews
- Aspire Journeys

CONTENT: TECHNOLOGY & DEVELOPMENT

‘Tech Skills’: Enable your organisation to close tech skills gaps, accelerate the adoption of digital and cloud solutions, and foster a culture of continuous innovation for long-term success. The ‘Tech Skills’ package includes the entire Technology courseware collection across all modalities available with the learning environment. Other functionality includes:

- Skills Benchmarks
- Labs
- Test Prep
- Aspire Journeys

- Entire Books collection
- Interactive courses
- Skillsoft CAISY™

‘Software Development Skills’: Build the skills your engineering team needs to design, build, and deploy the software that keeps your organisation ahead. The ‘Software Development Skills’ package includes the entire Software Development courseware collection across all modalities available within the ILE. Other functionality includes:

- Skills Benchmarks
- Labs
- Test Prep
- Aspire Journeys
- Entire Books collection
- Interactive Courses
- Skillsoft CAISY™

CONTENT: COMPLIANCE

‘Legal & Ethics Skills’: Skillsoft’s learner-centric instructional design approach incorporates the latest brain science research to develop instructional content that brings about real behavioural change. Through compelling drama and narrative story-telling techniques, our courses utilise real-world scenarios to help generate emotional engagement, which fosters cognition. This strengthens learning by maximising retention and encouraging the behavioural changes needed to support a lawful and ethical environment. The ‘Legal & Ethics Skills’ package includes the entire Legal & Ethics Compliance courseware collection across all modalities available within the ILE. Highlights include GDPR, Anti-Money Laundering, Diversity, Cybersecurity, and Harassment Prevention.

Other functionality includes:

- Interactive Courses
- Skillsoft CAISY™
- Attestation tool

‘Health & Safety Skills’: The ‘Health & Safety Skills’ package includes the entire Health & Safety Compliance courseware collection. Highlights include Covid-19, Fire Safety, First Aid, Manual Handling, Ergonomics, PPE, DSE, Lone Working, and Lockout / Tagout. Skillsoft’s learner-centric instructional design approach incorporates the latest brain science research to develop instructional content that brings about real behavioural change. Through compelling drama and narrative story-telling techniques, our courses utilise real-world scenarios to help generate emotional engagement, which fosters cognition. This strengthens learning by maximising retention and encouraging the behavioural changes needed to support a lawful and ethical environment.

Other functionality includes:

- Interactive Courses
- Skillsoft CAISY™
- Attestation tool

OTHER OFFERINGS

‘Skillsoft Coaching’: Coaching delivers executive quality coaching for leaders at all levels. With ‘Skillsoft Coaching’, you can pair professionals at all levels, from individual contributors to C-level executives, with ICF-accredited executive-quality coaches who focus on developing the behaviours and skills needed to lead successfully. Coaching engagements can be customised to achieve your organisation’s unique objectives and are personalised to align with individual participants’ top learning opportunities.

- Tap into a network of hundreds of executive coaches speaking more than 20 languages.
- Drive behavioural change and accelerate leadership development with customisable assessments, personalised guidance, and action plans.
- Leverage video sessions and in-app messaging to drive engagement, enablement, and measurable improvement.
- ‘Skillsoft Coaching’ provides streamlined end-to-end coaching that offer a unique combination of content, coaches, and technology.

‘Certitude - Academy’: Certitude is a software as a service tool that allows a Buyer to upload its documents to Skillsoft servers or link its documents hosted elsewhere to create custom surveys and certifications that can be assigned and tracked either independently or in connection with courses from Skillsoft Percipio Compliance Complete. Certitude (our attestation tool) aims to help certify communications, assess knowledge and simplify policy, attestation and disclosure management, in order to improve business processes and reduce risk. Certitude gives the ability to manage, track and distribute policies, standard operating procedures (SOPs), attestations and disclosures, along with the ability to create custom questionnaires, checklists, surveys, assessments. Certitude is only available to Buyers who also purchase access to a collection of compliance courses.

PRODUCT PACKAGE - PLATFORM	Skillsoft Percipio Platform: Core	Skillsoft Percipio Platform: Create	Skillsoft Percipio Platform: Complete
PACKAGE OVERVIEW	AI-native skills management platform with content delivery, compliance and integrations, plus essential experience features and basic reporting.	AI-native skills management platform with Core capabilities, plus content creation, skills assessments, custom knowledge assets, and limited reporting.	AI-native skills management platform with advanced skills foundations, insights, and integrations—enabling unified skill development, flow-of-work learning, and full reporting
Essential Content Delivery & Integrations	Yes	Yes	Yes
Content Management	Yes	Yes	Yes
Regulated Compliance Training	Yes	Yes	Yes
Reporting & Analytics	Basic	Limited	Full
Learning Management Experience Platform (LMXP)	Basic	Limited	Full
Creation & Customisation of Content	No	Yes	Yes
Creation of Skills Assessments	No	Yes	Yes
Build Custom Assets with Knowledge Sources	No	Yes	Yes
Skills Intelligence Foundation (Ontology & Job Architecture)	No	No	Yes
Skills Insights & Analytics	No	No	Yes
Talent Ecosystem Integrations	No	No	Yes
Unified Skill Development & Management Experience	No	No	Yes
Embed Contextual Learning into flow Of work	No	No	Yes
Learning, Talent & HCM Ecosystem Integrations	No	No	Yes

	Leadership & Business		
PRODUCT PACKAGE - CONTENT	Business Skills	Leadership Development Skills	Frontline Workforce Solution
PACKAGE OVERVIEW	Entire Business Collection across all modalities available within the Interactive Learning Experience (ILE).	Entire Leadership & Development Collection across all modalities available within the Interactive Learning Experience (ILE).	Entire Frontline Workforce collection across all modalities available within the Interactive Learning Experience (ILE).
Business	Business Skills Only	No	No
Leadership	No	Leadership Skills Only	No
Tech & Dev	No	No	No
Skills Benchmarks	Yes	Yes	Yes
Labs	No	No	No
Test Prep	Yes	No	No
Aspire Journeys	Yes	Yes	Yes
Books	Yes	No	Book reviews only
Interactive Courses	No	No	No
Skillsoft CAISY	Yes	No	No
Compliance Legal	No	No	No
Compliance ES&H	No	No	No
Attestation	No	No	No
Frontline Worker	No	No	Yes
Coaching	No	No	No

	Tech & Dev	
PRODUCT PACKAGE - CONTENT	Tech Skills	Software Development Skills
PACKAGE OVERVIEW	Entire Technology Collection across all modalities available within the Interactive Learning Experience (ILE).	Entire Software Development Collection across all modalities available within the Interactive Learning Experience (ILE).
Business	No	No
Leadership	No	No
Tech & Dev	Tech Skills only	Software Dev Skill only
Skills Benchmarks	Yes	Yes
Labs	Yes	Yes
Test Prep	Yes	Yes
Aspire Journeys	Yes	Yes
Books	Yes	Yes
Interactive Courses	Yes	Yes
Skillsoft CAISY	Yes	Yes
Compliance Legal	No	No
Compliance ES&H	No	No
Attestation	No	No
Frontline Worker	No	No
Coaching	No	No

	Compliance	
PRODUCT PACKAGE - CONTENT	Legal & Ethics Skills	Health & Safety Skills
PACKAGE OVERVIEW	Entire Ethic & Legal collection across all modalities available within the Interactive Learning Experience (ILE).	Entire Health & Safety collection across all modalities available within the Interactive Learning Experience (ILE).
Business	No	No
Leadership	No	No
Tech & Dev	No	No
Skills Benchmarks	No	No
Labs	No	No
Test Prep	No	No
Aspire Journeys	No	No
Books	No	No
Interactive Courses	Yes	Yes
Skillsoft CAISY	Yes	Yes
Compliance Legal	Yes	No
Compliance ES&H	No	Yes
Attestation	Yes	Yes
Frontline Worker	No	No
Coaching	No	No

PRODUCT PACKAGE - CONTENT	Certitude - Academy	Skillsoft Coaching
PACKAGE OVERVIEW	Attestation Tool	Digital Coaching (Individual + Group Coaching), plus entire Skillsoft Leadership Development Programme courseware collection, Skillsoft CAISY, and Business Books
Business	No	No
Leadership	No	Yes
Tech & Dev	No	No
Skills Benchmarks	No	No
Labs	No	No
Test Prep	No	No
Aspire Journeys	No	No
Books	No	No
Interactive Courses	No	No
Skillsoft CAISY	No	Yes
Compliance Legal	No	No
Compliance ES&H	No	No
Attestation	Yes	No
Frontline Worker	No	No
Coaching	No	Yes

Associated Services

All licences for a product package described above include service and support as described in Supplier's document titled 'Skillsoft UK Limited Service Levels and Support' appended hereto as Exhibit A and interaction with the Skillsoft Account Team described below in Section 4. Additional services which are available for purchase for additional fees are described in Exhibit B.

2. Data Protection

Information Assurance

Data Back-Up and Restoration

Skillsoft complies with all applicable data protection laws as a data processor of personal data of which its clients are the data controllers, including the General Data Protection Regulation, Regulation (EU) 2016/679 (“GDPR”), the UK General Data Protection Regulation [the retained EU law version of GDPR] (“UK GDPR”), the Data Protection Act 2018 (“DPA 2018”) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (“PECR”). Skillsoft is FedRAMP authorized for Skillsoft Percipio. The FedRAMP initiative is based on NIST 800-53 Rev.4 framework. Skillsoft also holds:

- Cyber Essentials

Cyber Essentials is a UK Government backed certification required by government and non-government organizations. Skillsoft Percipio achieved Cyber Essentials Certification for the EU deployment in 2023. Percipio CE Plus certificate link:

<https://registry.blockmarktech.com/certificates/bc263c2e-ea51-418a-adb2-62c422aa6e0a/>

Skillsoft Percipio CE certificate link:

<https://registry.blockmarktech.com/certificates/fcf780fb-de9d-4a9a-8db5-81dbf31bd59a/>

- IRAP: The Information Security Registered Assessors Program (IRAP) assists Australian Government customers in validating appropriate controls from the Australian Government Information Security Manual (ISM) are in place. Skillsoft Percipio underwent its first IRAP assessment under the September 2024 ISM.
- SOC 2 – TYPE 1: Skillsoft achieved SOC2 – Type 1 compliance certification in December 2023.
- SOC 2 – TYPE 2: Skillsoft achieved SOC2 – Type 2 compliance certification in April 2024.
- ISO 27001: Audit completed in June 2025. Currently awaiting results.

Detail of the technology of and policies and processes followed by Supplier in connection with Skillsoft Percipio hosted in the EU are set forth in documentation applicable to Skillsoft Percipio accessible from the ‘Security and Compliance’ section found at <https://documentation.skillsoft.com/>, as also referenced in document titled ‘Skillsoft UK Limited Service Levels and Support’ appended hereto as Exhibit A.

Skillsoft's hosting provider, AWS, offers a variety of security compliance programs including SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70), SOC 2, SOC 3, ISO 9001 / ISO 27001, FedRAMP, DoD SRG, and PCI DSS Level 1. Additional information regarding AWS compliance programs can be found at: <https://aws.amazon.com/compliance/programs/>

Data Back-Up and Restoration

Data backup is performed with AWS. Backup is configured in EU-Central-1 region and is in multiple availability zones. To protect the confidentiality, AWS Backup encrypts all backups in the AWS Vault using Advanced Encryption Standard (AES) in Galois Counter Mode (GCM) with 256-bit keys. The systems are backed up according to the following schedule:

Business Continuity Statement/Plan

Skillsoft Percipio infrastructure is deployed in AWS on three Availability Zones, ensuring high availability and complete redundancy. In the unfortunate case of total loss of the AWS Frankfurt facility, Skillsoft would implement its disaster recovery plan for Skillsoft Percipio to facilitate the most rapid recovery possible. Skillsoft Cloud Operations has developed and maintains a documented disaster recovery plan that details the responsible parties, the communication protocol and the steps that will be taken in the event of a disaster. Skillsoft Disaster Recovery (DR) Plan that is built on the Infrastructure as Code (IaC) and the Continuous Integration / Continuous Delivery (CI/CD) application deployment pipeline. In case of a disaster Skillsoft will deploy a new instance of Skillsoft Percipio application in a different AWS region within hours. Skillsoft conducts an annual DR test staging a rebuild of its SaaS infrastructure, application deployment and data recovery. Annual DR test results are available to customers upon request. Skillsoft also has a comprehensive business continuity plan for its corporate environment that supports internal business processes to ensure uninterrupted service during situations like pandemics, fire, flood, earthquakes, and other natural disasters. The business continuity plan is subject to an annual table top test and measures are taken to remediate any deficiencies found. Skillsoft's business continuity plan is confidential but can be shared with potential Buyers upon request prior to entering into a Call-Off Contract if provisions to safeguard its confidentiality are agreed or with Buyers after entering into a Call-Off Contract.

Privacy by Design

Skillsoft has designed, and shall continue to design, the Skillsoft Product in accordance with "Privacy by Design" principles. In accordance with these principles, Skillsoft has and shall continue take into account both (a) privacy interests of Buyers' staff who have access to the Service, (b) Skillsoft's commitment to privacy best practices, and (c) the protection of personal data throughout the lifecycle of its products and services. For the avoidance of doubt, Skillsoft's obligations concerning Privacy by Design includes designing its products and services to meet the data protection requirements of Call-Of Contracts.

3. Using the Service

Ordering and Invoicing

Potential Buyers should contact Skillsoft's Shariff El Rafaey: (shariff.elrafaey@skillsoft.com) to discuss their specific requirements and how Skillsoft can best meet those requirements. If and when an appropriate solution has been decided upon, Skillsoft can, if requested, assist the potential Buyer in drafting the Order Form to be included in each Call-Off Contract. Invoicing for committed license volumes is annually in advance.

Availability of Trial Service

Access to a Skillsoft Percipio trial site may be available for up to 30 days at no charge. Contact Shariff El Rafaey: (shariff.elrafaey@skillsoft.com) for more information.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Skillsoft has the largest, most experienced services staff in the industry that includes consultants and field application engineers seasoned in managing simple to complex implementations. Skillsoft personnel have demonstrated their ability to work with large organisations and address planning and execution required for online training programs to be successful. Your Skillsoft account team will be made up of ongoing contacts as well as short term / project-based experts that will be brought into the conversation where needed. Your Skillsoft account team will include:

Account Executive: The overall account owner for Skillsoft. Your Account Executive will handle contract details with the Buyer and Crown Commercial Services; and will work closely with your Customer Success Manager.

Customer Success Manager: Strategic support. Your Success Manager will help you navigate the resources available to you as a Skillsoft client, help drive the overall value of your programme, and recommend best practices based on your circumstances aligning to our Digital Learning Principles. Our customer success core deliverables are as follows:

- Success Plan
- Executive Partnership Summary
- Content Mappings
- Data Analysis
- Cost Efficiency Analysis
- Insight Survey Study
- Business Review Resources
- Marketing Tools & Templates

Implementation Consultant: Implementation procedural partner. They will work closely with you during the implementation period to get your site built and configured.

Application Engineer (AE): Technical experts will be involved as needed for technical expertise during the implementation period. AEs often work directly with your IT representatives for more technical projects such as automatic data feeds, SSO, for example.

Full details of the standard Percipio Essential Launch Service is given in Exhibit C hereto but would typically include site implementation and branding, assistance with configuring single sign-on (SSO), online enablement training, consulting support and orientation.

A Percipio LMS Implementation Service can, by mutual agreement, be purchased in the first year of any Call-Off Contract where the customer is using a third-party learning management system for which Percipio LMS Connector integration using APIs is available (each a “Supported LMS”). The Percipio LMS Implementation Service Is available on such basis to both customers without an existing Percipio site and renewing customers who wish to avail themselves of the service. Full detail of the Percipio LMS Implementation Service is given in Exhibit D hereto.

Where Percipio is to be used with a Supported LMS, the Order Form will also specify that the Percipio LMS Connector is licensed for the duration of the Call-Off Contract; there is no charge for this licence. As another option, where a third-party learning management system other than a Supported LMS is being used by a customer, a Percipio Content Integration Implementation service, which uses AICC standards, may be provided by mutual agreement during the first year of the applicable Call-Off Contract. Full detail of the Percipio Content Integration Implementation service is given in Exhibit E hereto.

For first time customers of Certitude, a Certitude Implementation Service will be required in the first year of the applicable Call-Off Contract. Detail of the Certitude Implementation Service is given in Exhibit F hereto.

Where a Buyer requires an enhanced launch service, typically due to the size of audience for Skillsoft content or organisational complexity, a Buyer may purchase a Custom Launch Implementation Service instead of a standard Percipio Essential Launch Service. Where a Buyer is to purchase such a service, a scope document will be drafted by Supplier and appended to the applicable Call-Off Contract.

In appropriate circumstance, a Percipio LMS Implementation Service or Percipio Content Integration service (as applicable) can be purchased at any time by an existing customer.

An overview of Skillsoft Percipio implementation services, including Custom Launch Implementation Service, is appended as Exhibit G hereto.

Please contact Skillsoft (shariff.elrafaey@Skillsoft.com) for detail of currently supported LMSs and/or to initiate discussions about the appropriate implementation service(s) for your needs.

The Buyer will be extended an invitation to our Customer Networking event IGNITE that will help support the ongoing development of their digital learning strategy. This engagement enables direct exchanges with practitioners within other organisations as well as hearing from our Customer Success Team on best practices. There will also be the opportunity to engage with an organisation who is further down the road of building organisational learning environments. The virtual workshop is split into 2 sessions, 2 hours each, run across 2 separate days.

Off-Boarding

Upon Buyer's request within 30 days of the end of the Call-Off Contract, Supplier will provide a copy in an industry-standard format of a copy of the Buyer's data (including data of usage of the Supplier products by individuals) held on the Skillsoft Percipio platform. Due to the proprietary nature of Supplier's Cloud Software, exit planning is restricted to the foregoing.

Training

Skillsoft offers a variety of administrator training options to best meet your needs and provide you with the knowledge and skills required to manage a successful programme beyond the implementation stage. Skillsoft does also offer an administrator guide which can be accessed at:

https://documentation.skillsoft.com/en_us/percipio/Content/Resources/Print/percipio_mobile_qsg.pdf

Our documentation site provides short, on-demand, training videos for admins on how to administrate Skillsoft Percipio.

Implementation Plan

Skillsoft's Percipio Implementation services are designed to deploy the Skillsoft Percipio platform to your learner population within the least amount of time required, based on program size. The service is managed by a dedicated Implementation Consultant, who will provide consulting support throughout the implementation to optimise the Skillsoft Percipio learner experience for your organisation.

In the initial Plan phase, your Implementation Consultant will partner with you to define the project plan and timeline. During the Build phase, your Implementation Consultant will provide guidance as you configure Skillsoft Percipio to meet your unique learning program needs. The final phase, Launch, will focus on change management within your organisation as you define your learner communication strategy and successfully launch the Skillsoft Percipio platform. Once the final scope of your learning programme is agreed, an implementation project plan will be created specifically tailored to your organisation. A sample implementation project plan can be shared with the buyer on request.

Service Management

Recognising the critical nature of network and security infrastructures Skillsoft has made strategic investments in best-of-breed devices from vendors such as Cisco and F5 Networks reflecting our ongoing commitment to world-class service provision. Network infrastructures are built for scalability and fault resilience following many of the guidelines used by Internet Service providers. Perimeter security is provided through a robust Firewall and Intrusion Detection and Prevention system. This multi-vendor, multi-layer system affords customers the greatest degree of protection from Denial-of-Service attacks and intrusion attempts while positioning Skillsoft to respond with agility to emergent threats.

All systems are built from standardised, pre-hardened images employing industry best-practices. System images are routinely reviewed to ensure responsiveness to a changing technology and threat landscape. As a final measure Skillsoft conducts an annual, third-party security audit of our Cloud Operations Environment. Skillsoft has enjoyed a very favourable assessment history with no high-risk vulnerabilities found during any assessments.

Service Constraints

Please refer to the following:

- (i) The section below titled 'Technical Requirements and Client-Side Requirements' regarding technical requirements for hardware and software required to access the Skillsoft Percipio platform and content deployed therefrom;
- (ii) The section below titled 'Outage and Maintenance Management' regarding periods of maintenance of the Skillsoft Percipio platform, during which it will be unavailable;
- (iii) Skillsoft's Terms & Conditions document on the government marketplace regarding restrictions on use of the Skillsoft Percipio platform and content deployed therefrom.

Service Levels

The document titled 'Skillsoft UK Limited-Service Levels and Support' appended hereto as Exhibit A (including the documentation referenced therein) describe the service levels and support provided by Skillsoft in connection with provision of its product packages deployed from Skillsoft Percipio. Detail includes a monthly availability target, service credits for failure to meet that target, maintenance windows, data back-up processes and disaster recovery, as well as technical support available to individual users and support for the Buyer in the strategic implementation of learning using Skillsoft products.

Outage and Maintenance Management

All Skillsoft Percipio Public Cloud Systems are broadly monitored for availability from multiple physical locations. Visual and auditory alerts are generated within 1 minute of a service fault and email alerts generated within 2 minutes. Immediate action is undertaken to restore impaired services. All service affecting events are logged and analysed by both SW Engineering and Cloud Operations resources to ensure that the event is fully understood, and steps are taken to mitigate future exposure to the event.

In addition to tracking the availability of public cloud services, comprehensive measures are put in place to protect against temporary or minor application latency. A redundant and geographically dispersed monitoring infrastructure provides visual, audio, and email notifications for all monitoring events that exceed the allowed time. Transactional monitors simulate user activity to give a reliable indicator of the overall performance of the system, from the perspective of the end user.

Routine maintenance window operations (when these affect services) are limited to two hours per week (Sunday 1pm to 3pm US Eastern Time). Special maintenance windows requesting longer may be requested from time to time. 14 days' notice will be given for these special maintenances.

Activities performed during these maintenance windows may include, but are not limited to, hardware maintenance and replacement, system patch updates, infrastructure improvements, and new versions of Skillsoft software.

Skillsoft reserves the right to perform unplanned maintenance activities where delaying such maintenance may pose significant risks to the availability and/or security of the services provided. Every effort is made to coordinate these unplanned maintenance activities with customers in advance and perform them at a time when it has the least possible impact as soon as the conditions are right.

Financial Recompense Model for not Meeting Service Levels

Please refer to section 2 of the document titled 'Skillsoft UK Limited-Service Levels and Support' appended hereto as Exhibit A.

4. Provision of the Service

Customer Responsibilities

On the customer side key roles for the buyer to identify include:

- Skillsoft Percipio Admins – 3-5 participants in configuration sessions.
- Technical resources (safe-listing, SSO).

- Communications and branding contacts.

Technical Requirements and Client-Side Requirements

For all browsers listed, Skillsoft Percipio supports the current version, plus one version back.

Browser	Windows 10	macOS 10.15.4+
Microsoft Edge (Chromium)	Current version and one version back.	
Firefox	Current version and one version back.	
Chrome		Current version and one version back.
Safari		Current version and one version back.

Comprehensive, current detail of technical requirements for hardware and software required to access the Skillsoft Percipio platform and content deployed therefrom can be found at: https://documentation.skillsoft.com/en_us/percipio/Content/Administrator/percipio_requirements-web.htm, or other location made available by Skillsoft.

Outcomes/Deliverables

Skillsoft Percipio allows learners to connect with learning resources in their moment of need; with thousands of videos, books, courses, mentoring and certification-aligned learning assets.

Increase Adoption

Skillsoft Percipio encourages more learners-in-waiting to take that first step with a personalised, state-of-the-art user experience.

AI-Driven Personalisation

A personalised homepage recommends meaningful and relevant content based on each learner's interests, recent activity, and the kinds of content accessed by similar users. Personalised email recommendations boost logins from the start and encourage inactive users to return.

Allow Them To Learn In Ways That Make Sense For Them

Learners choose their favourite way to consume content: videos, books, audiobooks, practice labs, and assessments.

Just-In-Time Learning

With 24*7 access on both desktop and mobile, learning can happen anywhere, anytime, and on a broad range of devices. Improved content discovery, industry-leading search functionality, and focused microlearning content deliver just-in-time answers and understanding. The Skillsoft Percipio mobile app enables learning anytime, anywhere—including offline.

Drive Engagement

Skillsoft Percipio captures learners' attention and motivates them to self-direct their learning.

Skills Benchmarks

Close the skills gaps with skills assessments aligned to in demand competencies and vetted learning objectives.

Digital Badges

Motivate learners with personal, progressive, and portable records of accomplishment.

Expertly Curated Content

Meaningful and relevant content, organized into 700+ expertly curated channels, mapped to competencies that matter most to the UK Public sector including alignment to the SFIA and DDaT Framework.

Learning In The Flow Of Work

The Skillsoft Percipio App for Microsoft Teams provides immediate access to content via browser plugin without interrupting the natural flow of work.

Charted Career Pathing

Recognising the connection between learning and career progression is the number one motivator to learn. Aspire Journeys offer prescriptive course material, including hands-

on practice, intentionally designed to walk learners, step by step, through diverse topic areas relevant to progressing from current to aspirational roles.

Impact Learning

Skillsoft Percipio empowers organisations to build a culture of learning that has a significant, long-term positive impact on the organisation. Understanding your organisations skills inventory and visualise programme engagement so you can better articulate the ROI and business impact of learning.

Curate Custom Content From Any Source

- **Content Management:** A seamless platform experience complements Skillsoft materials with content from any source, whether proprietary or licensed from other providers (“Custom Content”), curated, and made discoverable and trackable. Skillsoft will provide up to 200 gigabytes of storage space for Custom Content on each Buyer’s Skillsoft Percipio site. In the unlikely event that a Buyer requires additional storage space for Custom Content, it may purchase as many additional gigabytes as it requires.
- **Curation:** Drive usage of custom content by curating into custom Channels. Further impact usage with content promotions targeted to groups of your choosing.

Finally, define a specific path through learning content with Custom Journeys—enabling learners to assess their skills, develop new competencies, and reach their full potential.

Enable Managers To Impact Learning

Assignments, automated team management, and dashboards enable managers to support their teams and improve performance. With Skillsoft Percipio’s highly visual reporting tools, administrators can quickly access key statistics that align to their business training goals. Features include:

- Automatic content deployment
- Automatic content updates
- Rich activity data available in LMS, LRS, or BI Tools
- Content access tracking across the enterprise
- ROI reporting and analytical tools

Deliver Highly Relevant Content To Select Audiences

Define attribute-based groups and teams to receive targeted assets and assignments, including custom content.

Integrate With Learning Ecosystems

Skillsoft Percipio has a suite of services and tools that enables your organisation to integrate the different elements of Skillsoft Percipio into your learning ecosystem. Skillsoft Percipio is designed to complement your Learning Management System and other learning systems to make best use of Skillsoft content. The integration architecture for the Skillsoft Percipio platform, is a series of interlinked and overlapping technologies that allow Skillsoft to deliver a comprehensive integration solution for our customers. It consists of Restful Application Programming Interfaces (API), file based data exchanges and industry standard technologies such as SAML Single Sign-on and Experience API (xAPI).

Accessible

Skillsoft is committed to creating and delivering eLearning that is accessible to all users regardless of age, ability, or situation. Where we measure and evaluate accessibility, we do so using the WCAG 2.0 and 2.1 standards issued by the World Wide Web Consortium (W3C) and the applicable version of Section 508 of the U.S. Rehabilitation Act. For many of our products, specific information related to their most recently known accessibility can be found in Voluntary Product Accessibility Templates (VPATs) which include descriptions of exceptions or deviations from these standards. With 120,000 digital assets and multiple technology interfaces, we are not able to guarantee that all legacy items will continue to meet current WCAG and 508 standards on every product line, or support every new Assistive Technology; and, an accurate statement in a VPAT might not assure accessibility for a specific user preferring a specific platform, interface, or assistive technology. Skillsoft is fully committed to addressing and reducing accessibility exceptions as soon as commercially practicable. To request access to Skillsoft's VPATS, please contact Shariff El Rafaey: (shariff.elrafaey@skillsoft.com).

Development Life Cycle of The Solution

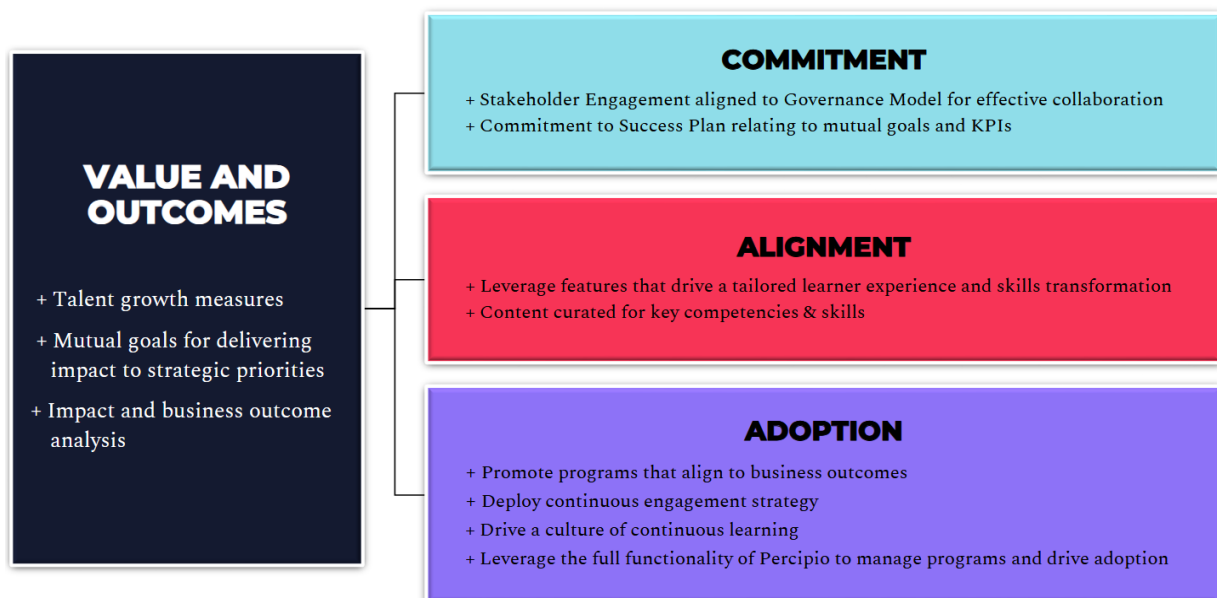
Product related software development is done by Skillsoft SW Engineering staff, which consists of Scrum Masters, DevOps Managers, Squad Architect, SW Engineers and Database Developers. The SW Engineering department is divided into Squads by the various areas of expertise required by the various products and their respective software development life cycle.

Product related software development is done by Skillsoft Software (SW) Engineering team, which consists of Scrum Masters, DevOps Managers, Squad Architect, SW Engineers, and Database Developers. The SW Engineering department is divided into Squads by the various areas of expertise required by the various products and their respective software development life cycle.

Following a formal release to Skillsoft Cloud Operations services, the software release package is reviewed by Cloud Operations services and deployed following CI/CD methodology. Software is initially released to an integration/QA environment for testing and load testing, subsequently software is deployed in a staging environment. Following qualification in the staging environment, the software package is deployed in production. The Micro Services architecture enables SW deployment quickly and seamlessly.

After-Sales Account Management

From the beginning of our company in 1998, we've positioned Customer Success Managers (CSM) as the main point of contact and as a trusted advisor for our clients with a keen focus on ensuring our partnerships add real value to the organizations we serve. CSMs target long-term value- generation and are all about maximizing the value clients realize through our solutions. To enable such value creation, the CSM applies our proprietary methodology, Digital Learning Principles, to anchor the partnership.



Customer Success Managers provide the business methodology to ensure that our clients achieve their desired outcomes while using our solutions and services. Customer Success is relationship-focused client management that aligns our client's goals and the Skillsoft solutions for mutually beneficial outcomes. We empower our clients to achieve success with their programs. Your CSM will schedule and lead regular progress meetings with each customer. Progress meeting agendas could include the following:

- A structured agenda that is pro-actively communicated to the customer and Account Executive.
- A monthly communications update sharing “what’s new” (this includes providing a demo given the opportunity).

- An ongoing review, discussion, and execution arrangement against the Success Plan (derived from the Executive Partnership Session).
- Update on License Consumption and program adoption trends. High or low usage drives meaningful conversation and appropriate action (customers should never be surprised by high or low usage or kept uninformed).
- Follow-up the call with organized meeting notes and action items.

Termination Process

Skillsoft recognises each Buyer's right to terminate a Call-Off Contract without cause. The section titled 'Additional Commercial Provisions' of Skillsoft's Terms & Conditions document on the government marketplace, which reflect Skillsoft's annual licence model, addresses financial consequences of any such termination without cause. Skillsoft shall have no right to terminate a Call-Off Contract without cause. The Off-Boarding approach previously in this document shall apply regardless of the nature of termination or expiry.

5. Our Experience

Case Studies

Information on Skillsoft's public facing client relationships including case studies can be found here:

<https://www.skillsoft.com/customer-stories>

Clients

Skillsoft's client base includes the following:



Existing Client Case Study: CGI

Technology is at the heart of how CGI helps clients accelerate THE NUMBERS their digital transformation. As one of the world's largest IT services firms, the company employs over 90,000 professionals who help clients achieve the highest returns on their digital investments through systems integration, managed IT and business process services, and IP-based business solutions.

AI has long been a part of CGI's approach to client innovation. CGI has over 30 years of experience in advising and implementing AI solutions for clients, constantly learning from and adapting to technological advances. As generative AI came on the scene, CGI's leaders recognized the need to move from automation to creation.

In July 2023, CGI announced a \$1 billion investment over three years to expand its AI capabilities to help clients design and deliver responsible, ROI-led strategies, according to a company announcement.

“As we were talking to clients, we’d say this is AI’s iPhone moment. We now have an interface where we can tangibly access AI versus having it behind layers of programming, neural networks, and more,” said Dave Henderson, President of Intelligent Solutions and Innovation at CGI. “In the early days of GenAI, we were actively discussing its transformational power and impact to both our business and that of our clients.”

This moment also brought about an industry-wide discussion on embracing responsible AI, with CGI understanding the imperative to ensure all employees became deeply familiar with its Responsible AI (RAI) Framework.

“As the increased accessibility to AI’s transformative power advances our clients’ organizations, we recognize that the opportunities enabled by AI, and GenAI in particular, must be met with great responsibility to deliver value and outcomes we can trust,” Henderson added. “It was clear that if we were going to talk to our clients about AI and our approach to AI, we needed to get our global team on the same page.”

It wouldn’t be easy. As mentioned, it’s a 90,000 strong workforce spanning the globe. How does an enterprise as vast as CGI train everyone on a framework for a technology that changes by the hour?

The Challenge

Henderson partnered with his colleague Steven Starace, Senior Vice President of Human Resources at CGI, and his learning and development team to make a plan.

Their goal was to put together a curriculum that was relevant and timely — starting with building fluency in generative AI and the responsible use of AI, to expanding to technical learning paths, expert-led leadership sessions, and more.

Collectively, the company rallied behind this initiative.

Part of what makes CGI a reliable provider of AI services is its approach: a thorough, 360-degree, human-in-the-middle strategy. The team looks at problems from all angles to solve the business challenge and create the most impact. This includes applying models and providing trustworthy datasets but also enabling their clients and proving the value of the solutions.

“Our teams across the board take ownership and are eager to help clients solve problems and take advantage of new opportunities,” said Starace. “Everyone had the desire to learn more – first as part of our general fluency and responsible use of AI, and then more deeply as part of specific journeys for different roles and industries. We created learning that was very digestible to feed the desire that was already there.”

In the spirit of this culture, CGI wanted to ensure that its employees could speak confidently about generative AI and the responsible use of the technology.

Doing so would require training.

The Solution

Knowing the fast-moving nature of generative AI, the CGI team acted quickly to launch a training program that would scale and resonate with its workforce.

In addition to its RAI Framework, the CGI team used many of Skillsoft's curated AI modules and courses on topics like governance and everyday impact to business. The team also used Skillsoft's dashboards to track consumption and Skill Benchmarks to measure their workforce's skill gains over time. They mixed Skillsoft resources like these with their own to curate 60+ learning journeys, which saved them time and money.

The program was broken into three phases: Build, Develop and Advance. At the beginning, the goal was to establish the baseline. Everyone had to understand what it means to use generative AI responsibly.

The program started at the ground floor:

- *What is it?*
- *What are the potential risks?*
- *What are the benefits?*
- *And what are its applications?*

At later stages, the program would build upon this foundation, becoming more specific, dialing in skills and advancing innovation. For example, during the "Advance" phase of the program, the team launched the CGI AI Leader Series, which were live sessions on critical AI topics that aligned with strategic imperatives. These sessions were recorded and made available in Skillsoft's Percipio platform.

Henderson and Starace announced the curriculum internally with a personalized video message, explaining the goal and what employees would gain access to: a library of courses, modules and activities tailored to the company, individuals' roles, and their clients' industry needs.

The Program Features That Resonated with Learners

The team took a blended approach to building this competency in house, including courses, modules, hands-on activities and challenges.

- **Role-based Journeys** — The CGI team designed and launched a series of role-based training journeys related to different functional areas across the business, including for leaders.

- *Digestible Modules* — While expansive, CGI structured the program in bite-sized pieces. It made the content easy to consume quickly.
- *Personalized Training* — CGI's team tailored many courses and modules to their own policies around AI and the industries the company serves.
- *Innovation Series* — The team challenged employees to apply what they've learned and brainstorm innovative ideas that can be brought to market.

The Outcomes

Within 90 days, 70,000 employees participated in the first phase of the program, amassing 140,000 completion badges. A post-curriculum survey showed that 90% of participants also felt confident they would apply what they'd learned on the job.

"The results were remarkable, almost unbelievable," says Mark Onisk, Skillsoft's Chief Content Officer.

"With a comprehensive global AI learning strategy, this organization's phased approach to AI learning and significant engagement demonstrates a forward-thinking and impactful program that aligns with strategic business goals," Onisk said in a statement to CGI. "The return on their AI program is among the best I have ever seen."

Skillsoft formally recognized CGI at its annual Impact Awards as having accomplished the "Program of the Year." The program was not mandatory and still received tremendous engagement. In fact, the award nomination says: "This has been the most successful non-mandatory learning program we have ever launched in our 48-year history."

"From the start, the goal was to establish the foundation with this program — to get started. As employees consumed the content, they hungered for more," Henderson said. The learning team quickly moved from theory to application, and that's where the future lies for this program. The team plans to offer more advanced training and double down on how to create growth opportunities internally and for clients. For example, at the time of this writing, Agentic AI learning is rolling out that includes comprehensive materials to help employees engage their clients in this topic.

In the meantime, the initial program has had a material impact. "My desire is to have an impact," Starace said. "This AI learning had a global impact that benefits all of our consultants as well as the clients they serve."

Contact Details

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Exhibit A: Skillsoft UK Limited Service Levels & Support

1. This document applies solely to the specification, service levels and support of Skillsoft Percipio and other Skillsoft Products deployed therefrom provided to Buyers by Supplier under Call-Off Contracts, and Supplier's support processes.

1. Definitions. Capitalized terms used but not defined in this document shall have the same meaning as in Supplier's service-specific terms and conditions or the applicable Call-Off Contract.
 - 1.1 "Downtime" shall mean sustained loss of access to Skillsoft Percipio and/or other Skillsoft Products delivered to Buyer therefrom for five (5) minutes or longer due to a failure of Supplier to provide service for such period. Downtime shall not include any network unavailability during Supplier's scheduled maintenance or issues not attributable to Supplier such as, 1) speed of the modem or connection by which the end user is accessing the server; 2) memory, configuration and web browsers of the end user workstations from which the end user is accessing the server; 3) security, firewall/proxy servers that end users need to pass through from Buyer to the Supplier servers; and (4) performance level of the internet service provider that services Buyer and its users.
 - 1.2 "Percipio" shall mean a method for the delivery of and access to certain Skillsoft Products whereby Supplier shall host the Skillsoft Products on Supplier servers and Buyer may obtain access to the Skillsoft Products. Supplier shall provide installation of any maintenance releases and/or new version releases to the Skillsoft Percipio platform at no extra charge to Buyer. The timing of such installations will be at Supplier's discretion.
 - 1.3 "Scheduled Maintenance" means periods during which Skillsoft Percipio and/or other Skillsoft Products delivered therefrom are unavailable due to planned maintenance activities scheduled by Supplier in accordance with its normal policies and procedures as described in the applicable Cloud Operations Services document referenced in section 3 below.
 - 1.4 "Uptime" shall be calculated on a monthly basis and is expressed as a percentage equal to (number of minutes in the month minus number of minutes of Scheduled Maintenance during the month minus number of minutes Downtime in the month) divided (total number of minutes in the month - number of minutes of Scheduled Maintenance during the month).

2. Skillsoft Percipio Availability.

- 2.1 Buyer shall report downtime to Supplier's Technical Support Department, through its toll free number. Supplier agrees that in the event that Supplier discovers or is notified by Buyer that Buyer is experiencing downtime, Supplier will take all actions necessary, to determine the source of the downtime and correct the problem, disruption, or outage if the problem is within Supplier's control.
- 2.2 Within two (2) hours of discovering or receiving notice of the downtime, Supplier will determine whether the source of the downtime is limited to Supplier (or its subcontractors' or agents') equipment and software providing service to the Buyer. If Supplier determines that the Supplier (or its subcontractors' or agents') equipment and software are not the source of the downtime, Supplier will determine the source of the downtime within an additional two (2) hour period. In any event, Supplier will notify Buyer of the source of the downtime as soon as a problem has been identified, and provide an estimated time for resolution of the problem for problems related to Supplier equipment and software. If the source of and remedy to the downtime reside outside of the Supplier (or its subcontractors' or agents') server, Supplier will use commercially reasonable efforts to notify the party(ies) responsible for the source of the downtime and cooperate with it (them) to resolve such problem as soon as possible.
- 2.3 Supplier will use all reasonable endeavours to ensure an Uptime measured on a monthly basis that is equal to or greater than 99.5%.
- 2.4 Upon request from Buyer Supplier will grant to Buyer a pro rata temporis credit of Charges paid under the applicable Order Form(s) for (i) any incident of Downtime of duration in excess of two (2) hours duration and/or (ii) any delta between actual Uptime and the Uptime standard set forth in section 2.3 above. For the avoidance of doubt, Buyer agrees that any incident of Downtime shall only result in a single credit pursuant to the immediately foregoing sentence.

3. Skillsoft Percipio Technology, Policies and Processes.

Detail of the technology of and policies and processes followed by Supplier in connection with Skillsoft Percipio hosted in the EU are set forth in the with Skillsoft Percipio hosted in the EU are set forth in the documentation applicable to Skillsoft Percipio accessible from the 'Security and Compliance' section found at <https://documentation.skillsoft.com/>. A copy of the applicable document as at the date of Supplier's application to G-Cloud 14 is appended to this Service Definition document as Annex 1. Supplier reserves the right to vary the technology, policies and processes so long as any such change maintains or enhances the functionality, performance and security of Skillsoft Percipio. A copy of the then-current

applicable version of the document will be provided by Supplier to Buyer upon Buyer's request from time to time.

4. Technical Support.

Supplier agrees to make available to Buyer throughout the term of each Order Form in accordance with its normal policies and procedures technical support services for and in response to reported software problems with licensed Skillsoft Products.

Skillsoft reserves the right to vary such policies and procedures so long as any such change maintains or enhances the quality and quantity of technical support services available to Customer

5. Customer Success Group Support

The services of one or more members of the Supplier Customer Success group will be made available to Buyer to offer assistance from time to time in relation to the strategic implementation process (including program design; alignment; internal marketing strategy; and measuring ongoing success) as further detailed in the Service Definition document to which this Exhibit is appended in connection with the Skillsoft Products licensed under each Order Form, all in accordance with Supplier's then-current policies and procedures.

Exhibit B: Fee-Based Add-On Professional Services

Skillsoft's Professional Services team can bring deep consulting, industry, technological and instructional design to each engagement. We work to connect your business objectives to key learning experiences, drive engagement and set you up for success. Our goal is to become your trusted advisor and an extension of your Organisation by helping to implement diverse, complex learning and performance solutions and support ongoing organisational needs for coordination, integration, and communication. Skillsoft customers can make the most of our award-winning intelligent learning platform and content with our expert Professional Services team who will work to ensure you have a successful learning experience.

On Demand Services

On-Demand service subscription (*outlined in the supplemental pricing document*) enables you to leverage experienced resources to execute activities that will optimise the investment in Skillsoft learning products and technologies by expanding tactical and strategic capabilities and proficiencies. Skillsoft resources can engage with you to consult on common subject matters and/or assist with elements of learner experience and site configuration, program promotion, reporting, compliance administration, and platform training and administration.

Included in the On-Demand subscription are pre-packaged service engagements that will help you quickly respond and find solutions for your immediate needs. Our consultants will work to ensure that each engagement delivers impact and gets you the results you need.

Simply refer to the On-Demand Service options matrix or go directly to details of each service, based on business need:

- Operational support engagements
- Platform support engagements
- Program support engagements
- Strategic support and consulting
- Compliance platform and program support

Operational Support Engagements

Designed to provide administrative support and resourcing for key operational activities such as one-time administration projects and hosted custom content publishing services.

Reporting:

(2 credits):

- Ad hoc, one-time reporting need. A single customized report will be provided to Customer, in MS Excel format. The report will be produced based on Customer specifications and will include a maximum of two (2) data slices. All data will be pulled from Customer's Skillsoft platform using existing system templates. Should the specific reporting need be met by modifying the existing report template's input filters and display options, the Skillsoft Learning Administrator will create a job-aid with the steps to create the report template and schedule the report to run.

(4 credits):

- Customized reports (up to 4) will be provided to Customer, in MS Excel format. The report will be produced based on Customer specifications and delivered to Program Stakeholder on a schedule mutually agreed upon by Skillsoft and Customer.

(6 credits):

- Customized reports (up to 8) will be provided to Customer, in MS Excel format. The report will be produced based on Customer specifications and delivered to Program Stakeholder on a schedule mutually agreed upon by Skillsoft and Customer.

(8 credits):

- Customized reports/dashboard (up to 12) will be provided to Customer, in MS Excel format. The report will be produced based on Customer specifications and delivered to Program Stakeholder on a schedule mutually agreed upon by Skillsoft and Customer.

Professional Services will assess each request for complexity and/or required data analysis and will confirm in writing to the customer the required credits needed to fulfil the request if outside of report definitions.

Hosted Custom Content Publishing Administration

(Percipio)

(2 credits)

- Publishing administration for up to 20 custom course files.
- Customer will provide a completed Hosted Custom Content Requirements form to Skillsoft. The Hosted Custom Content Requirements form, and course raw files are required to be sent at the same time and are sent via MoveIT or another secure means.
- Skillsoft will validate all requirements are complete and publish the course
- raw file(s) to Percipio.

- Skillsoft will perform quality testing that includes course playability and course completion testing.
- Skillsoft provides a summary of the testing and makes any recommendation for remediation to be performed by Customer, if required.
- Based on feedback, Skillsoft finalises the course publishing process for up to 20 custom course files.

(4 credits)

- Bulk Publishing administration for up to 500 custom course files.
- Customer will provide a completed Hosted Custom Content Requirements form to Skillsoft. The Hosted Custom Content Requirements form, and course raw files are required to be sent at the same time and are sent via MoveIT or another secure means.
- Skillsoft will validate all requirements are complete and publish the course raw file(s) to Percipio.
- Skillsoft will perform quality testing that includes course playability testing and course completion testing.
- Skillsoft provides a summary of the testing and makes any recommendation for remediation to be performed by Customer, if required.
- Based on feedback, Skillsoft finalises the course publishing process for up to 500 custom course files.

Percipio Hosted Custom Content Consulting Engagement (6 credits)

Provides access to a Custom Content Publishing Subject Matter Expert, who will assess and validate customer's custom courses. This service is available for up to 5 different file types and/or courses created with 5 different authoring tools and will include:

- Validation of custom content against the associated standard for packaging and for run-time communication
- Validation against the Skillsoft authoring guidelines for exceptions or problems for each custom course
- Validation of basic operation relative to launch and tracking. If a problem is detected and it is a problem that Skillsoft can isolate, Skillsoft will supply information about the root cause to the customer for potential remediation
- Installation of each course to a test server for Customer to review the treatment and review any unstated requirements that Customer may have that is beyond basic tracking
- Hosted Custom Content SME provides a summary report on any recommended remediations
- Hosted Custom Content SME consults with Customer on recommended remediations and provide guidance around solutions to prepare each of the 5 different course files for publishing

Ad Hoc Learning Administration for Short-Term Projects (Credits to be Scoped)

All Learning Administration requests will be assessed based on complexity, audience size, and/or requirements. The request must be within the following activities:

- Administrative Support
- Learner Management
- Content Management
- Content Assignments
- Site Configuration

Professional Services will assess each request for complexity and will confirm in writing (via email) to the customer the required credits needed to fulfil the request.

Platform Support Engagements

Leverage Skillsoft platforms to their fullest functionality. Skillsoft Platform Consultants will coach, train, advise your Administrators on platform functionality and best practices. Where resources are tight, Platform Consultants will help you get important platform projects completed.

Percipio Custom Channel deployment (2 credits):

- Creation of two (2) Custom Channels based on Customer inputs in a Skillsoft provided data template. Customer supplied data must include learning assets for the channel, images files and all the required information including (without limitation) metadata, descriptions, activity names, etc.
- Skillsoft will conduct up to two (2) reviews with Customer, to support
- revisions to the channel information, text, and content.
- Skillsoft will assist customer with validation and troubleshooting of content links.
- Customer must provide Skillsoft with any authentication credentials necessary to validate external content.

***Note:** Does not include on-going support or consulting for the curation of the custom channel.*

Percipio Aspire Journey Administration Deployment (4 Credits):

- Creation of one (1) unique Aspire journey, with two (2) tracks based on Customer inputs in a Skillsoft provided data template.
- Customer supplied data must include learning assets for each track, images files and all the required information including (without limitation) metadata, descriptions, activity names, etc.
- Skillsoft will conduct up to two (2) reviews with Customer, to support
- revisions to the channel information, text, and content.
- Customer must provide Skillsoft with any authentication credentials necessary to validate external content.

***Note:** Does not include on-going support or consulting for the curation of the custom channel.*

Percipio Aspire Journey Administration Deployment (6 credits):

- Creation of one (1) unique Aspire journey, with four (4) tracks based on Customer inputs in a Skillsoft provided data template.
- Customer supplied information must include learning assets for each track, images files and all the required information including (without limitation) metadata, descriptions, activity names, etc.
- Skillsoft will conduct up to two (2) reviews with Customer, to support revisions to the channel information, text, and content.
- Customer must provide Skillsoft with any authentication credentials necessary to validate external content.

***Note:** Does not include on-going support or consulting for the curation of the custom channel.*

Percipio LMS Integration Maintenance (2 credits):

Upon request, Skillsoft will provide maintenance on Customer's Percipio LMS integration or Percipio test site (not to exceed 2 instances per year). The requested maintenance may include but not limited to:

- Changes to data: Data changes will include updating the integration to allow for adjustment to content metadata and reporting configurations

***Please note:** Major changes or custom transforms outside of the integration are not considered maintenance and are, therefore, not included.*

- Changes to Single Sign on configuration
- Updates: Skillsoft will make hosting infrastructure upgrades and release platform software upgrades that may require the feed to be updated to ensure uninterrupted use by the Customer. Skillsoft reserves the right, at their discretion, to determine the most cost-effective upgrade path for the product that may include update releases of the product.

Core Platform Training and Guidance:

Platform Administrator Training on Skillsoft Platforms (2 credits): 8 hours of training and/or support that may include:

- Learner Management: user data for batch import, learner profile
- data, creation of and best practices of groups and labels for program assignment, creation of assignment groups in preparation for assignments.
- Content Management: adding and tracking non-WBT courses, group/individual training assignments.
- Reporting: guidance on report creation, generation, and scheduling within Skillsoft platforms, set up of reporting dashboards.

Multi-Site Set Up Configuration Support Platform Consulting (6-Credits)

24 hours of platform consulting support that includes:

- Access to an Implementation Consultant to coach, train and advise Customer administrators on Skillsoft Percipio functionality and best practices. The Implementation Consultant will be available for two (2) hours per month, not to exceed a total of 24 hours for the Annual License Term

Program Support Engagements

Skillsoft Professional Services consultants will help to implement diverse, complex learning and performance solutions and support ongoing Organisational needs as it relates to Learning & Development.

Communication Support:

(2 credits):

- Creation of two (2) teaser communications for pre-launch awareness
- Creation of one (1) pre-launch communication that highlights the program that is due to launch
- Creation of one (1) kick-off communication which includes the details of the program

(4 credits):

- Creation of six (6) tailored marketing pieces with original graphics and text. Marketing piece will follow Customer branding specifications and include Customer provided language text and aligned learning assets.

Program Launch, Administration, and Impact:

Program Kick-off Service (2 credits):

A Professional Services Consultant will create a program kick-off package that will include:

- Creation of one (1) pre-launch communication that highlights the program
- that is due to launch
- Creation of one (1) kick-off communication which includes the details of the program and the link to launch assets within program. Customer will approve communication template and is responsible for the distribution of the communication.
- Services Consultant will co-host with the customer, up to two (2), 30-minute virtual kick-off sessions to walk through navigation of the program and highlight program expectations. Services Consultant will collaborate with the customer on the design of this session.

Learner Program Impact Assessment

(4 credits)

- Create and distribute up to four (4) learner impact surveys to engaged learners.
- Each evaluation will measure the application of learning, including barriers and successes of application, relevancy of learning to the job and critical feedback on the learner experience.
- Final report on findings and feedback.

(8 credits):

- Curation of six (6) learning paths. Learning paths include the curation of up to five (5) targeted assets, sequenced in a logical order. Customer's licensed Skillsoft content solution, and the identification of reflection questions will be included. All assets featured will be linked to Customer's LMS site, as applicable. Customer will need to supply links for content to Consultant if implementing program via a Third Party LMS.

Strategy Support Engagements

Skillsoft Professional Services Learning Consultants leverage a wide range of experience in instructional design, learning and talent development to assist you in crafting a learning strategy.

Learning and Development Consulting (6 credits)

Engage with a Professional Services Learning Consultant to coach and advise on important aspects of successful learning strategy. We will share best practices on how to successfully support learning, along with guidance on how to execute key actions that will make an impact! This could include, but is not limited to:

- Learning & Development strategy
- Blended learning strategy
- Marketing/communications strategy and planning
- Curation consulting (job roles, competencies, proficiencies levels, etc.)
- Measurement and executive reporting

The Learning Consultant will be available for three (3) hours per month, not to exceed a total of 36 hours for the Annual License Term.

Compliance Support Engagements

Compliance programs within organisations require strong program structure, administration, tracking and reporting to be successful. Skillsoft Consultants and Administrators help you launch, manage, and track your most important compliance initiatives.

Compliance Reporting:

(2 credits):

- Ad hoc, one-time reporting needs to confirm completions and manage equivalencies/exceptions. A single customized report will be provided to Customer, in MS Excel format. The report will be produced based on Customer specifications and will include a maximum of two (2) data slices. All data will be pulled from the customer's Skillsoft platform using existing system templates. The Skillsoft Learning Administrator will create a job-aid with the steps to create the report template and schedule the report.

(4 credits):

- Customized reports (up to 4) will be provided to Customer, in MS Excel format. The reports will include completions for specific compliance courses and equivalencies/exceptions where appropriate. Customer is expected to provide all information needed to note where equivalencies and exceptions should apply to any course completion. The report will be produced based on Customer specifications and delivered to Program Stakeholder on a schedule mutually agreed upon by Skillsoft and Customer.

(6 credits):

- Customized reports/dashboard (up to 6) will be provided to Customer, in MS Excel format. The report will be produced based on Customer specifications and can include a consolidation of data that derives from up to three (3) LMS. The report will be delivered to Program Stakeholder on a schedule mutually agreed upon by Skillsoft and Customer.

Compliance Campaign kick-off OR Program launch support (2 credits):

A Professional Services Consultant will create a campaign kick-off package that will include:

- Creation of a kick-off e-mail which includes the details of the campaign and the link to launch the course. Customer will review and approve the e-mail template.
- Creation of three (3) email reminder templates to be sent by Customer throughout the campaign. Customer will approve each e-mail template and is responsible for the distribution of the e-mails.
- Review, prepare, and update user status for campaign launch. This may include activations and deactivations, changes in user access privilege, merging of profiles, exemptions, equivalencies.
- Creation of assignment groups in preparation for assignments. Data required for assignment set up (i.e., courses, users) will be based on data received from designated business unit contacts and other Customer Legal stakeholders.

(4 credits):

- Creation of six (6) tailored marketing pieces with original graphics and text. Marketing piece will follow Customer branding specifications and include Customer provided language text and aligned learning assets.

Skillsoft Compliance Platform Training:

Percipio Compliance Administrator Training 2 credits)

8 hours of training that will include:

- Learner Management: user data for batch import (progress, exemptions, equivalences, new activations, decertations), learner profile data and merging of learner profiles, creation of and best practices of demographic groups and labels for program assignment, creation of assignment groups in preparation for assignments.
- Content Management: adding and tracking non-WBT courses,
- group/individual training assignments, email notification schedule.
- Reporting: guidance on report creation, generation, and scheduling within Advanced Compliance Module (ACM) platform, set up of reporting dashboards.

Platform Skillsoft Platforms (4 credits)

16 hours of training and/or support that could include:

- Multi-site set up support
- Configuration of custom email notifications
- Certitude administration
- Learner Management: user data for batch import, learner profile data, creation of and best practices of groups and labels for program assignment, creation of assignment groups in preparation for assignments.
- Content Management: adding and tracking non-WBT courses
- group/individual training assignments.
- Reporting: guidance on report creation, generation, and scheduling within Skillsoft platforms, set up of reporting dashboards.

Compliance Platform Consulting (6 credits)

- Provide access to an Implementation Consultant to coach, train and advise Customer administrators on Skillsoft Percipio functionality and best practices. The Implementation Consultant will be available for two (2) hours per month, not to exceed a total of 24 hours for the Annual License Term.

Program Manager

The Program Manager is an adjunct member of your Learning and Development team, dedicated to the management and support of the Skillsoft solution, as aligned to your corporate learning strategy.

The Program Manager assists your organisation in achieving talent development objectives and obtaining maximum value from the technology-enabled learning solution licensed from Skillsoft.

Learning Administration

Learning Administration Services provided by Skillsoft become increasingly relevant as you recognise that your internal L&D teams need supplemental resources to ensure that certain critical functions are performed. By leveraging the collective knowledge and experience of learning administrative resources, your learning personnel are free to focus on the important task of consulting and supporting internal stakeholders.

A unique administrative services solution for an organisation might see specialised reporting, targeted, tactical, and/or practical services combined. Services are delivered virtually by dedicated individuals or shared resource pools.

Leadership Development Programme: Leadership Services Customer Toolkit

The Leadership Services Customer Toolkit (one time charge) - program design and planning, kick-off planning, cohort management, communication materials, program launch support, program evaluation and measurement. Toolkit that includes templates, learning paths, facilitator guides, communication templates and a practitioner's guide to effective leadership development and evaluation. A Skillsoft Professional Services Consultant will guide the customer through the resources within the toolkit and provide quarterly check ins after the program is launched. The Learning Needs Analysis is built on a foundation of obtaining crucial input from front-line leaders to ensure that training programs meet the personal development needs of associates and also advances the goals of the Organisation by targeting critical competencies. The engagement begins with leveraging data collection techniques such as surveys to gather direct feedback related to your critical competencies. This feedback is analysed and incorporated with our best practices to provide an overall summary of results including insight into key needs, required skills and gaps that may be present within the business.

Program Consultation:

- Consultant engages with Customer to review Skillsoft's best practices for
- implementing and executing a leadership development cohort experience
- Consultant facilitates a meeting to review the toolkit components with the Customer stakeholder(s)

- Consultant reviews all toolkit templates and reviews the structure of the templates and what can be edited and how
- Consultant will provide best practices to Customer on launching the program
- Consultant will perform quarterly touch points to talk about program successes, barriers, and adoption.

Program Guide:

- Consultant to provide a practitioner guide that includes instructions for deploying and managing a cohort learning experience, including recommended best practices on module and cohort distribution sequence and frequency of communication reminders

Program Development:

- Customer can select up to 6 topics from the topics aligned to Leadership Development Programme.

Toolkit Resources:

The toolkit for program deployment will include:

- A templated user guide that details the program flow to be used for each topic will be provided. Each template will include:
 - Pre-curated learning path based on Leadership Development Programme content
 - Provocative/reflective questions for each topic
 - Curated learning content from the Leadership Development Programme topic
- Kick-off meeting resources:
 - Provide one (1) example PowerPoint slide deck with talking points for the kick-off meeting
- Mid-point meeting resources:
 - Provide one (1) example PowerPoint slide deck with talking points for the mid-point cohort discussion for each topic
- Post program wrap-up meeting
 - Provide one (1) example PowerPoint slide deck with talking points for one post program wrap-up for targeted audience.
- Communication templates:
 - Provide example communication templates that can be sent to participants for the kick-off, mid-point and wrap-up meetings
 - Provide example “Welcome to the program” messaging and example invitation/reminder for evaluation stage

Leadership Development Programme: Leadership Services Fully Managed Engagement

(per 25 user cohort, minimum 2)

Leadership Services Fully Managed Engagement (per 25 user cohort, minimum 2) – program launch support, program adoption measurement done monthly designed for up to 6 topics to be managed throughout the course of 12 months. A Skillsoft Professional Services Consultant will manage the planning, rollout, and evaluation tasks associated with creating a full year program that includes six captivating journeys for leaders at all levels of the organisation using Skillsoft's Leadership Development Programme content. (per 25 user cohort, minimum 2).

Program implementation consulting and design

- Customer will identify the audience participants that will be engaged in the program
- Consultant will collaborate with Customer on cohort strategy, and verify up to six
- (6) topics to be delivered to the targeted audience
- Stakeholder engagement to document performance requirements, learning priorities and program goals/objectives
- Consultant to collaborate with Customer to confirm available learning assets, modalities and delivery technologies within the Organisation or offered by Skillsoft
- Consultant will design and manage module and cohort distribution sequence and frequency of communication reminders, based on the requirements and design of the program.

Learning program design for each topic will include:

- Provocative/reflective questions for each module
- Additional learning content not found in the already curated Leadership Development Programme track (as identified by the Customer)
- Post program assessment to validate skill gain at program conclusion
- Assessment of Customer's technical operating environment, systems, preferred email tool, and resources to support a success program launch
- Review Customer's corporate style guide requirements and restrictions to ensure all documents adhere to customer branding requirements

Program Development:

- Consultant will customize a templated user guide that details the program flow to be used for the topic which includes content from the Leadership Development Programme offering, based on the learning program design
- Consultant creates a cohort communication that captures the objective of the module, expectations, and deep link to any related content

NOTE: Customer will need to supply deep links for content to Consultant for featured content if implementing program using any other system other than a Skillsoft Platform.

Program Delivery:

- Program kick-off meeting:
 - Collaborate with Customer to determine kick-off meeting schedule and agenda
 - Prepare briefing slides with talking points for the kick-off meeting
 - Consultant to facilitate one (1) kick-off meeting to launch the program
- Facilitated cohort sessions with participants:
 - Consultant to prepare materials to facilitate conversation around each of the six (6) selected topics and collaborate with Customer/Stakeholder on scenarios that can be used to facilitate discussions as necessary
 - Consultant to facilitate one (1) cohort session for each of the six (6) topics
- Post program wrap-up meeting
 - Collaborate with Customer to determine post program wrap-up meeting schedule and agenda
 - Prepare briefing slides with talking points for one post program wrap-up that the Consultant will lead for targeted audience. This will include main teaching points, lessons learned and success of the program

***NOTE:** All material developed and customized by the Skillsoft Professional Services consultant will adhere to Customer provided branding specifications: changing colours, editing text, and adding client logo.*

Program Distribution:

- Consultant recommends suggestions for deploying the program via Customer's email/calendaring system
- Consultant works with Customer to perform testing of the communications prior to sending the launch email(s)

Program Evaluation:

- Establish measurement parameters with program sponsor(s) success criteria for the program
- Tailor a standard dashboard for usage measurement
- Providing monthly reports from LMS on program usage for each month of the program duration (Skillsoft platforms only – for TPLMS, client to provide raw data to consultant for analysis)
- Consultant will modify our standard survey instrument to align with the chosen topics. Customer may also include up to five (5) custom questions. Response data for the custom questions will be provided in raw format only and will not be included in post program analysis
- Deploy one post program survey via Qualtrics
- Analyse survey results and prepare a summary of findings for post-program results after the 6 (six) modules of the program concludes

Leadership Development Programme: Leadership Services Introductory Engagement

(per 25 user cohort)

Leadership Development Programme: Leadership Services Introductory Engagement (per 25 user cohort) - program launch support, program adoption management at program mid-point and end of program, designed for 1 topic to be managed over 8 weeks. A Skillsoft Professional Services Consultant collaborates with the customer to manage the planning, rollout, and evaluation tasks associated with creating one captivating learning journey for a set group of leaders at all levels of the Organisation using Skillsoft's Leadership Development Programme content. (per 25 user cohort).

Program Implementation Consulting and Design:

- Customer will identify the audience participants that will be engaged in the program
- Consultant will collaborate with Customer on cohort strategy, and verify the one module to be delivered to the targeted participant audience
- Stakeholder engagement to document performance requirements, learning priorities and program goals/objectives
- Consultant to collaborate with Customer to confirm available learning assets, modalities and delivery technologies within the Organisation or offered by Skillsoft that will be required to support the program
- Consultant will consult with Customer on recommended best practices on module and cohort distribution sequence and frequency of communication reminders, based on the requirements and design of the program.

Learning program design for the topic will include:

- Provocative/reflective questions for each module
- Additional learning content not found in the already curated Leadership Development Programme track (as identified by the Customer)
- Post program assessment to validate skill gain
- Assessment of Customer's technical operating environment, systems, preferred email tool, and resources to support a successful program launch
- Review Customer's corporate style guide requirements and restrictions to ensure all documents adhere to customer branding requirements

Program Development:

- Consultant will customize a templated user guide that details the program flow to be used for the topic which includes content from the Leadership Development Programme offering, based on the learning program design
- Consultant creates a cohort communication that captures the objective of the program, expectations, and deep link to any related content

NOTE: Customer will need to supply deep links for content to Consultant for featured content if implementing program using any other system other than a Skillsoft Platform.

Program Delivery:

Program kick-off meeting:

- Collaborate with Customer to determine kick-off meeting schedule and agenda
- Prepare briefing slides with talking points for the kick-off meeting
- Consultant to co-facilitate with the Customer program sponsor one (1) kick-off meeting to launch the program

Facilitated cohort session with participants:

- Consultant to prepare materials to facilitate conversation around the selected topic and collaborate with Customer/Stakeholder on scenarios that can be used to facilitate discussions as necessary
- Consultant to facilitate one (1) cohort session for the topic
 - Post program wrap-up meeting
- Collaborate with Customer to determine post program wrap-up meeting schedule and agenda
- Prepare briefing slides with talking points for one post program wrap-up that the Consultant will lead for targeted audience. This will include main teaching points, lessons learned and success of the program

***NOTE:** All material developed and customized by the Skillsoft Professional Services consultant will adhere to Customer provided branding specifications: changing colours, editing text, and adding client logo.*

Program Distribution:

- Consultant recommends suggestions for deploying the program via Customer's email/calendaring system
- Consultant works with Customer to perform testing of the communications prior to sending the launch email(s)

Program Evaluation:

- Establish measurement parameters with program sponsor(s) success criteria for the program
- Tailor a standard dashboard for usage measurement
- Provide reports from LMS on program usage for the program duration (Skillsoft systems only. For TPLMS, client to provide raw data to consultant for analysis). Reports will be provided to the customer twice during the program: once at mid- point and at the conclusion of the program
- Consultant will modify our standard survey instrument to align with the chosen topic. Customer may also include up to five (5) custom questions. Response data for the

custom questions will be provided in raw format only and will not be included in post program analysis

- Deploy one (1) post program survey via Qualtrics
- Analyse survey results and prepare a summary of findings for post-program results after the module of the program concludes

Exhibit C: Percipio Essential Launch Service

1 BACKGROUND

1.1 Background

Skillsoft's Essential Launch service will guide the Customer through an implementation methodology that focuses on the elements of a successful program launch. The objective of this service is to implement an effective program that can be well communicated, reported upon and delivered to an Organisation quickly.

A Skillsoft Implementation Consultant will provide consulting on project planning, site configuration, branding, audience setup, library management, and SSO configuration. This process focuses on configuring the environment and does not focus on business processes or complex use cases. After launch, Customer may purchase additional, optional, consulting services to assist with learning strategy, audience definition, custom channel creation and curation, and other ways to leverage and expand the Skillsoft Percipio environment.

The Essential approach is designed for a small customer project team and is limited to a customer team size of three (3) people participating in workshops, training, and other Skillsoft-facilitated activities. Additional customer resources may be required for customer-side tasks such as preparing user files or configuring authentication providers.

2 SCOPE AND APPROACH

2.1 Scope

Project Scope and Duration

The Percipio Essential Launch project will take approximately four (4) to eight (8) weeks. Achievement of the schedule requires customer completion of deliverables within the defined timeframes.

Project Management

The Percipio Essential Launch process follows a predefined project plan, with specific activities and deliverables during each phase. A Skillsoft Implementation Consultant will serve as the project manager and review the tasks and deliverables with Customer at the start of the project. The Customer will provide a designated Project Manager who will be available for the duration of the project and who will be responsible for coordinating Customer resources and ensuring that Customer deliverables are provided in an accurate and timely manner.

The Percipio Essential Launch process follows a customer-enablement approach. Customer will perform the majority of pre-launch configuration, with Skillsoft consultants providing basic guidance and orientation. Skillsoft will perform all technical implementation tasks

required to create a Skillsoft Percipio environment and provide customer with administrative access to perform configuration activities.

Pre-Implementation Workshop

Focusing on Customer requirements, this workshop is fundamental to ensure a successful implementation and customer alignment. This two-hour, web-based workshop will cover a demo of Skillsoft Percipio, review set-up considerations, and review the project approach.

Customer Training

In order to familiarize Customer team with the platform, Skillsoft will provide access to on-demand, web-based training, as well as up to four (4) hours of supplemental consulting sessions, in blocks of one or two hours, to address specific questions that Customer administrator(s) may have. The supplemental consulting will be limited to the scope of this Percipio Essential Launch project and will focus on technology and enablement. All members of the Customer project team will complete the required online training.

Branding

Skillsoft will work with Customer to apply Customer's Organisational logo and colour scheme to the platform. Branding is limited to the standard options available via the administrative interface of the platform. No customization to the platform is allowed. Customer will provide their Organisational logo in the appropriate format defined by Skillsoft.

Launch Marketing and Communications

Skillsoft will provide a one-hour overview of resources and marketing templates available via the Skillsoft Client Community website, and the engagement management options available in the Skillsoft Percipio admin UI. Configuration of launch communications and/or system-generated notifications is outside the scope of this Percipio Essential Launch process and is available optionally via additional Skillsoft consulting services offerings.

User Data Load

Skillsoft will lead a one-hour meeting focusing on Skillsoft Percipio attributes, audiences, and assignments, and their relationship to Customer learning requirements. Skillsoft will create up to 10 custom attributes in Skillsoft Percipio at Customer's direction. Customer can create up to 20 additional employee attributes if desired to manage audiences, reporting, and assignments. Skillsoft will assist Customer with one (1) initial user data load into Skillsoft Percipio. Customer is responsible for creating a user data file in the required format specified by Skillsoft. After initial data load, data validation and deactivation of incorrect user data will be performed by Customer Authentication.

Skillsoft will assist Customer with configuring Single Sign-on ("SSO"). Customer system must be the authentication provider for SSO. Customer is responsible for all customer-side SSO implementation and troubleshooting, for securing any necessary certificates, and for

providing the required information to Skillsoft. For technical details and list of supported SSO methodologies, please refer to the online product documentation.

As an option if SSO is not available, Customer can utilize the native authentication functionality available in Skillsoft Percipio.

Library Management

Skillsoft will provide a one-hour overview of hosted custom content and custom channel configuration within Skillsoft Percipio. Curation and setup of custom channels is outside the scope of this Percipio Essential Launch process and is available optionally via additional Skillsoft consulting services offerings.

Reporting

Skillsoft will enable standard Skillsoft Percipio reporting functionality, which is available to Customer administrators via the Skillsoft Percipio user interface. Customer will review online training materials to become familiar with the built-in reporting available in Skillsoft Percipio. Creation of additional or customer-specific reports is outside the scope of the Percipio Essential Launch process and is available optionally via additional Skillsoft consulting services offerings.

User Acceptance Testing

Customer is responsible for conducting User Acceptance Testing (UAT) prior to launch, including but not limited to site login, navigation, content launch, content completion, email notifications, and reporting. In the case of identified errors, Customer will complete any required site configuration updates prior to launch; Customer will report any technical issues uncovered during UAT to Skillsoft Support.

2.1 Outside of Scope

The following are outside the scope of the Percipio Essential process, and are optionally available via supplemental consulting statements of work:

- Custom channel design, curation, or needs analysis
- Creation of customer-specific audiences or assignments
- Customer-specific reporting or data extract
- Integrations with other systems
- Review or configuration of customer-specific business rules or workflows

Any additional work not included in the scope above shall be performed at Customer's request at Skillsoft's then current rates associated with such work. A separate Statement of Work will be executed by the parties for any additional work, including project scope, fees, payment terms, and any other applicable details specific to such additional work.

Any change in scope will likely result in a fee, which will be mutually agreed upon in advance, and in writing, by Customer and Skillsoft.

2.2 Duration and Effort

The Percipio Essential Launch project will take approximately four (4) to eight (8) weeks. Achievement of the schedule requires customer completion of deliverables within the defined timeframes.

2.3 Approach

The Skillsoft Implementation Consultant will seek confirmation in writing of project priorities, milestones, schedule and objectives. A detailed project plan will be prepared and maintained by the Skillsoft Implementation Consultant.

2.4 Assumptions

- Skillsoft will allocate the necessary resources to implement the specific activities outlined within the scope of this Exhibit.
- Customer will ensure access to all individuals whose input is critical to the work defined in this Exhibit and will provide timely reviews of all project deliverables.

Mode Of Performance

The services to be performed hereunder will be performed virtually. This project does not require Skillsoft resources to attend at the Customer's premises.

Exhibit D: Percipio LMS Implementation Service

1 BACKGROUND

1.1 Background

This Percipio Learning Management System (LMS) implementation service is designed to get Customer's Skillsoft Percipio learning environment integrated with Customer's LMS, so that Customer can launch to users in a fast, easy manner. This process focuses on the integration of a Skillsoft Percipio environment including Customer's branding and loading the environment and does not focus on business processes or complex use cases.

Customer LMS integration is limited to the third-party platform indicated in the applicable Order Form.

2 SCOPE AND APPROACH

2.1 Scope

Project Management

The Percipio LMS Implementation process follows a predefined, eight-week project plan, with specific activities and deliverables each week. A Skillsoft implementation consultant will serve as the project manager and review the tasks and deliverables with you at the start of the project. The Customer will provide a designated Project Manager who will be available for the duration of the project and who will be responsible for coordinating Customer resources and ensuring that Customer deliverables are provided in an accurate and timely manner.

This implementation process is a customer-enablement approach. Customer will perform the majority of pre-launch configuration to the Skillsoft Percipio platform, with Skillsoft consultants providing basic guidance and orientation. Skillsoft will perform all technical implementation required to create a Skillsoft Percipio environment and provide customer with administrative access to perform configuration activities.

Implementation Kick-Off

This is fundamental to ensure a successful implementation and customer alignment. This two-hour, web-based virtual kick-off meeting will cover a demo of Skillsoft Percipio, review set-up considerations, and review the project approach. In this meeting, Skillsoft will review functional requirements and work with Customer to define goals for the integration. Customer will provide an overview of functional requirements and goals for the integration.

As an outcome of the kick-off meeting, Skillsoft will iterate with Customer to finalize requirements based on functionality supported by the applications to provide a seamless learner experience between Skillsoft Percipio and Customer's LMS. Customer will provide an overview of functional requirements and goals for the integration.

User Attributes

User profile data fields (“attributes”) serve several purposes within the Skillsoft Percipio platform, including audience definition, content entitlement, content assignments, and reporting. A one-hour virtual meeting will be conducted by Skillsoft to review best practices for attribute and audience creation, and the impact on the user data load. Should Customer wish to utilize attributes for content availability to users, these attributes must be decided upon before initiating the SSO implementation.

Customer Training

In order to familiarize your team with the platform, Skillsoft will provide access to on-demand, web-based training, as well as up to two (2) supplemental, one-hour consulting sessions to address specific questions that your administrator(s) may have. The supplemental consulting will be limited to the scope of this implementation project and will focus on technology and enablement. All members of the Customer project team will complete the required online training.

LMS Integration

In order to provide a seamless learner experience, Skillsoft will provide services to integrate Skillsoft Percipio and Customer’s LMS identified above. This integration will deploy Skillsoft content metadata to the LMS system. Learners will be able to browse and search for Skillsoft content within the LMS, launch the content for consumption on Skillsoft Percipio, and have Skillsoft Percipio track their learning progress back to the LMS.

Skillsoft Activities

- Identify with Customer any LMS configurations, required or optional, to support integration
- Configure Asset Metadata transformation
- Configure Learner Activity transformation
- Set-up Asset Metadata and Learner Activity synchronization between Skillsoft Percipio and LMS
- Assist with testing of integration of Skillsoft Percipio and LMS

Customer Activities

- Review and approve Asset Metadata configuration
- Review and approve Learner Activity configuration
- Perform required configuration updates needed on the LMS system
- Set-up Asset Metadata and Learner Activity synchronization between Skillsoft Percipio and LMS
- Provide LMS staging environment suitable for testing the Asset Metadata transfer (i.e. non-production environment)

- Configure staging environment per Skillsoft best practices for integration
- Test and validate end to end experience
- Configure production environment per staging environment

Branding

Skillsoft will work with you to apply your Organisational logo and colour scheme to the platform.

Branding is limited to the standard options available via the administrative interface of the platform. No customization to the platform is allowed.

Customer will provide their Organisational logo in the appropriate format defined by Skillsoft.

User Data Load

Skillsoft will review user attributes with respect to user data (“attributes”) and the methodology for importing data. Skillsoft will guide customer with importing user data into Skillsoft Percipio.

Authentication

Skillsoft Percipio supports SAML-SSO integration. To date, Skillsoft has validated Skillsoft Percipio SAML integration with several leading identity providers (IdP). Additionally, Skillsoft expects SAML-based SSO will work with most common identity providers. Skillsoft will assist Customer with configuring Single Sign-on (“SSO”). Customer system must be the authentication provider for SSO. Customer is responsible for all customer-side SSO implementation and troubleshooting, for securing any necessary certificates, and for providing the required information to Skillsoft.

Percipio Reporting

Skillsoft will enable standard Skillsoft Percipio reporting functionality, which is available to Customer administrators via the Skillsoft Percipio user interface. Customer will review online training materials to become familiar with the built-in reporting available in Skillsoft Percipio. If functionality is turned on and available with Customer LMS, data that is passed back to Customer LMS will be available via Customer’s LMS reporting functionality.

2.2 Outside of Scope

The following are outside the scope of the LMS Integration implementation, and are optionally available after the implementation process via supplemental consulting statements of work:

- Custom channel design, curation, or needs analysis

- Customer-specific reporting, report building, or data extract
- Configuration of advanced functionality available in Skillsoft Percipio, such as audiences and learning assignments
- Review or configuration of customer-specific business rules or workflows

After launch, you may purchase additional, optional, consulting services for a fee to assist you with learning strategy, audience definition, custom channel creation and curation, and other activities to leverage and expand your Skillsoft Percipio environment.

2.3 Duration and Effort

The LMS project will take approximately sixty (60) days and is dependent on the availability of Customer's resources. Achievement of the schedule requires customer completion of deliverables within the defined timeframes.

2.4 Approach

A detailed project plan will be prepared and maintained by the Skillsoft Implementation Consultant.

2.5 Assumptions

- Skillsoft will allocate the necessary resources to implement the specific activities outlined within the scope of this Exhibit.
- Customer will ensure access to all individuals whose input is critical to the work defined in this Exhibit and will provide timely reviews of all project deliverables.

3 Mode of Performance

The services to be performed hereunder will be performed virtually. This project does not require Skillsoft resources to attend at the Customer's premises.

Exhibit E: Percipio Content Integration Implementation

1 BACKGROUND AND OBJECTIVES

1. Background

Skillsoft's Percipio Content Integration Implementation will guide Customer through a simple implementation methodology that focuses on the elements of a successful program launch. This includes a review of Customer's training matrix, the deployment of a Percipio Content Integration platform and support from a Skillsoft Application Engineer (as required). The objective of this service is to provide access to Skillsoft content that can be deployed on Customer's Learning Management System (LMS).

The Percipio Content Integration Implementation is designed for a small Customer project team and is limited to a team size of three (3) people participating in discussions, training, and other Skillsoft-facilitated activities. Additional customer resources may be required for customer-side tasks such as content integration within their LMS.

2 SCOPE AND APPROACH

2. Scope

Duration and Effort

The Percipio Content Integration Implementation will take approximately two (2) weeks. Achievement of the schedule requires Customer completion of deliverables within the defined timeframes.

Project Management

The Percipio Content Integration Implementation process follows a predefined project plan with specific activities and deliverables. A Skillsoft Implementation Consultant will serve as the project manager and review the tasks and deliverables with Customer at the start of the project. Customer will provide a designated Project Manager who will be available for the duration of the project and who will be responsible for coordinating Customer resources and ensuring that Customer deliverables are provided in an accurate and timely manner.

This Percipio Content Integration Implementation process follows a customer- enablement approach. Customer will perform the majority of pre-launch configuration activities, such as course completion criteria and uploading Customer logo, with Skillsoft consultants providing guidance and orientation. Skillsoft will perform all technical implementation tasks required to create an Percipio Content Integration platform and provide Customer with administrative access to perform configuration activities.

Tasks (Third Party LMS Deployed)	Plan	Engage	Launch
<i>Request current training matrix</i>			
<i>Pre-implementation meeting</i>			
<i>Identify the LMS training administrators</i>			
<i>Site build</i>			
<i>LMS admins review site documentation</i>			
<i>Facilitate administrator orientation session</i>			
<i>Facilitate Q&A with Application Engineer (if required)</i>			
<i>LMS admins configure content integration</i>			
<i>Conduct tests in LMS to ensure content launches and tracks properly</i>			
<i>Identify and address any issues/concerns</i>			
<i>Learner awareness notification</i>			
<i>Update reference notes for Skillsoft Support</i>			
<i>Formal implementation sign-off & customer survey</i>			

Pre-implementation

This is fundamental to ensure a successful implementation and customer alignment. This web-based call will cover site build considerations as well as the project approach. Customer will provide a training matrix of target course assignments for the Percipio Content Integration Implementation.

Customer Training

To familiarize Customer team with Skillsoft Content Integration, Skillsoft will provide access to documentation on the Skillsoft Percipio admin UI. Customer will review online materials, as well as participate in one (1) supplemental, one-hour administrator orientation session. The administrator orientation will focus on the Skillsoft Percipio admin UI.

If required, Customer team will participate in a supplemental Q&A session with an Application Engineer to address specific technical questions that Customer administrator(s) may have regarding content integration. The supplemental orientation and Q&A will be limited to the scope of this Percipio Content Integration Implementation project and will focus on technology and enablement. All members of the Customer project team will review the required online documentation.

User Acceptance Testing

Customer is responsible for conducting User Acceptance Testing (UAT) prior to launch, including but not limited to content import to LMS, content launch, content completion, and reporting. In the case of identified errors, Customer will complete any required site configuration updates prior to launch; Customer will report any technical issues uncovered during UAT to Skillsoft Support.

3 Outside of Scope

The following are outside the scope of the Percipio Content Integration Implementation process, and are optionally available after the Percipio Content Integration Implementation is complete and signed-off via supplemental consulting statements of work:

- Creation of customer-specific employee data attributes and audiences
- Customer-specific reporting or data extract
- Upload of custom content and/or historical training completion data
- Skillsoft Percipio Integration with third party LMS platforms
- Managing on-going course programs; including adding courses, creating assignments, managing programs, and marketing
- Import of course files into client LMS.

Any additional work not included in the scope above, including but not limited to additional, optional, consulting services to assist you with learning strategy, audience definition, course selection, and other activities to leverage and expand your Percipio Content Integration environment, shall be performed at Customer's request at Skillsoft's then current rates associated with such work. A separate Statement of Work will be executed by the parties to memorialize any additional work, including project scope, fees, payment terms, and any other applicable details specific to such additional work.

Any change in scope will likely result in a fee, which will be mutually agreed upon in advance, and in writing, by Customer and Skillsoft.

4 Schedule

The Percipio Content Integration Implementation project will take approximately two (2) weeks. Achievement of the schedule requires customer completion of deliverables within the defined timeframes to ensure the launch outcome they desire.

5 Approach

A detailed project plan will be prepared and maintained by the Skillsoft Implementation Consultant.

6 Assumptions

- Skillsoft will allocate the necessary resources to implement the specific activities outlined within the scope of this Exhibit.
- Customer will ensure access to all individuals whose input is critical to the work defined in this Exhibit and will provide timely reviews of all project deliverables.

- Customer will follow the project approach and methodology agreed to and rolled out by Skillsoft and Customer project management.
- Customer personnel assigned to the team will be familiar with the business, its current systems, and the requirements of this project.
- Customer project members are empowered to make decisions for any design that may be needed for this integration.
- Project and Skillsoft Percipio Administrator documentation will be limited to English language only.
- Customer will meet the interim deadlines for work products as defined in the project plan.
- Skillsoft will have flexibility in managing its resource allocations or mix on the project to ensure successful delivery of the integration.
- Skillsoft will leverage resources remotely as needed.

7 Mode of Performance

The services to be performed hereunder will be performed virtually. This project does not require Skillsoft resources to attend at the Customer's premises.

Exhibit F: Certitude Implementation

1. BACKGROUND

1.1 Background

Skillsoft's Certitude Implementation service is a streamlined implementation process designed to make the Certitude toolset available to the Customer quickly. The service is managed by a dedicated Implementation Consultant, who will provide training and direction using a customer enablement approach.

The Certitude implementation is designed for a small customer team and is limited to a customer team size of three (3) people participating in Certitude training.

2. SCOPE AND APPROACH

Scope

Project Scope and Duration

The Certitude Implementation project will take approximately two (2) weeks. Achievement of the schedule requires customer completion of deliverables within the defined timeframes.

Project Management

The Certitude Implementation process follows a predefined project plan, with specific activities and deliverables during each phase. A Skillsoft consultant will serve as the project coordinator and review the tasks and deliverables with Customer at the start of the project. The Customer will provide a designated Project Manager who will be available for the duration of the project and who will be responsible for coordinating Customer resources. Skillsoft will perform all technical implementation steps required to create a Certitude environment including:

Project Kick-Off

This phase is fundamental to ensure a successful implementation and customer alignment. This web-based meeting will cover a demo of Certitude, review set-up considerations, timelines, and review the project approach.

Customer Training

In order to familiarize your team with the Certitude toolset, Skillsoft will provide two (2), one-hour training/consulting sessions to train Customer and address specific questions that Customer's Certitude administrator(s) may have. The supplemental consulting will be limited to

the scope of this Certitude Implementation project and will focus on technology and enablement, including the functionality of the Certitude toolset as well as how to assign Certitude assets in Percipio Compliance, if applicable.

Asset Creation

Skillsoft will assist Customer in the configuration of up to two (2) unique Certitude assets. A Certitude asset consists of one questionnaire, assessment, or attestation, created in one language; an asset may include the upload of one policy link or document, as well as up to 10 questions. Customer is responsible for providing all data required for the creation of the asset, including but not limited to the title, introductory text, policy link or document, questions and answers, and completion message. Customer must also provide all asset data in the desired language. Customer will be responsible for the creation of any additional Certitude assets, as well as the assignment of assets to the desired learner audiences.

User Acceptance Testing

Customer is responsible for conducting User Acceptance Testing (UAT) prior to launch, including but not limited to asset assignment, asset launch, navigation, asset completion, and reporting. In the case of identified errors, Customer will complete any required asset updates prior to launch; Customer will report any technical issues uncovered during UAT to Skillsoft Support.

Outside of Scope

The following are outside the scope of the Certitude Implementation process, and are optionally available after the Certitude Implementation process via supplemental consulting statements of work:

- Creation of more than 2 unique assets as defined above
- Creation of learner audiences
- Assignment of assets
- Reporting configuration and/or output

Any additional work not included in the scope above, including but not limited to additional, optional consulting services to assist with learning strategy, audience definition, audience assignments, and other activities to leverage and expand your Certitude environment, shall be performed for a fee, and at Customer's request at Skillsoft's then current rates associated with such work. A separate Statement of Work will be executed by the parties to memorialize any additional work, including project scope, fees, payment terms, and any other applicable details specific to such additional work.

Any change in scope will likely result in a fee, which will be mutually agreed upon in advance, and in writing, by Customer and Skillsoft.

Duration and Effort

The Certitude Implementation will take approximately two (2) weeks, based on complexity. Achievement of the schedule requires Customer completion of deliverables within the defined timeframes to ensure the desired launch outcome.

2.5 Approach

A detailed project plan will be prepared and maintained by the Skillsoft Implementation Consultant.

Assumptions

- Skillsoft will allocate the necessary resources to implement the specific activities outlined within the scope of this Exhibit.
- Customer will ensure access to all individuals whose input is critical to the work defined in this Exhibit and will provide timely reviews of all project deliverables.

3. Mode of Performance

The services to be performed hereunder will be performed virtually. This project does not require Skillsoft resources to attend at the Customer's premises.

Exhibit G: Percipio Implementation Services Overview

SYSTEM	PERCIPPIO				TPLMS	
OPTION	Percipio Build Only	Percipio Fast	Percipio Essential & Compliance	Scoped Custom Implementation	Percipio Connector Integration	Content Integration
APPROACH						
Typical license size	Available only to customers with less than 50 licenses	Available only to customers with up to 200 licenses	200-3000	3,000+	Any	Any
Organizational complexity	N/A	None	Moderate	Sophisticated	N/A	N/A
Assigned training needs	N/A	N/A	Some created by customer with minimal guidance	Multiple assignments to different audiences requiring guidance and consulting	N/A	N/A
Custom channel/journey plans	N/A	None	Some created by customer with minimal guidance	Significant plans requiring guidance and consulting	N/A	N/A
PS engagement	N/A	Tactical	Advisory consulting	Guided customer configuration and consulting	Technical integration	Technical integration
Output	Standard Percipio configuration	Standard Percipio configuration	Standard Percipio configuration with minimal customer-centric design	Percipio configuration with customer-centric design and engagement	LMS connector integration (SuccessFactors, Saba, Degreed, CSOD)	AICC content integration (core content for non-connector LMS, compliance content for any LMS)
Focus	System	System	System with some business	System and business	System	System
Project plan	N/A	Pre-defined	Pre-defined	Custom scope	Pre-defined	Pre-defined
Project duration	N/A	2-4 weeks from project kickoff meeting	4-8 weeks from project kickoff meeting	12-16 weeks from project kickoff meeting	6-8 weeks from Application Engineer engagement	2-4 weeks from project kickoff meeting
DELIVERABLES						
Site implementation	✓	✓	✓	✓	✓	✓
Web-based project kickoff	N/A	Up to 1 hour	Up to 2 hours	Up to 2 hours	Up to 1 hour	Up to 1 hour
Attribute/audience support	N/A	Overview and best practices (1 hour)	Best practices (1 hour) and consulting support	Working session (2 hours) and consulting support	Overview and best practices (1 hour)	N/A
SSO	N/A	✓	✓	✓	✓	N/A
Data upload	N/A	N/A	With up to 10 custom attributes	With up to 30 custom attributes	N/A	N/A
Branding	Customer self-service	Customer self-service	✓	✓	✓	N/A
Library management	N/A	N/A	Overview session (1 hour)	Best practices consulting session (4 hours)	N/A	N/A
Recorded online training	✓	✓	✓	✓	✓	✓
Site configuration overview	N/A	2, 1-hour sessions	Up to 4 hours total in 1- or 2-hour increments	Up to 8 hours total in 1- or 2-hour increments	2, 1-hour sessions	1, 1-hour session and 1 technical Q&A (optional)
Launch communications	N/A	N/A	Overview session (1 hour) - notifications and templates	Communication plan session (2-3 hours)	N/A	N/A
Reporting	Out of the box reporting	Out of the box reporting	Out of the box reporting	Out of the box reporting	N/A (reporting in LMS)	N/A (reporting in LMS)

Annex 1: Percipio Security and Infrastructure Overview

Introduction

This document has been created to provide a high-level overview of the application, infrastructure, and security measures that we have in place to protect your data and ensure the availability and integrity of our systems. We have invested heavily in our security infrastructure and have implemented advanced security technologies and best practices to ensure that your data is always protected. Our security measures are regularly reviewed and updated to stay ahead of emerging threats and provide the highest level of protection.

We believe that transparency and open communication are essential in building a trusted relationship with our clients, and this document reflects our commitment to transparency and accountability. We hope this document will help you understand the measures we have in place to protect your data and give you confidence in our ability to provide secure and reliable services.

Skillsoft Percipio Application Description

Skillsoft's AI-driven online learning platform empowers organizations to identify and measure skill proficiencies to ensure their workforce stays relevant. The platform makes skilling personalized and accessible, offering a blend of self-paced courses, hands-on practice, virtual, live, instructor-led classes, and coaching to close skill gaps. And it's available anytime, anywhere, on any device.

- **Help your organization stay competitive and poised for innovation** with expertly curated skilling pathways and measure skills gained over time.
- **Inspire and motivate teams** with AI-driven recommendations, offering relevant assets and experiences based on each learner's role, interests, and behaviors.
- **Customize the experience** to achieve the strategic outcomes of your business. Design and assign live and on-demand skilling experiences with your content or from other providers.
- **Offer learning in daily-use tools and technology** — Seamlessly integrate transformative learning experiences with your current technology without reinventing the wheel.
- The Skillsoft Percipio platform includes Coaching and Compliance.

Skillsoft Percipio Architecture: AWS Well Architected Framework

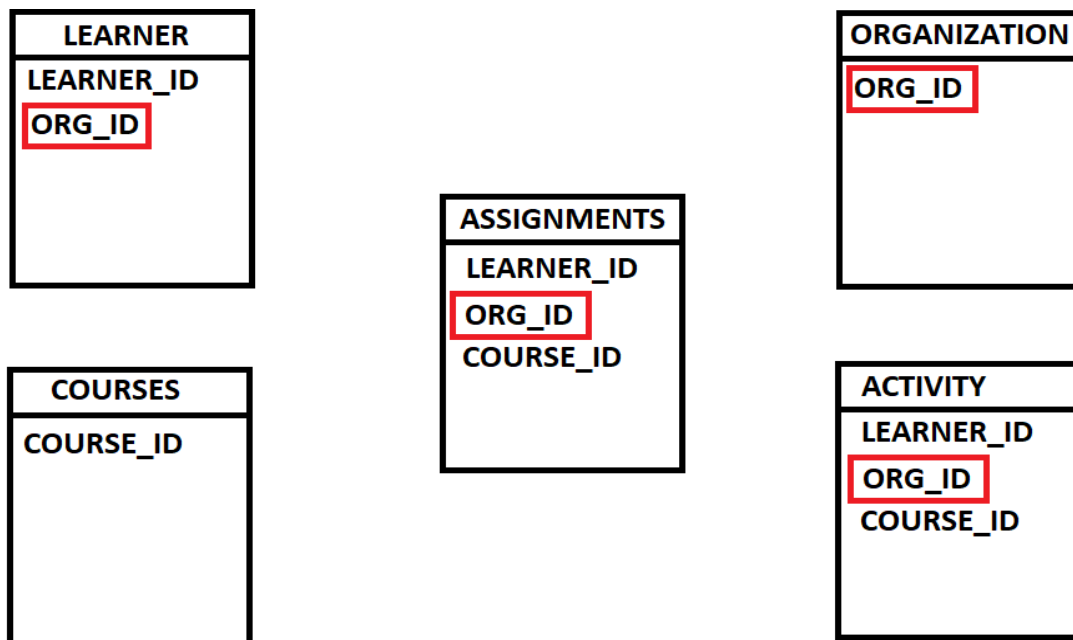
Skillsoft Percipio was developed using the AWS Well Architected Framework described here: <https://aws.amazon.com/architecture/well-architected/?wa-lens-whitepapers.sort-by=item.additionalFields.sortDate&wa-lens-whitepapers.sort-order=desc&wa-guidance-whitepapers.sort-by=item.additionalFields.sortDate&wa-guidance-whitepapers.sort-order=desc>

Skillsoft Percipio is designed to be a fault tolerant, rapidly scalable solution that provides predictably reliable delivery of training services.

- Load balancing at the network, internetwork, content delivery network, DNS (Domain Name System), and the application layer provides a resilient, redundant, and reliable service.
- Server hosts use hardened Center for Internet Security (CIS) approved images to ensure reliability and security of the server hosting environments.
- Full data path encryption ensures all information that is sent from the learner to Skillsoft Percipio, and back to the learner is encrypted with Transport Layer Security (TLS) 1.2 and above, and all known weak cryptographic ciphers are removed from service.
- Data encryption is used for all information stored (including backups) in the Skillsoft Percipio environment and leverages the Advanced Encryption Standard in Galois Counter Mode with 256bit keys (AES-256 GCM).
- Use of Route53 enhances reliability and fault tolerance of the Skillsoft Percipio solution.
- Code and Infrastructure production, promotion and release are governed with a rigid Infrastructure as Code system development practice.

Secure Multi-Tenant Architecture

Skillsoft Percipio is a multi-tenant platform, and customers are logically separated using a tenant key. Below is a simplified diagram illustrating the use of the tenant key.



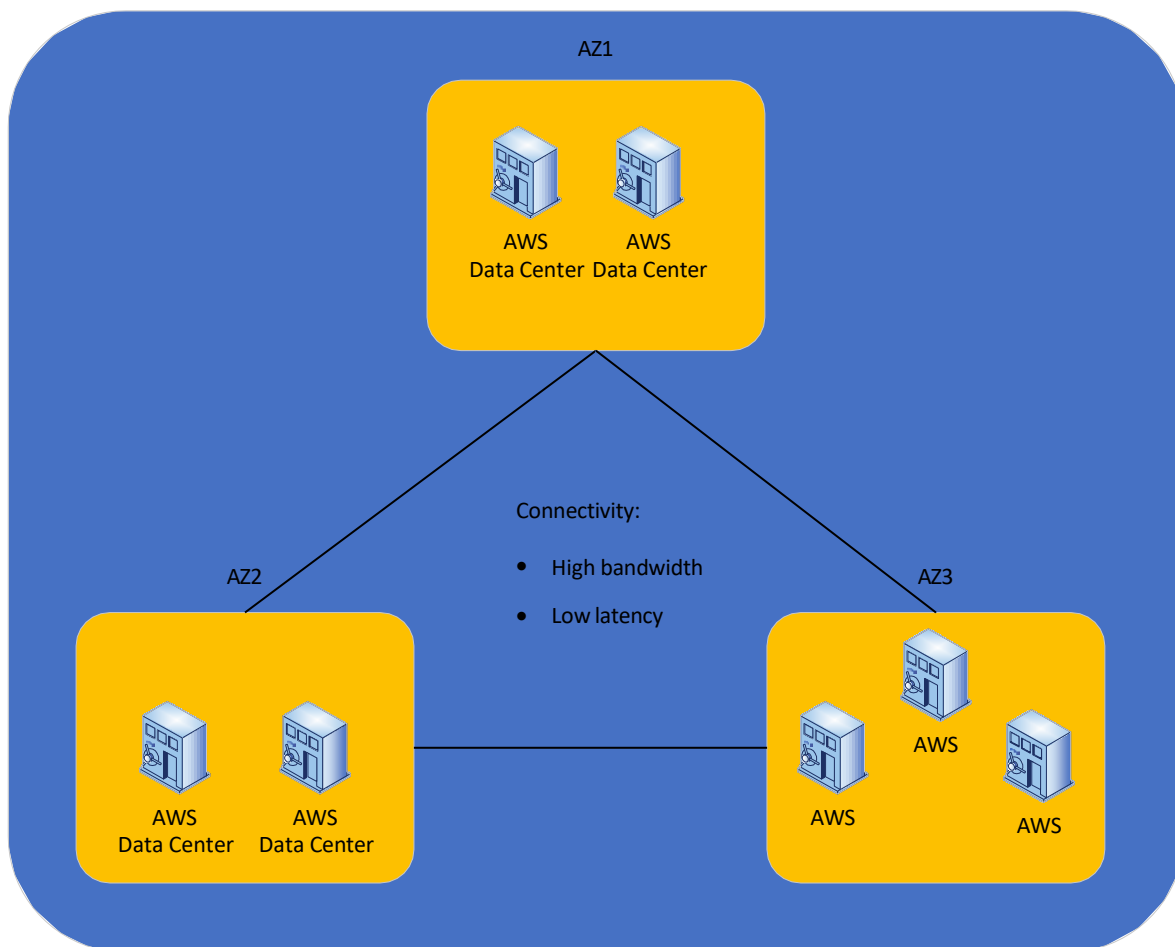
***TENANT KEY SHOWN HIGHLIGHTED IN RED**

Skillsoft Percipio Hosting Environment

Public Cloud

The Skillsoft Percipio platform is hosted in a secure and scalable cloud environment. Skillsoft utilizes Amazon Web Services (AWS) as its primary cloud provider for Skillsoft Percipio. AWS offers a world class infrastructure that ensures high availability, scalability, and performance of the platform. Skillsoft Percipio takes advantage of multiple Availability Zones (AZs) within an AWS region. Our use of AZs decreases the likelihood of needing to declare a disaster and fail-over to another AWS region. The relationship between Regions and Availability Zones is illustrated in the diagram below.

AWS Region



The table below gives example scenarios of AZ protection vs. Disaster Recovery (Regional) Protection:

AZ PROTECTION – SCENARIOS	DR PROTECTION – SCENARIOS
• Loss of network connectivity to a datacenter due to construction • Mass hardware failures due to heat, water, etc. • Datacenter facility fire/intentional or accidental activation of fire suppression system • Chemical spill • AWS service failures affecting a facility (intermittent or prolonged)	• Power grid failure • Environmental disaster • Civil unrest • Extreme weather event • AWS service failures that are regional • Workforce interruptions

The hosting environment is designed to meet the highest security standards and compliance requirements. Skillsoft implements various security measures, such as data encryption, access controls, intrusion detection and prevention, and regular security audits and assessments, to protect user data and ensure the platform's integrity.

The platform is also designed for optimal performance and scalability. The platform can handle many concurrent users and can scale up or down dynamically based on usage patterns.

Skillsoft Percipio deployment locations are seen in the table below with RTO and RPO commitments:

DEPLOYMENT LOCATION	PRIMARY OPERATING REGION	DISASTER RECOVERY REGION	RTO (HOURS)	RPO (HOURS)
United States	US-EAST-1	US-WEST-2	24	12
European Union	EU-CENTRAL-1	EU-WEST-1	24	12

The diagram below illustrates the deployment locations.



CDNS

Skillsoft Percipio uses advanced caching and content delivery technologies to ensure fast and reliable access to learning materials from anywhere in the world. Fastly is our primary CDN provider and ChinaCache/EdgeNext is our CDN provider in China.

A global map of Fastly POPs is accessible in the link below for reference.

<https://www.fastly.com/network-map/>

Security Of The Cloud; Security In The Cloud

Operating a Cloud based service requires close collaboration between the hosting provider and their tenant. Skillsoft Percipio takes accountability for security in the cloud while AWS provides security of the cloud.

Shared Responsibility Model

<https://aws.amazon.com/compliance/shared-responsibility-model/?ref=wellarchitected>

Introduction to AWS Security

[https://d1.awsstatic.com/whitepapers/Security/Intro to AWS Security.pdf?did=wp_card&trk=wp_card](https://d1.awsstatic.com/whitepapers/Security/Intro_to_AWS_Security.pdf?did=wp_card&trk=wp_card)

AWS Certification and Compliance <https://aws.amazon.com/compliance/programs/>

Backup and Retention

Database Backup and Retention

Skillsoft Percipio backup and retention details are displayed in the following table:

AREA	RETENTION PERIOD	GRANULARITY OF BACKUPS	ADDITIONAL COMMENTS
Database	30 days	30 days of full backups 7 days of point-in-time backups to within last 5 minutes	3 copies of data are always maintained in accordance with FedRAMP “3 copy mandate”. Backups transferred to remote AWS region.

LOG RETENTION

Skillsoft Percipio system and application log retentions are detailed in the table below:

AREA	RETENTION PERIOD
Security Logs	365 days
Other Logs	90 days

Categories of Customer Data Stored in Skillsoft Percipio

Skillsoft Percipio only requires supplying a unique identifier per learner by the customer in order to operate. This allows the customer to avoid storage of any PII. This is a less common configuration but is a requirement for some customers.

The table below represents the requirements and potential data types Skillsoft Percipio will hold as a part of service delivery for typical customers seeking the best and fully featured experience.

DATA TYPE	DESCRIPTION	OPTIONAL?
First and Last Name	PII	Yes
Email Address	PII	No
Learning Content	Channels, Courses, books, audiobooks, videos instruction, Labs	Variable
Time Spent	On Channels or Course Content	No

Collection Level Consumption	Non PII	No
Assignment Status	Non PII	No
Client Generated Content	Courseware, Additional Field as produced by Client	Yes

Maintenance Windows

Scheduled Maintenance

Skillsoft Percipio weekly maintenance window is as follows:

- 13:00 to 15:00 ET Sunday

A maintenance page is erected during this interval and the site is inaccessible to customers. This maintenance window is reserved for activities that would cause customer disruption or are inefficient if performed while the site is live. Generally, the activities performed at this time are security related.

Special Maintenance

If a maintenance activity is required that exceeds the normal 2-hour duration, a special maintenance window will be announced to customers with a minimum of 30 days' notice. These are very uncommon.

Compliance Requirements

Security Oversight

Within Skillsoft, the Office of the CISO provides oversight of the security operations of the team responsible for the Skillsoft Percipio application. Skillsoft Percipio is also subject to the audits show in the table below:

SCOPE	AUDIT	CADENCE	COMMENTS
External	FedRAMP Third Party Assessment Organization (3PAO)	Annual(Q1)	Required as part of FedRAMP
	NCC Group	Annual(Q1)	Required contractually
	UKCE+	Annual(Q2)	Mainly of interest to UK customers
	IRAP	Annual(Q4)	Mainly of interest to Australian customers
Internal	Quarterly APT	Quarterly	Conducted by the Network and Security Team

Continuous Monitoring

As part of the FedRAMP requirements, Skillsoft is required to maintain a Plan of Action and Milestones (POA&M) and upload vulnerability details to a government portal. This package must also be sent to the original Federal sponsor. The purpose of COMMON is to ensure that the Skillsoft Percipio product maintains a sufficient security posture.

Vulnerability Management Timeframes

Vulnerabilities are remediated according to criticality within the timeframes seen in the table below from the day of discovery.

SEVERITY	REMEDIATION PERIOD
Critical	Immediate
High	30 days
Medium	90 days
Low	180 days

Federal Risk and Authorization Management Program (FedRAMP)

Skillsoft Percipio provides security in the cloud by maintaining an independently audited (annually) and validated security program. This program is based on meeting the control objectives of the FedRAMP control framework, which is based on the National Institutes of Standards & Technology (NIST) Special Publication 800-53 (SP800-53).

FedRAMP is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. The program was created to ensure that federal agencies have access to secure and reliable cloud computing services.

FedRAMP consists of a set of security controls and processes to which Skillsoft Percipio must adhere, to remain authorized to provide services to the United States Federal Government. The program is designed to assess the security of cloud services, such as Skillsoft Percipio.

A third-party assessment organization (3PAO) is selected to perform an independent assessment of Skillsoft Percipio's security controls. We are audited for security program capability and maturity, vulnerability assessments and penetration testing of our applications and infrastructure. Also, Skillsoft regularly assesses our security program capability and maturity, conducts vulnerability assessments, and penetration testing of our applications and application related infrastructure.

Finally, Skillsoft Percipio is subject to continuous monitoring and reporting requirements to ensure that it continues to meet the FedRAMP security requirements.

Although FedRAMP is a U.S. based Regulation, Skillsoft applies this rigor to all Skillsoft Percipio operating environments, irrespective of country or region. Skillsoft Percipio achieved FedRAMP Moderate Authorization in 2022. FedRAMP Package IDs relevant to Skillsoft's services are listed in the table below:

SERVICE	PACKAGE ID
Percipio	FR2118043605
Skillsoft Private Cloud	F1207261443
AWS US EAST/WEST	AGENCYAMAZONEW

Percipio FedRAMP Authorization to Operate (ATO) Link

<https://marketplace.fedramp.gov/products/FR2118043605>

Cyber Essentials

Cyber Essentials is a UK Government backed certification required by government and non-government organizations. Skillsoft Percipio achieved Cyber Essentials Certification for the EU deployment in 2023.

Percipio **CE Plus** certificate link:

<https://registry.blockmarktech.com/certificates/bc263c2e-ea51-418a-adb2-62c422aa6e0a/>

Percipio **CE** certificate link:

<https://registry.blockmarktech.com/certificates/fcf780fb-de9d-4a9a-8db5-81dbf31bd59a/>

IRAP

The Information Security Registered Assessors Program (IRAP) assists Australian Government customers in validating appropriate controls from the Australian Government Information Security Manual (ISM) are in place. Skillsoft Percipio underwent its first IRAP assessment under the September 2024 ISM.

SOC 2 – TYPE 1

Skillsoft achieved SOC2 – Type 1 compliance certification in December 2023.

SOC 2 – TYPE 2

Skillsoft achieved SOC2 – Type 2 compliance certification in April 2024.

ISO 27001

Audit completed in June 2025. Currently awaiting results.

General Data Protection Regulation

The General Data Protection Regulation (GDPR) is a comprehensive data protection law that came into effect on May 25, 2018, in the European Union. The regulation aims to strengthen data protection for individuals within the EU and applies to businesses that collect, process, or store personal data of individuals in the EU, regardless of the location of the business.

The GDPR establishes several rights for individuals, including the right to access, correct, or delete their personal data, and requires businesses to obtain valid consent for data processing activities, implement appropriate security measures to protect personal data, and report data breaches to the relevant supervisory authority within 72 hours.

Failure to comply with the GDPR can result in significant fines and reputational harm for businesses. Overall, the GDPR aims to ensure that businesses handle personal data responsibly, with transparency and respect for individuals' rights.

Skillsoft is committed to complying with the privacy objectives of the GDPR, we recognize the importance of protecting personal data and respect individuals' rights to privacy. We have implemented policies and procedures for data collection, processing, and retention, and appropriate technical and organizational measures to safeguard personal data.

We strive to provide transparency and clear communication with individuals about our data practices, obtain valid consent for data processing activities, and monitor and audit data processing activities to ensure compliance with applicable laws and regulations.

In the event of a privacy incident, we are committed to responding appropriately and promptly to mitigate any harm to individuals and address the incident's root cause.

Our commitment to complying with the privacy objectives of GDPR reflects our dedication to managing and protecting personal data responsibly, ethically, and in compliance with the highest standards of data protection.

Finally, information regarding the Citizens of the European Union is kept within the European Union.

High Level Assurance Controls

Policy, Procedure, & Process

Security policies, procedures, and processes are critical components of an effective information security program. These documents provide a clear and comprehensive framework for managing and mitigating security risks and ensuring the confidentiality, integrity, and availability of sensitive information.

Keeping these documents up to date is crucial in today's rapidly evolving threat landscape. As new security threats emerge, it is essential to review and update these documents to ensure that they remain relevant and effective in addressing current and future security risks.

By having well-defined expectations, organizations can reduce the likelihood of security incidents and minimize the impact of any incidents that do occur. These documents set clear expectations for employees and other stakeholders, helping to ensure that everyone understands their roles and responsibilities in maintaining a secure and compliant environment.

Access Control

Our company implements access control measures to protect our critical systems and data, enabling us to restrict access only to authorized personnel and minimize the risk of unauthorized access and data breaches.

Control Functions or Areas:

- Access control policy and procedures
- Account management
- Access enforcement
- Information flow enforcement
- Separation of duties
- Least privilege
- Unsuccessful logon attempts
- System use notification
- Concurrent session control
- Session lock
- Session termination
- Permitted actions without identification or authentication
- Remote access
- Access control for mobile devices

- Use of external information systems

Awareness and Training

We conduct regular training and awareness programs to educate our employees on the latest security threats and best practices, empowering them to make informed decisions and minimize the risk of human error, thereby improving our overall security posture.

Control Functions or Areas:

- Security awareness and training policy and procedures
- Security awareness training
- Security awareness insider threat training
- Role-based security training
- Security training records

Audit and Accountability

Our company implements audit and accountability measures to keep track of all activities on our systems and data, enabling us to identify any anomalies and hold authorized users accountable for any security breaches or violations, thereby bolstering our security measures.

Control Functions or Areas:

- Audit and accountability policy and procedures
- Audit events
- Content of audit records
- Audit storage capacity
- Response to audit processing failures
- Audit review, analysis, and reporting
- Audit reduction and report generation
- Time stamps
- Protection of audit information
- Audit record retention
- Audit generation

Security Assessment and Authorization

We ensure that our systems and data are secure our operations are compliant with relevant regulations and standards through regular security assessments, rigorous code, and infrastructure development processes and by obtaining proper authorization, mitigating the risk of security incidents and potential legal and financial penalties.

Control Functions or Areas:

- Security assessment and authorization policy and procedures
- Security assessments
- System interconnections
- Plan of action and milestones
- Security authorization
- Continuous monitoring
- Penetration testing
- Internal system connections

Configuration Management

Our company maintains the security and stability of our systems and data through proper configuration management, ensuring that all systems are adequately configured and managed to minimize the risk of security breaches and prevent any disruption to our operations.

Control Functions or Areas:

- Configuration management policy and procedures
- Baseline configuration
- Configuration change control
- Security impact analysis
- Access restrictions for change
- Configuration settings
- Least functionality
- Information system component inventory
- Configuration management plan
- Software usage restrictions
- User-installed software

Contingency Planning

We prepare for potential security incidents and other disruptions through contingency planning, developing a solid plan and response strategy to ensure business continuity even in the face of unexpected events.

Control Functions or Areas:

- Contingency planning policy and procedures
- Contingency plan
- Contingency training
- Contingency plan testing
- Alternate storage site
- Alternate processing site
- Telecommunications services
- Information system backup
- Information system recovery and reconstitution

Identification and Authentication

We prevent unauthorized access to our systems and data by implementing strict identification and authentication measures, verifying the identities of our employees and users, and ensuring that only authorized individuals can access our critical assets.

Control Functions or Areas:

- Identification and authentication policy and procedures
- Identification and authentication (organizational users)
- Device identification and authentication
- Identifier management
- Authenticator management
- Authenticator feedback
- Cryptographic module authentication
- Identification and authentication (non- organizational users)

Incident Response

Our company has a quick and efficient incident response plan in place to minimize the impact of security incidents, quickly detecting, containing, and mitigating potential breaches to protect data and systems and reduce any potential damage.

Control Functions or Areas:

- Incident response policy and procedures
- Incident response training
- Incident response testing
- Incident handling
- Incident monitoring

- Incident reporting
- Incident response assistance
- Incident response plan
- Information spillage response

Maintenance

Proper maintenance and updates are necessary to keep systems and data secure. By conducting regular maintenance to ensure that our systems remain up to date, it reduces the risk of security incidents and minimizes downtime.

Control Functions or Areas:

- System maintenance policy and procedures
- Controlled maintenance
- Maintenance tools
- Non local maintenance
- Maintenance personnel
- Timely maintenance

Media Protection

We take measures to protect our physical and digital media, which can contain sensitive data, by implementing proper media protection measures to minimize the risk of data loss or theft.

Control Functions or Areas:

- Media protection policy and procedures
- Media access
- Media marking
- Media storage
- Media transport
- Media sanitization
- Media use

Physical and Environment Protection

We protect our physical facilities and equipment from security threats by implementing physical and environmental protection measures to minimize the risk of theft, damage, or other security incidents.

Control Functions or Areas:

- Physical and environmental protection policy and procedures
- Physical access authorizations
- Physical access control
- Access control for transmission medium
- Access control for output devices
- Monitoring physical access
- Visitor access records
- Power equipment and cabling
- Emergency shutoff
- Emergency power
- Emergency lighting
- Fire protection
- Temperature and humidity controls
- Water damage protection
- Delivery and removal
- Alternate work site

Additionally, AWS has a very stringent regime for controlling access to their data center facilities (“the cloud”). The URL provided below provides insight into those controls.

AWS Data Center & Facility Controls <https://aws.amazon.com/compliance/data-center/controls/>

Planning

We develop effective security strategies by conducting thorough planning and risk assessments, identifying potential threats, and developing mitigation strategies that align with our business objectives.

Control Functions or Areas:

- Security planning policy and procedures
- System security plan
- Rules of behavior
- Information security architecture

Personnel Security

Our employees are our first line of defense against security threats, and we ensure their trustworthiness and provide proper training by implementing personnel security measures to minimize the risk of insider threats and human error.

Control Functions or Areas:

- Personnel security policy and procedures
- Position risk designation
- Personnel screening
- Personnel termination
- Personnel transfer
- Access agreements
- Third-party personnel security
- Personnel sanctions

Risk Assessment

We identify and prioritize potential security risks by conducting regular risk assessments, focusing our resources on the most critical areas, and minimizing the risk of security incidents.

Control Functions or Areas:

- Risk assessment policy and procedures
- Security categorization
- Risk assessment
- Vulnerability scanning

System and Services Acquisition

We ensure that any systems or services we acquire meet our security requirements and standards by implementing proper system and services acquisition measures, minimizing the risk of vulnerabilities and other security issues.

Control Functions or Areas:

- System and services acquisition policy and procedures
- Allocation of resources
- System development life cycle
- Acquisition process

- Information system documentation
- Security engineering principles
- External information system services
- Developer configuration management
- Developer security testing and evaluation

System and Communications Protection

We protect our systems and data from unauthorized access and other security threats by implementing rigorous system and communications protection measures, safeguarding our critical assets, and minimizing the risk of security breaches.

Control Functions or Areas:

- System and communications protection policy and procedures
- Application partitioning
- Information in shared resources
- Denial of service protection
- Resource availability
- Boundary protection
- Transmission confidentiality and integrity
- Network disconnect
- Cryptographic key establishment and management
- Cryptographic protection
- Collaborative computing devices
- Public key infrastructure certificates
- Mobile code
- Voice over internet protocol
- Secure name /address resolution service (authoritative source)
- Secure name /address resolution service (recursive or caching resolver)
- Architecture and provisioning for name/address resolution service
- Session authenticity
- Protection of information at rest
- Protection of information at rest | cryptographic protection
- Process isolation

System and Information Integrity

We ensure the trustworthiness and reliability of our data and systems by implementing measures to maintain system and information integrity, such as data validation, data encryption, and system

monitoring, to prevent unauthorized modifications, ensure data confidentiality, and minimize the risk of data loss or corruption.

Control Functions or Areas:

- System and information integrity policy and procedures
- Flaw remediation
- Malicious code protection
- Information system monitoring
- Security alerts, advisories, and directives
- Security function verification
- Software, firmware, and information integrity
- Spam protection
- Information input validation
- Error handling
- Information handling and retention
- Memory protection

AI Technologies

Skillsoft is committed to the responsible and ethical use of AI internally and in our products. Our corporate “Generative AI Policy” applies to all members of Skillsoft who have access to generative AI technologies, be it leveraging them or engaging third-party providers of such technologies. Skillsoft Percipio uses AI technologies in the following optional product features:

PERCIPIO FEATURE	DESCRIPTION
CAISY	Simulation of conversations for coaching and training. E.g., practice confronting an employee with performance concerns.
Skills	Skill Graph - Identify Skills related to learner Job Roles and skills related to Skillsoft stock content, linked content and custom content.
QNA	Percipio Search - AI-enabled search bar on the Skillsoft Percipio main page. Course Q&A – AI enabled Q&A tab on course player.
Curator Palette	Tool to allow customer admins to search for materials to build customer originated curated content.

Skillsoft utilizes Microsoft AI Services in the Azure Commercial Cloud within the same geography as their Skillsoft Percipio deployment. Customers deployed in the US will use US Azure Infrastructure while customers deployed in the EU will use EU Azure Infrastructure.

Communication between Skillsoft Percipio and the AI services in Azure is by way of APIs over TLS 1.2.

"Prompt moderation exception" is in place, ensuring no AI model inputs or outputs are logged or reviewed by Microsoft. Additionally, organizations and learners can opt-out of having conversation inputs logged.

Final Statement

We hope that this document has provided you with valuable insights into the security measures that we have in place to protect your data and ensure the availability and integrity of our systems.

Reach out to your Skillsoft contact and ask to speak to our Network, Security, and Infrastructure group if you have any questions or concerns.

Appendix A – Security Checklist

The checklist below is intended to provide a quick reference for status of commonly requested security measures:

CATEGORY	FEATURE	✓/✗
Assessments	IRAP Protected Level (September 2024 ISM)	
Audits	Internal Audit	✓
	3rd Party Audits (Annual)	✓
Antivirus	Next-generation non-signature-based antivirus protection	✓
Backup	Multiple copies (3 copy mandate)	✓
	Offsite Backup Storage	✓
	Encrypted backups	✓
Bug Bounty	Formal Bug Bounty Program	✓
Business Continuity	Corporate Business Continuity Plan Tested Annually	✓
Certifications (Skillsoft)	FedRAMP Moderate Rev 5	✓
	UKCE/UKCE+	✓
	SOC2 – Type 1	✓
	SOC2 – Type 2	✓
	TX-RAMP (Level 2 Certification)	✓
	ISO 27001	In Progress

Certifications (Public Cloud Providers)	ISO 27001	✓
	SOC2 – Type 2	✓
Development Tools	Static Code Analysis	✓
	Open-Source Licensing	✓
Disaster Recovery	Product Specific Disaster Recovery Plan Tested Annually	✓
Encryption at Rest	Database Storage	✓
	Object Storage	✓
	File Storage	✓
	Block Storage	✓
Encryption In Transit - External	Between Learner and Skillsoft Percipio Application	✓
Encryption In Transit - Internal	Between Skillsoft Percipio Microservices within the Skillsoft Percipio Application	✓
Geo-blocking	In place for embargoed countries	✓
Insurance	Cyber Liability Insurance	✓
Mail	Domain-based Message Authentication, Reporting and Conformance (DMARC) compliant mail	✓
	DomainKeys Identified Mail (DKIM)	✓
Phishing Attack Simulator	Phishing Attack Simulator used to test and educate employees	✓
Risk Management Framework	FedRAMP/NIST 800-53 Rev 5	✓
Security - General	Distributed Denial of Service System (DDoS)	✓
	Intrusion Prevention System (IPS)	✓
	Web Application Firewall (WAF)	✓
	Data Loss Prevention (DLP)	✓
	Outbound Whitelisting	✓
	Privileged Access Management (PAM)	✓
	Security Information and Event Management (SIEM)	✓
	Ransomware Protection	✓
	OSCP Stapling (TLS Certificate Status Request Extension)	✓
Staff - General	Background Checks	✓

Staff – Relevant Policy	Rules of Behavior	✓
	Code of Business Conduct and Ethics	✓
Staff - Dedicated Roles	Chief Information Security Officer (CISO)	✓
	Data Protection Officer (DPO)	✓
	Internal Audit	✓
Threat Intelligence	Industry Leading Threat Intelligence Platform Subscription	✓
Threat Modeling	STRIDE Framework	✓
Training	Yearly Security Awareness Training Requirement	✓
	Anti-Counterfeit Training Requirement	✓
Vulnerability Management Tooling	Container Scanning	✓
	Operating System Scanning	✓
	Compliance Scanning (CIS)	✓
	Automated Penetration Testing	✓
	Manual Penetration Testing	✓

Appendix B - Product Documentation For Role Based Access Control (RBAC)

The link below to Skillsoft Percipio product documentation is a wealth of information but one section will be of particular interest to customers in security roles – “Percipio for Administrators”.

The Skillsoft Percipio application has the concept of administrators, users, roles and privileges which allows the customer to securely manage their own Skillsoft Percipio site. See the link below for details:

https://documentation.skillsoft.com/en_us/percipio/Content/home.htm

Appendix C - Platform Whitelist/Safelist Requirements

The Skillsoft Percipio platform whitelist/safelist requirements are commonly requested, and direct link is provided below for your convenience.

https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_sys_reqs_platform_safelist.htm

Appendix D - Privacy Notice Link

Follow the link below to the Skillsoft Privacy Notice: <https://www.skillsoft.com/about/privacy-notice>