



Clew
G-Cloud 15
Pricing Document

CLEW PRICING DOCUMENT

1. GENERAL

1.1. Pricing Elements

- 1.1.1. Initial Implementation (one-off).
- 1.1.2. Monthly Licensing (recurring).
- 1.1.3. Services (as required by the client).

These areas are addressed separately below. All quoted prices are in GBP, excluding VAT. The pricing structure provides sufficient flexibility to ensure that Clew clients only ever pay for what they need, with the ability to adjust and enhance capability at any stage.

2. INITIAL IMPLEMENTATION PRICING

Pricing is a function of time and materials based on the specific scope of configuration identified by specific customers. This can vary significantly, particularly for data import requirements – some customers only require an Out of the Box solution (perhaps with very minor configuration changes such as to provide their specific risk matrix) whereas others require a much higher level of tailoring. It is therefore not possible to provide a standard price for implementation. In consultation with customers, Clew will develop a Statement of Work with effort charged at the rates identified at Section 4.2. These prices are in GBP and exclude VAT.

3. MONTHLY LICENSE PRICING

The Clew licensing model operates on bundles rather than a per-user basis. Clew is a system - benefits are enhanced by enabling provision of access to all those who need it, and avoiding the constraints introduced with a per-user approach. Clew licencing is based on two elements: core capability and functional capability.

3.1. Core Capability

Core capability comprises access to the system, dashboards and action management. Functional capability is delivered through modules for areas such as risk and audit which are integrated to create the system required by the customer; each module is subject to tailored configuration around specific customer process and data requirements. Much of

this process is referenced in Clew's Service Definition Document. The cost of core capability increases with the quantity of users, increasing by 50% for each doubling of user band; however, the cost of additional capability remains unchanged irrespective of user numbers. This means that the cost per user decreases significantly at higher user bands. The licence number varies for each and every customer – the table below provides pricing at three representative thresholds covering frequently used modules. Pricing is in GBP and excludes VAT. Pricing of capability within each governance area is additive. For instance, purchasing Risk Assurance provides the capability in Risk Essentials and Risk Assurance.

System Area	Capability	Description	100 users	500 users	1000 users
Platform	Core	User management (roles/groups), actions, reports and dashboards, staging server (in addition to live server) for training and exploring in-house configuration changes.	£1200	£3000	£4500

System Area	Capability	Description	100 / 500 / 1000 users
Performance	Objectives	Objectives/goals which can be assigned and linked in a hierarchy; ability for any other system record (eg risks and incidents) to link to objectives; ability to create indicators with customer-defined thresholds and manual or automated responses (with indicators performing as KRI and/or KPI).	£500
Risk	Risk Essentials	Risk management including related controls and actions, with optional bow-tie approach (supported with bow tie visualisation) where controls linked to risk causes and consequences.	£500
Risk	Risk Assurance	<u>Risk Essentials plus</u> : Ability to generate 2 nd line assurance checks on controls; ability to identify and manage business issues/incidents and link to risks.	£1000
Risk	Risk Simulation	<u>Risk Assurance plus</u> : Monte Carlo analysis for project/program risk, and advanced risk simulation.	£1500

Compliance	Compliance Essentials	Management of compliance obligations (with API available for 3 rd -party provided compliance data ¹) and compliance breaches.	£750
Compliance	Full Compliance	<u>Compliance Essentials plus</u> : Additional solutions such as conflict of interest, feedback and complaints management.	£1000
Audit	Audit Essentials	Management of audit reports - associated findings and actions.	£750
Audit	Full Audit	<u>Audit Essentials plus</u> : Ability to conduct internal audits based on customer-managed question sets (eg ISO frameworks), enabling fieldwork, evidence gathering, and workflows	£1000
Safety	Safety Essentials	Incident/near miss reporting and investigation (including event timeline tracking and identification of related people and impacts); hazard reporting.	£500
Safety	Full Safety	<u>Safety Essentials plus</u> : Safety Inspections and Risk Assessments.	£1000
Other	Mobile App	On-site system record creation/update including offline mode.	£500
Other	AI Generation	Ability to generate suggested content for user review, revision, acceptance or rejection. Examples include risks (with suggested causes, consequences and associated controls based on user-defined risk scenario) and draft actions from an audit finding.	Included at no additional cost as a core system feature within the chosen capabilities.

3.2. Included Capability

The licence cost includes technical maintenance, support (in accordance with the Service Level Agreement within our Terms and Conditions document) and software upgrades. It also includes data export and transfer to the customer (CSV or SQL format) on termination of contract.

¹ Clew does not provide the data, we enable the API for the data to be imported into the platform.

4. PROFESSIONAL SERVICES PRICING

4.1. General

The rates below are used as the basis for generating a Statement of Work for initial Implementation (as described at Section 2 above) and also for scoping any subsequent requirements during Business as Usual. Some examples of general support activity are provided below. These could be part of initial implementation, in which case the effort will be charged in the quoted implementation cost based on the applicable daily rate in the table below. Alternatively, these could be ad-hoc tasks requested post implementation during Business as Usual, in which case the effort will be charged as an agreed supplemental order or drawn down from any paid-for support bundle.

4.1.1. Configuration

This involves use of no-code settings to tailor modules to customer requirements in terms of data sets, workflow processes, notifications and dashboards. Clew expects to provide this during the implementation stage and can also provide post-implementation support in this area on request and as agreed in relation to effort and cost. Where provided by Clew, it is charged at the Professional Services rate identified below. A large proportion of configuration options are also available to customer system admin users, should they wish to explore self-service in this area.

4.1.2. Data Import

Data can be imported via an in-built importer tool. This tool converts data from columns in a CSV file type to system fields, enabling large data sets to be ingested quickly. Clew-provided imports using this tool are charged at the Professional Services rate; the tool is also available to customer system admin users should they wish to explore self-service in this area. For more complex scenarios, and for import of attachments, Clew will develop a custom script, and fees for this would be at the Developer rate.

4.1.3. Training

Clew expects to provide training during implementation and can also provide post-implementation support in this area on request. This will be charged at the Professional Services rate. Customers can augment the generic in-system manual provided by Clew (which is based on pop-up screens sensitive to a user's navigation to ensure relevance and quick access) with their own content specific to the context of their configuration. This can reduce training demand by addressing user questions at source before escalation.

4.1.4. Application Programming Interface (API)

Clew has a standard API connector and can make available endpoints for customers to build and map to. Clew support for set up and data mapping which would be charged at the Professional Services rate. Where support is requested to build new API, if accepted this will be charged at the Developer rate. To ensure platform stability, performance and fair usage, Clew reserves the right to apply rate limiting where customer configurations or usage patterns are suboptimal or exceed reasonable thresholds.

4.2. Cost Table

Service	Day Rate	Hourly Rate
Professional Services	£1000	£125
Developer	£1200	£150

Clew Software

ABN: 16 148 000 980

Level 2, 267 St Georges Terrace, Perth

Western Australia 6000

Telephone: +61 8 9384 7000

www.clew.io**Clew**

Company No: 09098835

The Blade, Abbey Square,

Reading, Berkshire, RG1 3BE

Telephone: +44 118 205 9378

www.clew.io**Clew**

Corporation Number: 1236934-6

102-99 Holland Avenue

Ottawa, Ontario, Canada K1Y 0Y1

Telephone: +1 613 297 8717

www.clew.io