Service Definition

G-Cloud 15 - Lot 2b

Software as a Service (SaaS)

Credit Risk Management and Supplier Financial Risk Management Solutions

Contact details: Mike Newman - mike.newman@companywatch.net

Table of Contents

Introduction

Company Overview

Company Watch is a leading provider of comprehensive financial risk solutions. We specialise in helping businesses identify, assess, and manage financial risk. Our solutions offer intelligent and actionable insights, giving you a competitive advantage in financial risk and supplier risk management. What sets us apart is our ability to map both short-term and medium to long-term risks through our unique functionality and tooling, allowing you to accurately predict and mitigate potential future financial losses. With Company Watch, you can navigate the complexities of doing business with confidence.

Value Proposition

Protecting public funds with data-driven insights. Company Watch empowers public institutions to make informed decisions with our financial risk intelligence solutions. Our H-Score® analyses data to predict potential insolvency in businesses you work with, like supply chain contractors, sub-contractors, private finance initiative (PFI) companies, or grant recipients. Our insights allow public bodies to:

- Minimise Risk: Identify higher-risk entities to avoid losses.
- Promote Accountability: Ensure responsible use of allocated public funds.
- Enhance Transparency: Gain deeper insights into potential suppliers.
- Go Beyond Prediction: provide proactive risk management tools for on-going monitoring of risks.
- Streamline Due Diligence: Expedite background checks.
- Optimise Investments: Evaluate the financial health of projects for responsible resource allocation.
- Strengthen Supply Chains: Identify and mitigate risks within your supplier network.

Company Watch equips the public sector to safeguard taxpayer pounds, promote responsible investments, and build a stronger, more secure future.

What the Service Provides

Company Watch offers comprehensive financial risk solutions to help businesses identify, assess, and manage financial risk. Company Watch's wide range of services include: Credit Checks, Supplier Management, Enhanced Director Matching, AML Checks, Due Diligence, Master Data Management, Fraud Intelligence, Cyber Risk, Predictive Analytics, and much more. All of our scores are accurate, transparent and explainable. We implement an easy-to-understand scoring system that focuses on different characteristics and gives you an unbeatable insight into the underlying financial health of a company. We understand that basic checks are not enough to fully mitigate risk, that's why we provide a wide range of powerful and unique tools that enable you to deep-dive into our data and make the most-informed decisions possible. Our solutions are designed to support a wide range of projects and technologies, and we provide ongoing support to ensure successful outcomes for our buyers.

Social Value

Company Watch is committed to delivering meaningful social value throughout the duration of any G-Cloud 15 contract. We will continue to strengthen our sustainability practices, support economic growth, widen access to opportunity, and enhance staff wellbeing. Our work aligns with the four government missions that underpin the Social Value Model:

- Make Britain a clean energy superpower
- Kick start economic growth
- Break down barriers to opportunity
- Build an NHS fit for the future

The following commitments describe how we will focus on, develop, and measure our impact across these missions during the contract period.

1. Make Britain a Clean Energy Superpower

Company Watch will continue to develop and strengthen our environmental sustainability practices throughout the contract, with a focus on reducing emissions, improving energy efficiency, and adopting more sustainable digital practices.

Reducing emissions and resource use

During the contract, we will:

- Maintain and review our hybrid working model to minimise commuting emissions.
- Continue scheduled weekend shutdown of non-essential servers and aim to reduce annual server energy consumption by at least 5% through ongoing optimisation.
- Regularly assess opportunities to further reduce office energy use (e.g., equipment upgrades, workspace efficiencies).

Waste reduction and responsible consumption

We will:

- Work towards achieving and maintaining 100% paper-free operations.
- Maintain our recycling policy with a commitment to keep general waste at near-zero levels.
- Track our paper usage and aim for a year-on-year reduction, already close to zero.

Sustainable cloud and data practices

Throughout the contract, we will:

- Review GCP and BigQuery utilisation quarterly to identify optimisation opportunities.
- Maintain right-sizing and lifecycle data management practices, targeting a minimum 10% reduction in unnecessary stored data year-on-year.
- Continue to prioritise energy-efficient GCP regions where feasible.
- Monitor and report query efficiency metrics (e.g., scan reduction %, processing time trends).

Governance and transparency

We will continue to:

- Monitor monthly kWh office consumption and track progress against internal reduction targets.
- Publish internal sustainability updates quarterly for staff.

- Use employee suggestions to refine our Environmental Policy annually.

2. Kick Start Economic Growth

Company Watch will continue strengthening financial transparency and supporting SMEs, lenders, and public sector organisations with improved data-driven decision-making.

Using financial insight to support sustainable growth

Over the contract term, we will:

- Provide lenders and public bodies with insights that support responsible lending and supply chain resilience.
- Monitor and report annual usage statistics to demonstrate how many SMEs and public organisations access financial intelligence through our platform.
- Aim to increase SME engagement through trials or discounted access.

Supporting underserved businesses and promoting economic equality

We will continue to:

- Offer free or discounted access to small and underserved businesses, aiming for a year-on-year increase in uptake.
- Track the number of early-stage or smaller organisations using our tools to improve their financial understanding.
- Expand educational content to help underrepresented entrepreneurs better navigate financial risk.

Working with SMEs and investing in skills

Throughout the contract, we will:

- Prioritise SMEs within our own supply chain and measure the proportion of supplier spend attributed to SMEs each year.
- Maintain our commitment to staff development by providing training and external courses, tracking training hours per employee.
- Continue adopting new technologies (including AI) to support productivity gains, measuring annual improvements in internal process efficiency.

These activities will help drive better-informed economic decisions, support SME resilience and contribute to productivity growth.

3. Break Down Barriers to Opportunity

We will continue strengthening and developing our inclusive practices to ensure equality, fairness, and opportunity across our workforce.

Equal opportunity in practice

During the contract, we will:

- Maintain merit-based recruitment, promotion and pay practices.
- Track key HR metrics, such as training access by team, promotion patterns, and grievance resolution rates, to ensure fairness and transparency.
- Conduct at least one annual review of our Equal Opportunity policy to identify and remove potential bias.

Inclusive culture and open communication

We will:

- Continue to provide safe reporting channels and monitor employee feedback via at least one annual engagement survey.
- Track and respond to any equal opportunity concerns raised.
- Promote inclusion through communication, training and cultural initiatives.

Investing in long-term opportunity

Throughout the contract, we will:

- Provide ongoing access to development and progression pathways, tracking training hours and internal mobility trends.
- Use employee feedback to refine policies, with a commitment to implement at least one improvement action per year informed by feedback.

4. Build an NHS Fit for the Future

We will continue enhancing the wellbeing, resilience, and productivity of our workforce—supporting the quality and reliability of services we deliver to public sector organisations.

Company Watch was named a 2025 Most Loved Workplace® for Wellbeing, underlining our commitment to creating a healthy and supportive workplace.

Supporting mental and physical wellbeing

During the contract, we will:

- Maintain flexible and remote working arrangements to support work-life balance.
  Continue providing confidential mental health support and wellbeing resources.
- Monitor usage and feedback related to wellbeing support and aim to maintain 100% uptake of quarterly wellbeing days.
- Track participation in wellbeing initiatives and report annual engagement levels.

Positive, inclusive culture and recognition

We will:

- Maintain and strengthen our culture based on trust, respect and open communication.
- Continue to run team-building and community activities, tracking engagement rates and feedback.
- Promote recognition programmes and measure participation annually.

Listening and continuous improvement

Throughout the contract, we will:

- Conduct at least one annual wellbeing survey and act on the results.
- Track and review wellbeing indicators, including stress levels, workload concerns, and satisfaction with working conditions.
- Commit to introducing at least one wellbeing enhancement per year based on staff input.

By prioritising wellbeing, we will support a healthier, more engaged workforce that is better able to deliver high-quality, reliable services to our customers, including those in the wider public sector.

Overview of the G-Cloud Service

Company Watch is a financial risk management platform that provides a holistic view of a company's financial health. We leverage a combination of data sources to create intelligent and actionable insights to help businesses make informed decisions. Our platform offers a variety of features, including financial health scores, public filing analysis, director matching, and the ability to upload user's own custom financial information.

Company Watch is deployed on a private cloud ensuring the highest level of security and data protection.

Key service capabilities:

- Financial health assessment.
- Company intelligence.
- Compliance screening.
- Scenario modelling and stress testing.
- Portfolio management.
- Cyber risk assessment.
- Fraud detection.

Subscription tiers:

Company Watch offers three subscription tiers:

- Bronze, Silver, and Gold.
- Full detail on pricing is clearly set out in our Pricing Sheet.

Here is a detailed breakdown of the features offered in each tier:

Bronze Plan (Ideal for basic risk assessment)

- **Full Financial Statements:** All the latest financial statements of a company.

- **Snapshot Reports**: Get a quick snapshot of a company's financial health.

- **H-Score®:** Measures a company's overall financial health using published financial results, and analyses a company's financial position from a number of angles including profit management, working capital management, liquidity and how assets are funded.

- **PoD® (Probability of Distress) Score**: Predicts the likelihood of a company experiencing financial distress within the next 12 or 36 months.

- **Credit and Contract Limits**: Set informed credit and contract limits based on a company's risk profile.

- **Excel Export:** Quickly export data to Excel for offline or further analysis.

- **Email Alerts:** Receive automatic email notifications for critical risk changes.

Silver Plan (Ideal for comprehensive risk assessment and portfolio monitoring)

Everything in Bronze, plus:

- **Experiments**: Conduct detailed stress-tests and model risk to understand a supplier's or customer's future financial health.

- **Unsecured Debtors/Creditors**: View if a company has any unsecured risk associated with lending money to borrowers without collateral or security. Also view if a company has any outstanding credit that is lost due to an associated company insolvency.

Gold Plan (Ideal for advanced risk analysis, scenario modelling, and data exploration)

Everything in Bronze and Silver, plus:

- **TextScore®:** Analyses the text in financial reports of active companies, helps to predict the probability of corporate distress.

- **Enhanced Director Matching:** Analyse director and officer details including name, location, and age, as well as information about the companies an individual has been involved with. Identify companies linked to a particular director. Uses confidence indicators and fuzzy logic around names to make sure you identify ALL known links to a particular Director.

- **Custom Excel Download:** Download all our financial data and scores into an Excel format and customise the fields you want to export.

- **Portfolio Risk Overview:** Analyse the overall risk profile of a group of businesses. Ability to upload your entire portfolio to our platform for ongoing monitoring.

- **Unadvertised Winding Up Petitions, Winding Up Petitions, Notice of Intention to Appoint Administrators:** Early warning alert system to identify companies facing potential insolvency.

- **Payment Practices:** Empowers businesses with invaluable insights into the payment behaviours of the companies they engage with.

Cloud characteristics and benefits:
Company Watch utilises a private cloud deployment model, offering several key benefits:

- Security: Highest level of security and data protection for your financial information.
- Scalability: The platform can easily scale to meet your growing business needs.
- Reliability: Consistent performance and uptime for critical risk assessments.

- Accessibility: Access the Company Watch platform from anywhere with an internet connection.

Associated Services

Company Watch offers a range of associated services that can be bought alongside our comprehensive financial risk solutions. These services include our REST APIs; our flagship API, providing advanced analytics and data integration, and our ground-breaking Scoring API, allowing you to receive our precise financial scores for your own custom accounts.

The API documents cover this in detail but in summary, the endpoints cover a wide range of data including basic company information; scores and limits; financial analysis and trends; financial statement data, both in summary form and detailed; group structure; ownership data, encompassing current and previous Directors, persons of significant control and shareholders; adverse events and cessation of trading filings; Companies House document filings; profit warnings, unsecured creditors and unsecured distressed debtors; and early warning notifications that include winding up petition applications, unadvertised winding up petitions and notices of intention filed in court. Users can customise in the User Acceptance Testing (UAT) account by simply selecting from the endpoints available. Our APIs allow for seamless integration with your existing systems and data sources.

We also provide the following bolt-on services to all our subscription packages. All pricing can be found in our Pricing Sheet.

- **Non-UK Reports**: Detailed company information from over 230 countries around the world.
- **Data Builder:** Filter the entire UK company population to identify companies with a specific profile. Ability to search using granular queries.
- **Enhanced Due Diligence Reports**: Access in-depth Enhanced Due Diligence reports. We comb through over 198m corporate records and 600bn+ archived web resources, so you can be sure no stone has been left unturned.
- **Vigilance™:** Abnormal behaviour indicator detection which can be indicative of potential fraud. Analyses a wide spectrum of company information across different areas including financial, statistical, operational and behavioural data.

- **Stela-AI Report:** AI-driven financial analysis company reports generated instantly. Delivers unbiased, analyst-style narrative that explains key risk drivers and supports clear, confident decision-making.
- **Cyber Risk Report:** Real-time cyber risk scoring that draws on over 200 external factors. Delivers an independent, outside-in view of a company's exposure across application security, leaked credentials, patch health and IP reputation, refreshed daily for continuous monitoring.

Additionally, we offer professional services to assist with implementation, training, and ongoing consultation to maximise the value of our solutions. With Company Watch, you have access to a complete suite of services to support your financial risk management needs. All pricing for our additional services can be found in our Pricing Sheet.

Data Protection

Information Assurance

We are committed to upholding information security when protecting our customers' sensitive financial data. Therefore, why we adhere to the rigorous standards of ISO 27001, and are Cyber Essentials Plus certified. Our Cyber Essentials Plus certification provides independent verification that our systems are protected against common cyber threats, complementing the broader risk-management framework of ISO 27001. Our commitment to ISO 27001 translates into concrete actions:

- Comprehensive ISMS: We've implemented a robust Information Security Management System (ISMS) framework. This framework identifies, analyses, and manages information security risks. It outlines clear policies, procedures, and controls to safeguard data throughout its lifecycle.

- Regular risk assessments: We conduct regular risk assessments to proactively identify any vulnerabilities in our systems and processes that could expose financial data. These assessments prioritise risks and guide the implementation of control measures to address them.

- Granular access controls: We have strong access controls in place. These controls restrict access to sensitive financial data based on the principle of least privilege. This ensures only authorised personnel can access specific data they require for their job functions.

- Data security measures: We employ robust data security measures like encryption for both data at rest and in transit. This minimises the risk of unauthorised access to sensitive financial information, giving you peace of mind.

- Prepared incident and disaster response: We have a documented incident response and disaster recovery plan to effectively address security breaches. This plan includes procedures for identifying, containing, and recovering from security incidents to minimise damage.

- Vetted suppliers: We conduct thorough due diligence on third-party vendors and suppliers who access our systems or data. This ensures their security practices are aligned with our ISO 27001 compliance requirements, extending our security measures beyond our own walls.

We are committed to continual improvement of our ISMS. This involves ongoing monitoring of the effectiveness of controls, conducting regular audits, and adapting to the ever-evolving security threat landscape.

Data Back-Up and Restoration

We currently have the following measures in place to protect and mitigate against risks related to business continuity:

- Cloud-hosting for web portal with built-in redundancy of application, database and search servers.
- Real-time off-site backups of organisation data. Organisation data refers to files stored on Company Watch workstations which are backed up to Amazon Web Servers.
- Production site backups are conducted daily and stored in the cloud.
- Backup and restoration procedures are reviewed and tested once a year.

Business continuity statement/plan

We employ 20 staff (most working centrally in an office and some remotely in the UK, France, Spain and Malaysia) and operate from an office located a few minutes away from Aldgate underground station in London.

The Company Watch service is comprised of the following key elements:

- Web Applications, APIs and databases
- Database update operations
- Customer support operations
- Day-to-day internal operations
- Product development operations

A break in operational continuity in any of the above would affect customers to varying degrees. For example, if our online services were to be disrupted most of our customers would be affected immediately and for the duration of the disruption. However, if there were a disruption to the Product development function, customers would not be directly affected in the short term.

In the Business Continuity Management System and Business Management Procedure (BCP) documents, we consider several scenarios that might disrupt the Business As Usual (BAU) operation of Company Watch and document the steps required to mitigate the disruption and return to BAU as soon as possible.

To be effective, the BCP is prepared according to the following principles:

The plan should have a broad scope to effectively address a wide range of disaster scenarios.

The plan should consider the worst case rather than partial loss of service scenarios as the latter are likely to be subsets of the former.

Our Disaster Recovery (DR) plan aims to ensure that we can continue to make our service available to customers with an interruption of at most:

- a few hours in the case of online services;
- a week in the case of database update operations; and
- a few days in the case of customer support, internal and development operations.

The basic operating principles that we follow are:

a) To ensure continuous service availability by deploying our applications in a high-availability, multi-zone architecture on Google Cloud Platform. This design provides inherent fault tolerance, automatically handling zone-level outages with no perceptible impact on users.

b) To maintain data and infrastructure resilience by utilising managed cloud services, like Cloud SQL, in a high-availability configuration. This modern approach replaces the traditional offsite DR facility with a continuously available platform that features automated failover, all managed securely and remotely.

Scope:

Locations

<u>Office</u>

40 Gracechurch Street, London, EC3V 0BT; all staff are either based in this office or work remotely within the UK, Spain, France & Malaysia.

<u>Data centres</u>

Google Cloud: (London region, tri-zone) primary production site for customers; cloud-based IaaS and SaaS; database and application servers for internal operations and development; no physical access by Company Watch staff permitted.

Netwise: (Docklands, London); backup site for customers; file, database and application servers for internal operations and development; physical access permitted for authorised staff.

Amazon Web Services: (Ireland region, uni-zone, London region, uni-zone); data storage and data science development environment for internal operations; backup storage of internal files; no physical access by Company Watch staff permitted.

Organisation Context:

The Business Continuity Management System considers the requirements of the following:

- Customers

- Key Products and Services
- Supply Chain
- Information Assets
- Interested Parties

Company Watch has a contractual obligation to provide its customers with the services purchased. Some of the services are expected to be available 24x7, without interruption; others are periodic or even ad-hoc in terms of service availability. While there is scope for short service interruptions in the agreements, circumstances that prevent Company Watch from carrying out business as usual are classified as force majeure and are outside the scope of existing SLAs. Nonetheless, Company Watch should endeavour to meet reasonable recovery target time frames.

A high-level overview of the procedure is as follows:

1. Assess the Incident
2. Invoke Business Continuity Management Procedure
3. Appoint a Team
4. Communicate with Internal/External Parties; Media; Emergency contacts as appropriate
5. Resume BAU
6. Analyse the Incident

A more detailed plan can be provided to the buyer on request.

Privacy by Design

At Company Watch, we are committed to privacy by design and adhere to the EU General Data Protection Regulation (GDPR). We understand the importance of protecting citizens' data and have incorporated privacy measures from the start of our service design process. Please see a copy of our entire Privacy Policy below for more detail:

Company Watch Privacy Policy

Company Watch Limited is a financial analytics firm and Credit Reference Agency based in London, United Kingdom. It is registered in England and Wales with company number 3597613.

A small part of the information we collect, and use, might be classified as "personal data" under the General Data Protection Regulation (GDPR) which comes into force in all European Union (EU) states on 25 May 2018. In the UK, the main terms of the GDPR are included in the Data Protection Act 2018 (DPA 2018). Therefore, the withdrawal of the UK from the EU doesn't have any impact on the UK's need to be compliant with the GDPR.

This personal data is that which relates to an individual (e.g. a company director, partnership, sole trader, person of significant control etc). Under the GDPR we are required to disclose information about how we process this information.

Company Watch's Data Privacy Manager can be contacted at dpm@companywatch.net.

The information we collect

Company Watch provides company information to organisations who subscribe to its services so that they can make informed decisions about the risks associated with doing business with a particular company/companies. We collect and use information on businesses and individuals associated with that business in a professional context. This includes, for example:

• Company contact information relating to directors, company secretaries, shareholders and persons of significant control which is, or has been, publicly available

• The name and contact information of unincorporated businesses, sole traders and partners of partnerships.

• The names, job titles and business email addresses of individuals in respect of a particular company for inclusion in our business contact database.

We do not seek to collect or process any information relating to an individual's sensitive (special categories) personal data (e.g. sexual orientation, race, political opinions etc).

Company Watch uses a number of data suppliers and data sources, including third-party data vendors, government sources, and public sector information.
We also collect personal data of our own business prospects and contacts in a number of ways. If you are one of our business contacts, we will have collected your personal data in one of the following ways:

• From the information you provide to us when you meet us, or that is provided to us by your company;

• When you communicate with us by telephone, fax, email or other forms of electronic communication (which we may monitor, record and store);

• When you complete (or we complete on your behalf) customer onboarding or application or other forms.

The legal basis for processing personal data

Company Watch relies on the 'legitimate interest' ground for processing personal data in the context of company information: processing this data is necessary for our legitimate interests and those of our customers who use the information generated to facilitate commercial and trading activity in the UK economy worth billions of pounds a year. If our customers were not able to access the information we and other Credit Reference Agencies provided they would not be able to extend credit to their customers and could potentially be in breach of their statutory obligations to prevent fraud and money laundering. As such, we do not seek consent to process data.

If you are a customer, supplier or prospective customer or prospective supplier, your information will be processed to fulfil or enter into a contractual relationship with you.

How we use personal data and whom we share it with

The company information we process is used by our customers across a number of industry sectors and business functions. These include banks, insurance companies and corporations, who work to promote responsible lending, provide trade credit and secure supply chain links. They may also use the information we provide for verification and fraud detection and to assist them in complying with applicable legal and regulatory obligations.

Marketing and other uses

The customer information we process is used in the ordinary course of our business. In particular, we may use the information that we hold to send you, or companies, marketing about other services we provide. We will communicate this in a number of ways including by email, telephone, post or other digital channels. If you object to receiving marketing from us, please either opt out online or contact our Data Privacy Manager (details above).

We use the information we obtain in order to produce scores such as the H-Score®, the Text Score, the PoD® (Probability of Distress) and the Credit Risk Score. We may also carry out customised scoring for our customers based on information they provide to us as a Data Processor.

We have developed scoring models over many years using quantitative methods which are tested robustly in their ability to predict the likelihood of something happening given previous evidence.

We help our customers to interpret and apply our scores to their internal processes and ultimately decision-making. These decisions will be related to whether to do business with another company. Our terms and conditions of business prevent our customers from using our scores as the sole reason for making this decision. We do not hold blacklists.

We seek to always use personal data properly and fairly. In particular we:

• Only process data in accordance with the purpose for which it was collected

• Seek to collect the minimum amount of data necessary for the legitimate business purpose for which it will be used

• Take steps to ensure that the data is adequate, correct and current

• Only keep personal data for as long as it is publicly available

• Take steps to protect against unauthorised loss or access

Your rights

Under the GDPR you have the following rights:

• The right to be informed – this covers our responsibility for explaining in clear language what we do with your personal data. We believe this Privacy Policy meets this requirement.

• The right of access – under GDPR you have the right to obtain confirmation that your data is being processed, to have access to this personal data and to understand why it is being processed. The reason for allowing this right is so that you can verify the lawfulness of the processing

• The right of rectification – under GDPR you have the right to require us to correct personal information we hold about you if that information is incorrect. We take our responsibility to provide accurate information very seriously. To that end, we perform checks on the information that we receive to identify defects and/or mistakes. However, we are reliant upon suppliers, in particular on Companies House, providing accurate information to us. You have the right to request that we rectify any personal data relating to you that is inaccurate; and complete any incomplete data, including by way of a supplementing, corrective statement. If you do exercise your right to rectification, we will take steps to check the information and correct it where necessary.

• The right to erasure – under GDPR you have a right to 'be forgotten' and can request that we erase personal data we hold about you in certain circumstances, for example if it were not acquired for, or has ceased to be necessary for a lawful purpose. Where you request that we erase your data, we will usually only do so where the data has ceased to be publicly available, whether at Companies House or otherwise, or where we no longer use it.

• The right to restrict processing – under GDPR you have the right to request that we limit the way we use your data.

• The right to data portability – under GDPR you have the right to request that we provide back to you information you have given to us in a reasonable machine-readable format.

• The right to object – under GDPR you can object to processing of your personal data.

• Rights in relation to automated decision making and profiling – under GDPR you have the right not to be subject to a decision based purely on automated profiling.

Note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. We are required to deal with all requests within 28 days of us receiving such requests. If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner at www.ico.org.uk.

In cases where we are relying on your consent to process your personal information (which will only be in rare circumstances) you have the right freely to withdraw that consent, without affecting the lawfulness of how we have used it in previous reliance on that consent.

If you have any questions about how we use your personal data, or you wish to exercise any of the rights set out above, please contact our Data Privacy Manager.

Processing our Customers' data

Sometimes our customers provide us with their business data, such as their customer, supplier or prospect data – which may contain personal data – for us to provide them a service. In these instances, we are the processor of any personal data contained in their data. Different parts of the GDPR/DPA2018 apply when we act as a processor and we take these obligations very seriously. The above notice does not apply to data received from our customers as this does not become our data (unless the customer has expressly agreed to this). We handle the data our customers provide us in strict accordance with our contractual and any other applicable laws and only for the agreement we have with our customers.

Information Security Policy

Company Watch is committed to preserving the confidentiality, integrity and availability of all the physical and electronic information assets in our business. Not only do we have a legal obligation to do this, but our reputation as a commercial credit reference agency relies upon us doing all we can to maintain a robust Information Security Management System (ISMS).

Information is at the heart of what Company Watch does – we rely on the publicly available information on businesses filed at Companies House, Government Departments and other Registries, along with business information from other partners to build models that analyse and predict the financial health of companies. In turn, our customers rely on this analysis to inform their own business decisions. For us to operate as a business we also process customer, supplier and employee data. Our ISMS is intended to be an enabling mechanism for information sharing, for electronic operations and for reducing information-related risks to acceptable levels.

It is our policy to ensure that:

• Customer and personal data is appropriately protected and not exposed to third parties without authorisation.
• Offices are secured by suitable physical security and environmental controls and access is restricted as appropriate.
• Confidentiality and integrity of information is ensured and is available to employees according to business need.
• Access to organisational and personal data is appropriately controlled and protected against unauthorised access.
• Use of third parties to support the business operations is controlled and regularly reviewed.
• Contractual, legal and regulatory requirements are being met.
• Business continuity provisions are in place and plans are tested and maintained.
• All employees and contractors are provided with information security awareness training.
• All employees and contractors are aware of their individual responsibilities.
• All breaches of information security, whether actual or suspected are reported and investigated.

Company Watch has established an Information Security Committee, which is responsible for ensuring that Company Watch achieves and maintains an ISMS which meets or exceeds accepted information security best practice. Our ISMS is subject to continuous, systematic review and improvement.

All Employees and contractors are expected to comply with our Information Security Management System and will receive appropriate training.

In this Privacy Policy, 'information security' is defined as: *Preserving the availability, confidentiality and integrity of the physical and information assets of Company Watch.*

Using the service

Ordering and Invoicing

To order services from Company Watch, please contact our team to discuss your requirements in more detail.

You can reach us at mike.newman@companywatch.net. Our team will assist you in completing the Order Form and the Call-off contract, to ensure a smooth and efficient process.

Our fees are invoiced annually in arrears, and our payment terms are 30 days net of receipt of the invoice. We strive to provide transparent and straightforward invoicing and payment processes to ensure a seamless experience for our customers. If you have any further questions or need assistance, please don't hesitate to reach out to us at the email address above.

Availability of Trial Service

Company Watch offers a free trial and/or demonstration of the usage of our services. We understand the importance of evaluating a service before committing to it, therefore our trial allows you to test our services in a controlled environment and assess their suitability for your organisation.

Please visit www.companywatch.net/request-a-demo/ to arrange your free trial of Company Watch services.

Company Watch provides a full access with no limitations to use of our entire range of Bronze, Silver and Gold packages for a maximum 2-week trial period.

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

At Company Watch, we understand the importance of a smooth onboarding process and ensuring a seamless transition for our users. When you start using our service, we provide a dedicated Account Manager as your point of contact, who will guide you through the onboarding process.

Company Watch offers a range of training options, ensuring users can effectively utilise our services. Your dedicated Account Manager provides one-to-one guidance with an initial onboarding session to facilitate new users, and a further free training session (customised to your needs) each contract year.

We provide free online help and assistance through our support team and online ticket desk. We maintain a comprehensive knowledge base (documentation, video content, and user guides) to support users in navigating and maximising the benefits of the platform. Once each quarter, we host a general training webinar, open to all customers, as well as our popular "Power User" webinars, where we focus on specific tools within the platform.

We have an extensive knowledge base available for training and a fast-response support team available to handle any issues. We also offer on-site visits if required to ensure a personalised and tailored onboarding experience. Please note that the level of assistance provided during the onboarding process may vary depending on the specific needs and requirements of your organisation. If further training is required, this will be charged as per our Professional Services (Levels 1-5) day rate as set out in our Pricing Sheet.

We are flexible and can tailor our approach to meet your unique needs. Our goal is to ensure that you have a positive experience from the moment you start using our service until the time you decide to stop.

As part of onboarding, customers are responsible for providing user lists, access permissions and any internal policies relevant to account setup. Where customers are migrating from another system, we can assist with importing customer-owned data such as watchlists, portfolios or company lists (in formats such as Excel or CSV). Migration of third-party proprietary datasets that customers do not have the rights to export is out of scope. Any complex or customisable migration activity will be charged as per our Professional Services (Levels 1-5) day rate as set out in our Pricing Sheet.

When it comes to offboarding, we aim to make the process as straightforward as possible. If you decide to stop using our service, you will need to provide no less than 30 days' written notice and we will work closely with you to ensure a smooth transition. Our team will assist you in exporting your data and provide guidance on any necessary steps to discontinue the service. We understand that circumstances may change, and we are committed to supporting you throughout the offboarding process. The customer data can be exported to Excel, CSV or PDF. No charge will be made for this process.

Full customer access at the end of the contract is revoked. All user permissions are revoked and access rights are terminated. There are no charges for offloading. Customer data is retained only for the period required by our contractual and legal obligations and is then securely deleted in accordance with our data retention policy. Confirmation of deletion can be provided upon request.

Scope of the Service

The standard service includes: account setup, standard onboarding support, platform access, documentation, access to our support desk, access to our knowledge base, and data export during offboarding.

Out of scope or chargeable separately: customisable training, on-site sessions beyond the standard onboarding service, complex or custom data migration, consultancy work, and any Professional Services activity listed in our Pricing Sheet.

We remain flexible and can provide additional support as required, using our Professional Services day rates.

Training

Company Watch offers ample training facilities to ensure that users can effectively utilise our services. We provide online help throughout the contract free of charge and assistance through our support team and online ticket desk system, plus through one-to-one assistance via your dedicated Account Manager. We run monthly webinar training sessions, including general platform training sessions and more technical training sessions on specific tools and features. We also provide free access to a comprehensive knowledge base, documentation, and user guides to support users in navigating and maximising the benefits of our service.

We also offer one introductory and onboarding session to facilitate the orientation of new users. Additional paid services include personalised training sessions, where our experts guide users through the features and functionalities of our service, ensuring a smooth transition and optimal utilisation. For these additional sessions, and any further training as required, Company Watch will charge as per our Professional Services (Levels 1-5) day rate as set out in our Pricing Sheet.

With our training facilities and fast-response support team, users can quickly become proficient in using Company Watch to identify, assess, and manage financial risk.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request. Our implementation plan outlines the step-by-step process of integrating Company Watch into your organisation. It covers key aspects such as data migration, system configuration, user training, and any necessary customisation to meet your specific requirements. By following our implementation plan, you can ensure a smooth and successful deployment of Company Watch within your organisation.

If you would like to receive a copy of our implementation plan or have any further questions, please contact our team, and we will be happy to assist you.

Service Management

Company Watch is open to receiving feedback and suggestions for improvement for all our services. Requests for features / improvements and bug reports can be reported to the Account Manager, or to our helpdesk. Bug reports are triaged for severity and are prioritised. Feature requests are evaluated and analysed according to business objectives.

Upgrades to the service are targeted to occur out of UK business hours (Monday-Friday, 9am-5.30pm), but may occur during normal business hours in the event that an urgent fix is required to the service. Email notice will be provided to all users if upgrades are necessary during UK business hours.

Where an update to the service requires prolonged downtime (e.g., planned maintenance), an email notice will be sent out ahead of time to indicate when and how long the service is expected to be unavailable for. Notices will also be posted on the front-end login page for our web portal.

In the event that a major feature or functionality of the service is deprecated, an email notice will be sent out ahead of time to indicate when the feature will be disabled or removed.

Service Constraints

We aim to have 24/7 availability for all services with the minimum level of support set to be within 9am-5.30pm GMT on UK business days (non-weekends, non-UK public holidays). Any additional support required, outside of our free-of-charge support team and online ticket desk system, and one-to-one assistance via a dedicated Account Manager, will be charged at as per our Professional Services (Levels 1-5) day rate set out in our Pricing Sheet.

With the exception of our APIs and Excel Download solutions, our services are not open to customisation or configuration by the buyer.

Our hosting provider runs automated operating system and database upgrades. These maintenance events are set to occur out of UK working hours (Monday-Friday, 9am-5.30pm).

Service Levels

At Company Watch, we have a standard SLA, referenced below.

Our dedicated support team is available Monday-Friday, 9am-5.30pm at no cost.

Outage and Maintenance Management

At Company Watch, we take proactive measures to prevent the risk of technical issues causing delays. We have robust outage avoidance strategies in place, including redundancy and failover systems to ensure continuous service availability.

Our service performance planning involves regular monitoring and capacity management to anticipate and address any potential bottlenecks or performance issues. We measure downtime meticulously to track and minimise any disruptions to our services. Additionally, we are prepared to handle ad-hoc service needs by having a dedicated support team available to address any technical issues promptly at no extra cost.

Any break in operational continuity would affect customers to varying degrees. In our Business Continuity Management System and Business Management Procedure documents, we consider a number of scenarios that might disrupt the BAU operation of Company Watch and document the steps required to mitigate the disruption and return to BAU as soon as possible.

In order to be effective, the BCP should be prepared according to the following principles:

- The plan should have a broad scope so as to effectively address a wide range of disaster scenarios.
- The plan should consider the worst case rather than partial loss of service scenarios as the latter are likely to be subsets of the former.

The aim of our disaster recovery plan is to ensure that we can continue to make available our service available to customers with an interruption of at most

- a few hours in the case of online services;
- a week in the case of database update operations; and
- a few days in the case of customer support, internal and development operations.

The basic operating principles that we follow are:

a) to run permanently online and available replicas of our web-based services so that if necessary users can switch to an alternative site in a matter of minutes;

b) to permit key operations to be performed remotely by provisioning an offsite DR facility with replicas of our key infrastructure.

We manage the risks relating to Business Continuity through our Information Security Management System (ISMS) Risk Assessment Procedure.

Protection and Mitigation

We currently have the following measures in place to protect and mitigate against risks related to business continuity:

- Physically separate backup sites hosted in resilient, commercial grade data centres for our WebObjects & International systems
- Cloud-hosting for web portal with built-in redundancy of application, database and search servers.
- Near real-time off-site backups of organisation data
- Production site backups stored either on Google Cloud Storage or Amazon S3 cloud storage.
- All staff are able to work remotely from home using laptops and VPN connections secured using certificates and two-factor authentication.

Review of Business Continuity Risks

Risks relating to Business Continuity are managed through our ISMS Risk Register. In accordance with our ISMS, we review this Register frequently reviewing the information security and business continuity risks identified, along with their treatments, as well as identifying new risks and improvements.

Our goal is to provide a reliable and uninterrupted service to our customers, minimising the risk of delays caused by technical issues or service outage.

Financial Recompense Model for not Meeting Service Levels

The standard SLA confirms that Company Watch agrees to maintain a minimum service uptime of 99% during the agreed service hours (Monday-Friday, 9am-5.30pm), excluding planned maintenance windows.

In the event that the actual service uptime falls below the agreed-upon Service Uptime Objective, the customer shall be eligible for service credits as compensation. The service credits will be calculated based on the following schedule:

% of service availability	Compensation Service Credit of Annual Contract Value	Frequency of measurement	Form of measurement	Target
99%	0.5%	Annual Cumulative	Report	100%
98.5%	1.0%	Annual Cumulative	Report	100%
98 %	1.5%	Annual Cumulative	Report	100%

97.5%	2.0%	Annual Cumulative	Report	100%
97%	2.5%	Annual Cumulative	Report	100%
96.5%	3.0%	Annual Cumulative	Report	100%
96%	3.5%	Annual Cumulative	Report	100%
95.5%	4.0%	Annual Cumulative	Report	100%
95%	4.5%	Annual Cumulative	Report	100%
90.5%-<95%	5.0%	Annual Cumulative	Report	100%
<90%	10.0%	Annual Cumulative	Report	100%

The service credits will be applied to the customer’s account within 30 days following the end of the anniversary of the annual contract start date year in which the downtime occurred. Service credits shall not exceed 10% of the annual contract value for the affected service.

Provision of the service

Customer Responsibilities

The Customer shall:

- Not permit employees or other persons to use the Service apart from those Users to whom Company Watch has issued a password.
- Ensure that its Users keep their passwords safe and secure and do not disclose their passwords to any other person, including other employees or contractors of the Customer.
- Notify Company Watch as soon as is reasonably practicable following any User ceasing to be an employee of the Customer for any reason. Following receipt of such notice Company Watch shall be entitled to cancel the password and issue a password to a new User nominated by the Customer.
- Not use the Service (or any part of it) to engage in any unfair or deceptive practices.
- Only take such copies of the Reports as are reasonably required for the use of the Service in accordance with this Agreement.

The Service made available to the Customer under the licence is provided solely for the Customer's own internal use. The Customer may not sell, transfer, sub-license, distribute, commercially exploit or otherwise make available to, or use for the benefit of, any third party any of the Service.

The Customer may use the Reports as one factor in its credit, insurance marketing or other internal business decisions but agrees that it shall not:

- rely on such Reports as the sole determinant in making any such decision; and
- without Company Watch's prior written agreement, distribute, reproduce, reveal or make available such Reports, or any part thereof, to any person other than its employees and self-employed contractors who have a need to know the same in connection with the Customer's internal business.

The Customer acknowledges and agrees that all Intellectual Property Rights in and relating to any part of the Service are and remain the exclusive property of Company Watch and/or its licensors. Except as otherwise expressly stated herein, this Agreement does not grant the Customer any rights to, or any patents, copyrights, database rights, trade secrets, trade names, trademarks (whether registered or unregistered), or any rights or licences in respect of any part of the Service or any related documentation.

The Customer shall not:

- Attempt to duplicate, modify or distribute any part of the Service.
- Attempt to reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form any Software, except as may be allowed by any applicable law which is incapable of exclusion by agreement between the parties
- Use the Service (or any part thereof) to provide services to third parties.
- Attempt to obtain, or assist others in obtaining, access to the Service (or any part thereof) other than as provided under this Agreement.
- The Customer agrees not to copy, sell, or otherwise disseminate in any form any or all of the information comprising the Service or resulting from any use of the Service to any other person, firm, company or organisation.

Technical Requirements and Client-Side Requirements

The Company Watch service is built to be as highly intuitive and user-friendly as possible. There is no technical threshold requirement to use Company Watch web application service. However, some technical requirements are needed for our API solutions:

Customer-side requirements for users of the Company Watch web application:

- A device (PC, laptop, tablet, or mobile) connected to the Internet.
- Supported browsers: Firefox, Chrome, Edge, Safari, Opera. *Latest Chrome, Firefox, Safari or Microsoft EDGE provide the best performance.*
- Browser cookies and JavaScript must be enabled.

Technical requirements for integrating our API solutions:

- Expertise in developing integrations against REST APIs.

Outcomes/Deliverables

This service will deliver:

- Access to the Company Watch online platform and/or API. Through the secure, cloud-based SaaS platform, users are able to streamline risk management processes with a wide range of data and tools designed to save time and help identify risk as early as possible. Outcomes from using the platform include:
    - robust financial health scoring to easily identify financially weak companies that you rely on.
    - industry benchmarking to determine a company's performance against their peer group.
    - visualisation of data to help easily identify trends over time.
    - easy access to a wide range of information including company data, financial statements, scores and analysis, ownership and group structure information, registry filings and distress events.
    - quick and easy visualisation of large financial datasets to help identify risk in the supply chain at a glance.
    - risk scenario modelling and analysis.
    - automated risk monitoring and alerts.
    - Customisable reporting tools to extract the data you need in a customised format.

- Ongoing support and training. Our team will be available for our ongoing standard support and training to ensure you and your team can effectively utilise the Company Watch service and manage financial risk. If further support or training is required, this will be charged as per our Professional Services (Levels 1-5) day rate as set out in our Pricing Sheet.

- As well as the front end web application, we offer direct integration through our REST API. All data in the front end is available via API and aligned to the subscription packages available, which allows for full customisable integration. Outcomes include automation of risk decisioning, pre-population of counterparty data, and customised monitoring of risk portfolios to name a few.

Development life cycle of the solution

Company Watch follows an Agile SDLC with the following phases:

1. Concept: Project goals are formulated and prioritised.

2. Inception: Members of the cross functional team are assigned, and requirements are discussed.

3. Iteration: Team works to deliver working software which each iteration based on requirements and feedback from the previous iteration.

4. Release: Perform quality assurance testing, provides internal and external training, documentation development if required, and final version of iteration into the product.

5. Production: Ongoing support and maintenance of the software.

After-sales Account Management

At Company Watch, we understand the importance of building strong, trusting relationships with our customers. Our after-sales account management team is dedicated to ensuring you get the most value from our financial risk solutions.

Each customer has a designated Account Manager who serves as their primary point of contact. This ongoing relationship ensures clear communication and a thorough understanding of your specific risk management needs.

We go beyond simply providing software or reports. Proactive feedback mechanisms like surveys and NPS tracking allow us to continuously improve and tailor our services to ensure our customers are achieving their risk management goals.

Our Account Managers act as trusted advisors, offering ongoing support, technical expertise, and strategic consultations. This collaborative approach allows us to work together to tailor solutions that effectively mitigate your financial risks.

By prioritising clear communication, actively seeking customer feedback, and focusing on long-term partnerships, our after-sales account management team fosters a collaborative environment where your risk management needs are continuously addressed.

This focus on building trust strengthens our relationships and ensures you have the tools and support necessary to make informed financial decisions. We will also continuously explore opportunities for cross-selling and expanding the business partnership to best meet the needs of our customer.

Termination Process

If you decide to stop using our service, you will need to provide no less than 30 days' written notice, and we will work closely with you to ensure a smooth offboarding process.

The Company Watch Service Agreement shall take effect on the designated Start Date and (subject to earlier termination in accordance with Clause 10 of our Terms and Conditions below) shall continue for the agreed Contract Term.

Clause 10

Either party may terminate the service Agreement forthwith upon giving written notice to the other if:

- 10.1.1 the other party goes into liquidation (other than a voluntary liquidation for the purposes of an amalgamation or reconstruction on terms previously approved by the relevant party in writing);
- 10.1.2 the other party becomes the subject of a winding up petition;
- 10.1.3 the other party commits a material breach of the terms of this Agreement which (if capable of remedy) is not remedied within 30 days of receipt of a written notice specifying the breach and requiring its remedy;
- 10.1.4 a receiver, administrator, manager, trustee, or other person or body shall be appointed by a Court or a creditor or third party or similar officer shall be appointed to take charge of all or part of the other party's property.

10.2 In the event of Company Watch terminating this Agreement pursuant to Clause 10.1, the Customer shall remain liable for the full amount of the Fees (the full annual subscription charge paid annually in advance) then due and no refund shall be made.

10.3 Upon termination of this Agreement for any reason Company Watch shall be entitled to immediately cancel all Users' passwords and prevent further use of the Service and the Customer will immediately destroy or return to Company Watch (at Company Watch's option) all materials (in whatever form) in its possession which belong to Company Watch.

Our experience

Case Studies

Company Watch emphasises its suitability for organisations that require a high level of security and data protection. This aligns well with the needs of public sector organisations.

Public Sector

Scotland Excel - Social Care Team

Scotland Excel is the centre of procurement expertise for the local government sector. Founded in 2008, it is a leading non-profit organisation serving Scotland's 32 local authorities and over 100 associate members from across the public and third sector.

Scotland Excel's £2 billion contract portfolio supports the delivery of social care, construction, roads, transport, environment, corporate, education and ICT services, and achieves annual savings of c. £15m.

The organisation offers the advantages of collaborative procurement against a backdrop of ever-expanding demand. By working together through Scotland Excel, councils can realise a host of social, economic, and environmental benefits from their spend.

Problem

The Social Care team at Scotland Excel is responsible for monitoring care home provision to ensure that this vital service to communities is sustainably delivered. Its data team monitors suppliers, but up until the arrival of the Company Watch, Scotland Excel's Social Care team faced a highly manual process for monitoring care home providers. Compiling data from various sources into reports was time-consuming and resource-intensive. This inefficiency hindered Scotland Excel's ability to effectively assess service sustainability.

Action
Scotland Excel implemented the Company Watch system, seeking a more efficient and insightful approach to social care monitoring. Company Watch offers a centralised platform for accessing information on suppliers, eliminating the need for manual data gathering from disparate sources. The system's intuitive interface and functionalities proved to be a game-changer, allowing non-financial experts within the Social Care team to quickly become proficient users.

Outcome
The impact of Company Watch has been transformative. The system has significantly reduced the time required for data analysis, freeing up valuable resources for the Social Care team. This newfound efficiency allows them to dedicate more time to in-depth analysis and proactive monitoring. Company Watch also provides a valuable high-level strategic view of care home providers, enabling the team to identify potential trends and areas of concern. However, the system's capabilities extend beyond a high-level overview. With its drill-down functionality, the team can delve into specific details of individual providers, gaining a deeper understanding of their financial health and operational practices. Recent service upgrades, such text and phrase scanning in reports, further enhance the identification of potential issues.

So successful has the implementation been that applications for the Company Watch system are being explored across the organisation.

For more information about our specific features or for more information on the benefits of Company Watch for public sector users, please contact mike.newman@companywatch.net.

Private Sector

Tokio Marine HCC - UK Credit Risk Team

Tokio Marine HCC is a leading global specialty insurance group with offices in the Americas, the United Kingdom, and continental Europe, transacting business in approximately 180 countries and underwriting more than 100 classes of specialty insurance.

Problem

The primary responsibility of TMHCC UK Credit Risk Team is to provide credit decisions and advice to policyholders, steering them away from poorly performing, deteriorating companies, and towards financially sound companies.

The team write cover on over 50,000 companies in the UK, so manually tracking all of those at once is impossible. A system that assesses risks as quickly and effectively as possible is vital to the team's successful operation. With credit limits ranging between £50k - £10m, the team need to leverage a wide range of decision-making tools to allow them to accurately assess risks, automate slow manual processes, and maintain an acceptable loss ratio within their division.

Action

Company Watch allows the team to take a systematic approach to manage insurance risk. Used across the whole team, the Company Watch suite of tools provides a consistent benchmark to work from. Company Watch information plays an essential role in Tokio Marines UK Credit Risk Team’s overall decision-making.

A key feature the team takes advantage of is Company Watch's powerful database segmentation. Through Company Watch's Monitoring functionality, Tokio Marine is able to upload the entire portfolio of each policyholder into the Company Watch system.

By segmenting their database, the team receives automated alerts on any key changes in a company’s financial health, director appointments, and new accounts filed. These alerts come directly into the email inbox, allowing the team to focus their attention on any key, poorly performing, risks in a portfolio and carry out essential further analysis.

Another key feature the team utilises is Company Watch’s enhanced director-matching. When performing due diligence, understanding the business history of the key individuals associated with a company is important for managing both financial risk and compliance risk, whilst also identifying potential “phoenix” directors. The team is able to view a confidence percentage match that an individual is who they say they are and doesn't have a hidden history of failed companies behind them.

Outcome

The quality and accuracy of data and information the team works with are of paramount importance to the success of their operations. The information contained within the Company Watch online platform is clearly presented and simple to use, allowing the team to assess risk easily and efficiently. Having all the key information they need in one accessible place saves the team time during their risk assessment process and allows them to relay better credit decisions to their policyholders.

Company Watch continuously assists Tokio Marine's overall underwriting performance and allows the team to maintain an acceptable loss ratio.

Client List

We have a diverse customer base that includes both public and private sector organisations. Within the public sector, customers include:

- Cabinet Office
- Ministry of Defence
- UK Export Finance
- Department of Health
- Department for Work and Pensions

Within the private sector, our customer list covers a wide range of industries but primarily banking and financial services, insurance, payment processing, accounting and professional services. Across industry, strategic procurement and credit are also heavy users in industries such as construction, manufacturing, automotive, real estate, IT/telecoms, and utilities.

Sample of Company Watch customers:

(Table showing list of Company Watch client logos; across Banking, Financial Services, Insurance and the Public Sector)

During the procurement process, we can provide more specific references and case studies tailored to your organisation's needs.

Contact Details

For any G-Cloud leads or queries, please feel free to contact our dedicated team at Company Watch. You can reach out to our G-Cloud contact, Mike Newman, at mike.newman@companywatch.net or +44 (0)7402 366 706, who will be happy to assist you with any questions or information you may need regarding our financial risk management solutions.