

OpenMarkets Street Market Licensing Software Platform

Service Definition Document

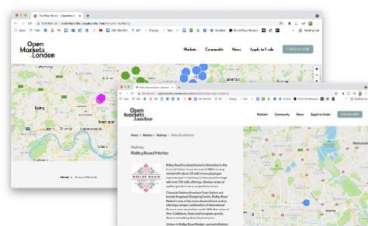
Introduction to the OpenMarkets Street Market Licensing Software Platform

OpenMarkets is a street market directory and licence application platform for Local Authority market licensing teams to increase the occupancy of markets through a number of innovations. OpenMarkets allows traders to upload their documents and other details to the System once and then apply to multiple Local Authorities, enabling traders to expand their activities between Local Authorities and benefitting Local Authorities through increased exposure to traders, driving market occupancy rates. This compares to current systems which make it difficult for traders to apply to each Local Authority and helps replace manual and costly application processing for Local Authorities. The platform comprises:

- A Directory of Markets enabling Local Authorities to advertise vacant spots, engage with their community of traders and allowing traders to easily find markets to trade in that meet their criteria. See <https://openmarkets.london> and <https://openmarkets.uk>;
- A trader app available via browsers, ios and android apps, to enable traders to submit applications to trade in markets. The app enables traders to upload required documents a single time (including by taking a photo of documents) and then use those documents and details to apply to multiple Local Authorities, enabling more mobility of traders. See all features below; and
- The Tabled case management system is used by Local Authority licensing teams. All trader applications are received in the system which enables easy processing on platform or through linking to other systems. Tabled is a case management and workflow platform designed to be intuitive to use to ensure widespread adoption amongst Local Authority teams and traders. As a no-code workflow platform, non-technical users can configure workflows and data intake easily.

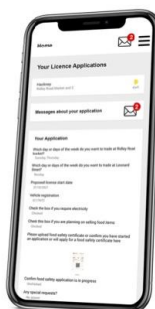
OpenMarkets has 3 Key Integrated Components

OpenMarkets Market Directory



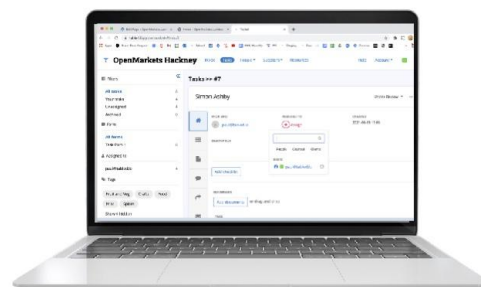
A Wordpress hosted dynamic repository of market data including pitch availability, commodity requirements and trading days, helping traders discover where to trade before making an application via the app.

Trader OpenMarkets App



A react native app, allowing traders to apply for licences across local authorities through conditional forms and securely manage documents for applications.

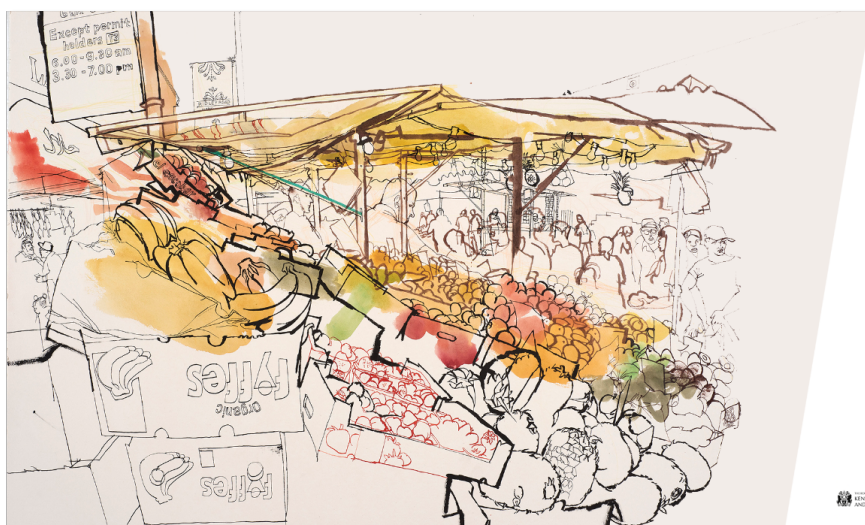
Local Authority Case Management



Each local authority licensing team has a separate Tabled case management workspace, receiving licence applications routed from the OpenMarkets App via API. Trader data is only shared with consent from the trader to ensure GDPR compliance.

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Beyond technology, OpenMarkets also includes a campaign and marketing collateral such as artist drawings of markets for campaigns to encourage further market traders.



Open Markets London

Apply to trade in this market and many other local authority markets across London!

Visit www.openmarkets.london



Building Our Communities of Trade Together

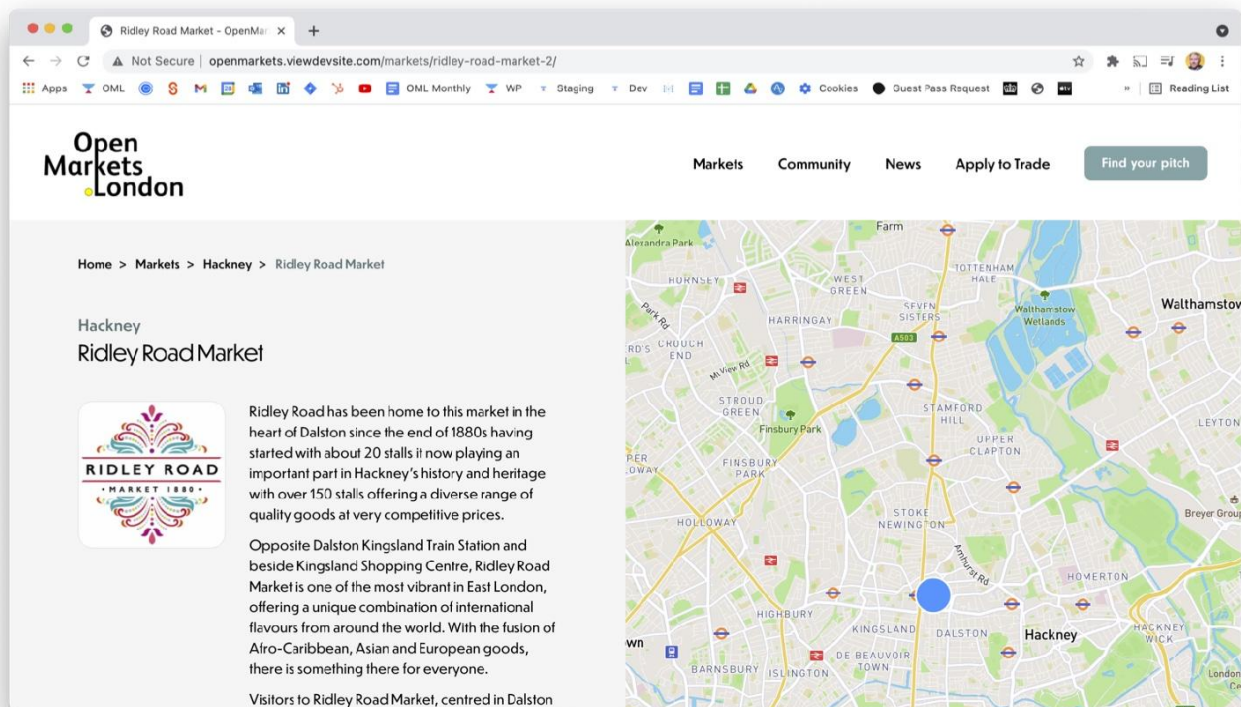


Zettle
by PayPal

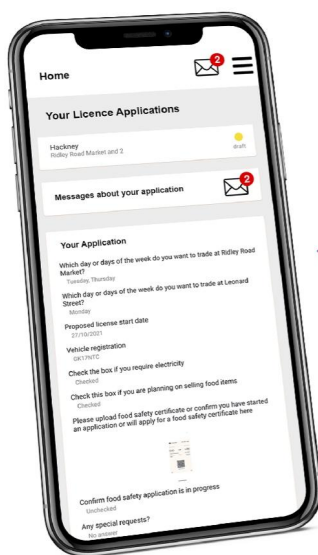
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We are always happy to discuss how OpenMarkets works. Book a demo: <https://tabled.io>

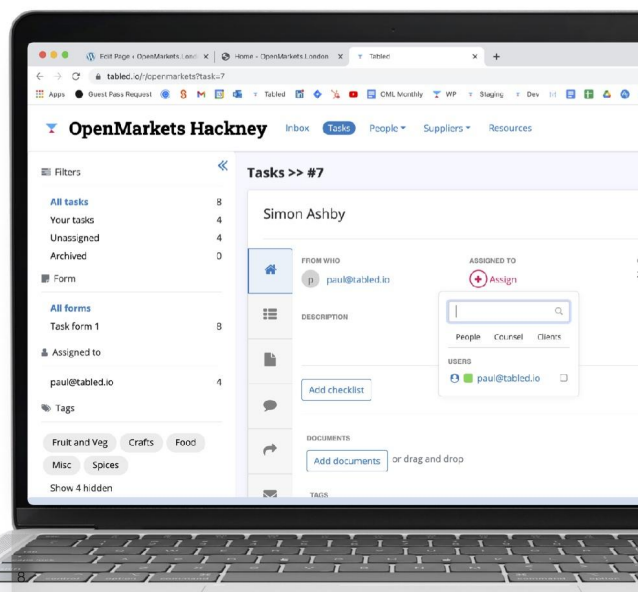
Market Directory enables traders to decide where to trade.



App used by Traders to Make Applications (Mobile/Desktop)



Application Case Management System for each Local Authority to Process Applications



Service features

- Searchable Market Directory with blog, market information and community
- Trader Application on mobile and desktop, enabling upload of documents
- Local Authority case management for licence application management
- Flexible data capture for different needs of market operators
- Triage of cases, tracking and assignment
- Direct messaging with traders to complete applications
- Trader CRM and data storage
- KPIs and analytics
- Data export and migration

Service benefits

- Increase number of trader applications and awareness of available pitches
- Single application form with documents to send to Local Authorities
- Trader updates to ensure applications are completed
- Ensure efficient processing of licence applications.
- Reduce cost per licence application
- Increase market occupancy and trader fees.
- No cost to traders.
- Collaborate on difficult applications effectively
- Store template documents for licence issuance

Onboarding, ongoing and offboarding Support

Tabled provides complete support and training for OpenMarkets in the run-up to implementation, during implementation and operation and during any transition period at the end of a contract.

Our dedicated account management team are on hand to support IT integration and legal and client training to ensure rapid onboarding.

As a cloud platform, Tabled and OpenMarkets can be implemented quickly and with Azure and Google Single Sign On, can be quickly integrated with existing workflows.

Tabled can integrate with existing systems such as email and document management and can be customised without code to capture the data and workflows required.

Service levels like performance, availability and support hours

Please see the attached template contract for service levels including performance, availability and support hours.

Access to data (upon exit)

Upon any exit, data can be exported easily in CSV or other formats and documents in the system will be provided. Tabled will provide full support with transition through this period.

Security

We recognise that our customer's data is valuable. This document describes how Tabled keeps it safe.

Tabled is certified under the UK Cyber Essentials Assurance Programme.

Data Centre Security

Tabled is a cloud service hosted by AWS which has the highest level of certifications, including ISO 27001, PCI Certification, and SOC. For more compliance information, you can visit <https://aws.amazon.com/compliance/iso-27001-faqs/>.

Multiple Security Features are implemented and available upon request.

We are always happy to discuss how OpenMarkets works. Book a demo: <https://tabled.io>

Data Residency

All data in AWS is hosted in the UK and will not be transferred beyond the UK.

Employee Access

Employees are required to use dual-factor passwords whenever a service we use has the ability. Authentication to SSH is always done via private key.

We have policies that require employees to never store production data on their laptops. Employees are required to use strong passwords to protect the services they use.

We maintain automatic access and security logs.

We have a strict policy that Tabled employees only access our customer's data when absolutely necessary to ensure account functionality.

Application Development

New features, performance improvements, and bugfixes are deployed frequently and up to multiple times per week. While agile, our development cycle relies heavily on a system for code quality and security. All code is peer reviewed, and requires multiple levels of acceptance on test/staging environments prior to deployment on production. Changes are checked for security and errors via extensive unit, integration, and static analysis tests. Production data is separated from development environments.

End User Authentication

We support Single Sign-On (SSO) using the industry standard OAuth 2.0 flows. Users registered through SSO use JIT provisioning.

Encryption

Customer data is encrypted in when in-transit and at rest. All connections with Tabled services are encrypted and served through SSL. All connections with Tabled services are encrypted and served through SSL. You cannot access the service without using HTTPS. All certificates are verified on both sides with third party authorities.

Passwords are both hashed and salted using one-way encryption, which protect them even in the unlikely event of unauthorized database access. Application

credentials are stored separate from the code base. Clients authenticate with Tabled using a token system.

Uptime & Reliability

We constantly monitor our service performance and have automatic notifications to ensure rapid response for service interruptions. All code is audited and peer reviewed before deploying to production servers. We also monitor updates from the security community and immediately update our systems when vulnerabilities are discovered.

Disaster Recovery

Customer data and application source code are automatically backed up daily. Backups are retained for 7 days or such time as specified by clients to recover in the event of a disaster.

Incident Response

In the event of a security breach, our team will promptly notify you of unauthorized access to your data. Service availability incidents are published to our status page with additional information.

Security Policies

All employees are governed by documented strict security policies covering acceptable use, customer data, and encryption standards with Senior Management responsibility. If you would like to request a copy of these policies, please contact your account manager.

Physical Security Policy

The building is secured by the Daily Mail Group or their agents, who provide general security to the Building with a central control to monitor and survey all entrances exits and Common Parts.

The Tabled office operates a card access system to the workplace areas. Photographic electronic cards are issues to each employee to give enable access. Employees are required to accompany all visitors around workplace areas and to not leave them unsupervised.

Employees are also required to lock their computers when not attending them.

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