

CENTURIES

Service Definition Document

January 2026

Service Name

CENTURIES Bereavement Software

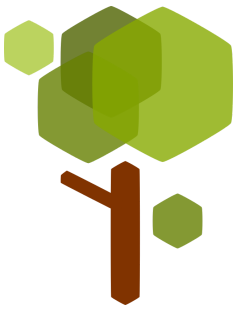
Service Description

CENTURIES Bereavement Software is an integrated web-based system that facilitates funerals, crematoria and cemeteries, including book of Remembrance, bookings (online, by telephone, letter or email), funeral director portal, finance, donation register, memorial management, memorial safety inspections and maps and plans, saving you time, money and reducing risk.

To provide a user-friendly Bereavement software compliant with current Government (e.g. PSN, GDPR, 14 cloud security principles, etc.) and industry standards of accessibility, privacy, security and resilience (e.g. ISO27001, ISO9001, Cyber Essentials PLUS, etc.)

Basic modules

- Book of Remembrance
- Burials
- Cremations
- Plots
- Deeds
- Deceased Records
- Scheduled Events (across all facilities)
- Work Orders
- Work Permits
- Risk Assessments
- Finance
- Donation Register
- Contacts
- Memorials
- Communications
- Documents management
- Files
- Users (staff, external contractors, etc.)



CENTURIES

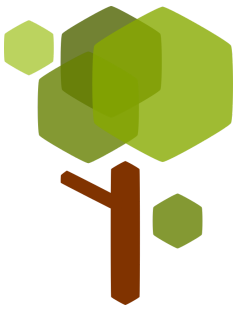
Service Definition Document

January 2026

- Calendar
- Statistics and reports
- Databases (Activity providers, Transport operators, etc.)

Features

- Burial and Cremation booking schedule.
- Finance module for donation, invoicing, payments & receipts.
- GIS mapping platform, Applications, Document management.
- Funeral Director Portal, Memorial management.
- Real-time reporting with Customisable user dashboard.
- Works on desktop, laptop, tablet, mobile phone devices
- An appropriate security structure to prevent data breaches
- Delivers alerts via SMS, App, Email, onscreen messaging
- Support a high number of concurrent licence holders / users
- Date/Time Stamped log of user and supplier system activity
- Saves time by eliminating repetitive manual tasks, allowing reuse standard documents, questionnaires
- Receiving information from different locations
- Uploading files, photos, videos and audio
- It works on desktop, tablets and mobile devices, without software installation
- mobile and desktop applications are available (iOS, Android, Windows, Linux/Unix)
- flexible permissions and privilege settings
- Full Disaster Recovery, backups to restore
- compliant with industry standards of accessibility, privacy, security and resilience
- full audit trail: when, who, what and how changed
- editable organisational structure without losing connections to previous organisational structures.
- capabilities for secure and effective use by lots of participants.



CENTURIES

Service Definition Document

January 2026

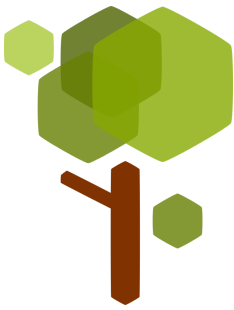
- closing and re-opening, locking and unlocking, archiving and extraction features
- attachment of documents, photos and other files and communication between users
- Secure, consistent, accurate and timely bulk data feeds
- Fully documented, extensible, standards-based architecture
- Documented records of data feeds to help with Data Protection and Freedom of Information compliance
- Effective summary analysis and reporting capability, effective export, import, print and search capability.
- Involves workflow incorporating email alerts to specific users with appropriate levels of access/admin roles.

Benefits:

The system is hosted and managed by **Bondap** solution (SaaS). The system is browser-based, browser and operating system independent and does not require software installation on local machines.

The system has flexible permissions and privilege settings

- Ground Mapping for Cemeteries
- Manage Bookings for
 - Funerals
 - Cemeteries
 - Crematorium
- Bookings may be online, or by telephone, letter or email
- Memorial Management, including leased memorials
- Book of Remembrance
- Donation Register
- Finance:
 - Payment for online booking



CENTURIES

Service Definition Document

January 2026

- Link to our Finance system (Civica)
 - Invoices,
 - Monies received,
 - receipts
- Statistics including FBCA & CIPFA, Burial numbers, Cremation Numbers etc.
- System management including:
 - Maintenance
 - User access
 - Data migration

The system has Full Disaster Recovery, Recovery Point Objective (RPO) **1 hour**, Recovery Time Objective (RTO) **4 hours**. Minimum support hours **8.00am – 17.00pm**, maximum - **24/7**.

The system is compliant with current Government (PSN) and industry standards of accessibility, privacy, security and resilience

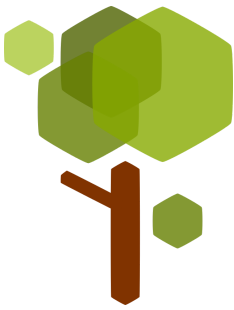
The solution is hosted in a tier 3 or equivalent datacentre, Compliant with the 14 Cloud Security Principles

(<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>) and has a robust approach to ensuring a smooth service through the effective management of network traffic.

The system has lots of additional modules and extensions

Users

- Customers maintain full control over the administration and provisioning of user accounts within the service.
- Role-based access control can be utilised to define roles and permissions to evidence data and features of the service.
- The separation and access control within management interfaces is subjected to independent penetration testing.



CENTURIES

Service Definition Document

January 2026

- Customers can increase and decrease the number of users as required. There are no limitations on the number of users or concurrent users in the system.

Service Hours

Consultation, advice and guidance: basic support - 08:00-17:00, Monday to Friday, excluding public holidays or 24 hours a day, seven days a week.

Access to the system: 24 hours a day, seven days a week.

No planned downtime - seamless maintenance, including updates without a disruption to the service.

Level of Service

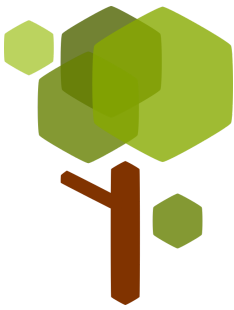
Uptime: standard SLA 99.9%; HA subscription SLA 99.99% . We regularly achieve 100% uptime evidenced by 3rd party service availability monitoring.

Service has no planned downtime: upgrades and updates are seamless. We use a load balancer (for HA subscription - high availability multi-cloud). We provide component redundancy: Full N+1 or Fault tolerant (2N or 2N+1) dependent on subscription level.

We utilise multiple resilience arrangements, including availability zones, which allow us to provide redundancy across physically separated locations, and regularly practice disaster recovery scenarios.

We have a robust Business Continuity (BC) & resilience framework, including a full disaster recovery plan, that addresses the full recovery process, from backups to restores with the following objectives:

Name	Target
Recovery point objective	1 hour
Recovery time objective	4 hours



CENTURIES

Service Definition Document

January 2026

Support SLA

On historical data (1 year) the average response time is less than 30 minutes, including investigation of the issue, defining nature and level (crucial, medium, low), not simple contact with the customer.

SLA proposed:

Priority	Response Target	Fix Target	Resolution Target
1	< 30 minutes	< 3 hours	75% Within target
2	< 60 minutes	< 6 hours	80% Within target
3	< 4 hours	< 17 hours	85% Within target
4	< 8.5 hours	< By agreement	95% Within target

Post-training and post-implementation support for service users for any queries relating to the system is an integral part of our service.

We provide 4 types of support subscriptions:

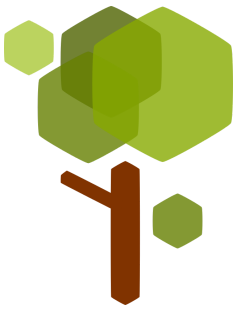
1. Basic support:

- ❖ Standard maintenance (including bug-fixing, system upgrades, software updates, secure updates, etc.)
- ❖ Access to video-tutorials for users
- ❖ Access to all relevant documentation and User Manual in an electronic format.
- ❖ User support using ticket system or email support weekdays between 8am and 6pm.

2. Advanced support:

- ❖ All the Basic support +
- ❖ User support using phone weekdays between 8am and 6pm
- ❖ 2 online training sessions (3 hours each) for system users (up to 10 users) with “train the trainer scheme”, including but not limited to:

-system configuration and settings;



CENTURIES

Service Definition Document

January 2026

- user roles and rights;
 - system general functionality;
 - specific modules functionality;
 - user control (change log);
 - reporting capabilities, interactive charts;
 - template capabilities (messages and letters template change, etc.);
 - ticket system usage.
- ❖ *Optionally, chat support can be added to the subscription (payable option).*

3. Around the clock ticket system and/or email support:

- ❖ All the Advanced support +
- ❖ 24/7 User support using ticket system or email support

4. Around the clock phone and chat support:

- ❖ All the Around the clock ticket system or email support +
- ❖ 24/7 User Support by phone and chat

Optionally, the following can be added to any support subscription:

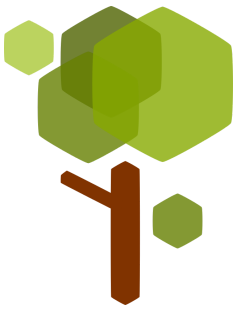
- **Onsite support**

It can be a training session or any other onsite support customer requires

- **Additional online training sessions**

After sales support/Software upgrades and patch management (including OS, DB and application):

- 1 major release a year;
- weekly updates;
- Critical updates not later than in one working day.



CENTURIES

Service Definition Document

January 2026

Onboarding

All clients receive direct support in on-boarding specific to their requirements. We provide onsite training, online training, user documentation and video tutorials. Training can be arranged as required, however our system is designed with intuitiveness and user-friendliness in mind, and formal training is rarely required. We also provide migration services and integration with other customer systems.

Ticket system access will be provided to the buyer within 1 day.
To discuss requirements or make initial enquiries contact
contact@bondap.com

Request Process

1. Make initial contact to discuss requirements, via
contact@bondap.com
2. Discussions could involve a meeting with a representative from the BONDAP.

Offboarding

Users can use built-in export features to extract data any time during the contract.

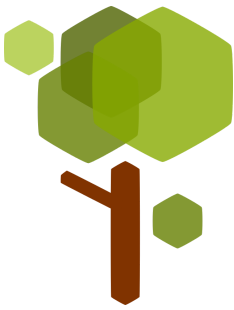
At the contract end/exit we place the encrypted archive with full Customer's data extraction on our secure private cloud. The data is transferred/exchanged via secure communication channels which are protected by best practice encryption.

Then the customer can download it using given credentials.

Once the customer confirms successful receiving of its data, we securely destroy all customer's data on all our servers.

Services included in the price at the end of the contract:

- Customers data export in sql and/or csv format as an encrypted archive and data fields and dependencies description.



CENTURIES

Service Definition Document

January 2026

- Placing archived data on our own private secure cloud.
- Sending credentials to the customer to download and extract the archive.
- Date of customer data destruction agreement.
- Customer data destruction.

Additional services can be provided by customer's request at the additional cost.

Additional requirements for delivery of the data in non-standard file formats or with transformations applied will be chargeable per the standard rate card.

Technical requirements

- Internet connection
- Modern Web browser: IE 11/Edge/Chrome/Firefox/Safari/Opera/Chromium-based browsers

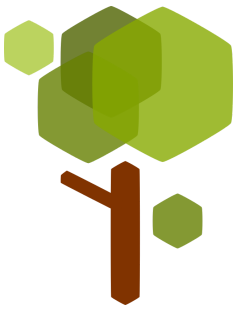
Hosting options:

- Standard hosting
- Hosting with Private network / Public key authentication (including by TLS client certificate)
- High Availability hosting
- High Availability hosting with Private network / Public key authentication (including by TLS client certificate)

Hosting locations:

- United Kingdom
- European Economic Area (EEA)

Users can control hosting locations.



CENTURIES

Service Definition Document

January 2026

Security

Our Datacentres security standards comply with recognised standards, such as CSA CCM v3.0 or ISO27001.

We also hold a number of industry recognised certifications, such as ISO/IEC 27001, ISO/IEC 20001, CSA CCM v3.0, Cyber essentials plus, that cover our policies and processes in:

- Penetration testing
- Protection of data at rest
- Data sanitisation process
- Equipment disposal approach
- Information security policies and processes
- Configuration and change management
- Vulnerability management
- Protective monitoring
- Incident management
- Secure software development

We also imply 3-rd party penetration testing at least once a year with a CREST-approved service provider.

Service Manager

Pavel Novikov, CTO