

Reducing Risk at Scale

Compliance & Risk Management System

Supporting multi-location organisations to
streamline management processes and reduce risk

TABLE OF CONTENTS

Arena - Compliance management system	2
1. Overview	2
2. Functional overview.....	2
2.1 Service features.....	2
2.2 Service benefits	2
3. Arena modules.....	2
4. Licence terms	3
5. Training	3
6. Service constraints	3
7. Hosting	4
8. Support services	4
9. Client requirements	5
10. Commercial requirements	5

Arena - compliance management system

1. Overview

Market-leading compliance management system enabling multi-site/multi-asset organisations to manage essential business practices, inter-company communications and reporting processes, ensuring compliance with established regulations. Currently used by over 200,000 users in 8,000+ sites worldwide, Arena is a modular solution providing business with a powerful tool that helps reduce business risk.

2. Functional overview

2.1 Service features

- Develop effective mitigation and monitoring activities uncovering critical risks.
- Report and resolve different incident types with configurable workflows.
- Protect your company's assets, data, and reputation by assessing risk.
- Keep track of the regulations you need, prove compliance.
- Track operational activities, attestations, and accountability.
- Streamline the planning and execution phases of your audits.
- Map relationships between critical processes and resources.
- Maintain your portfolio of policies and documents in one location.
- Providing dynamic alerts and comprehensive record keeping.

2.2 Service benefits

- Measure, demonstrate and sustain compliance for an array of regulations.
- Demonstrate actions and prevention taken to ensure compliance.
- Investigate and resolve incidents quickly and lower risk of re-occurrence.
- Record, track, report and respond to incidents and injuries.
- Improved business efficiency through improved process automation.
- Crucial information on your mobile for efficient decision making.
- Interactive charts provide clear risk identification.
- Actionable alerts, highlighting required improvements based on your criteria.
- Automated submission of RIDDOR reporting forms and requirements.
- Built in automated workflows and configurable reports and dashboards.

3. Arena modules

- Health and safety.
- Crime management.
- Asset safety.
- Serious incident management.
- Shared intelligence.
- Investigations.
- Case management.
- Audit.

4. Licence terms

1. A single, non-exclusive, non-perpetual software licence will be provided to the client permitting the system to be accessed by users employed by and working for the client.
2. The client is not permitted to sell, distribute or gift the system or to offer the system as a service to any other individual, hospital or organisation.
3. Access to the system is restricted to a specific number of registered users (as purchased).
4. Users of the system must be properly trained and proficient in its use. Support services may be suspended for inadequately trained users.
5. The licence to use the system includes access to the system, hosting services, system maintenance and technical and operational support.
6. The minimum duration of the licence is for one year.
7. The licence shall expire at the end of the agreed licence term.
8. Termination of the licence is not permitted by either party before the end of the agreed licence term unless either party are in breach of contract, in which case remedial action via established dispute procedures will be initiated.
9. At the end of the licence term, access to the system will be terminated and arrangements will be made to provide client data held on the system to the client in a suitable and secure format.
10. Hicom retain the copyright and Intellectual Property Rights to the system and all associated module.

5. Training

Training is delivered in accordance with the needs of each organisation. We will develop individual, tailored training courses specific to the needs of the individuals being trained.

Training can be delivered using a variety of different methods including cascade (train-the-trainer) training, classroom-style demonstrations, focus groups, workshops, online webinars and video tutorials.

6. Service constraints

Access to our help desk is limited to the service hours defined within this document, although the core service hours can be extended on request (at an additional charge).

Systems are provided fully-configured and ready to use. There is no provision within the standard contract for the customisation of the system, the import of data from existing resources or integration with third-party software, but these services can be provided as a service option if required.

7. Hosting

We provide hosting services on the internet or the Health & Social Care Network (HSCN) through our own dedicated infrastructure. For all our systems we guarantee access to the system 24 hours a day, 365 days per year, excluding pre-planned time for system maintenance.

We offer two levels of hosting service: Essential and Enhanced. The Essential service guarantees 99.7% service availability and the Enhanced service guarantees 99.9% service availability.

Two environments (production and UAT/test) are provided as standard. Availability and service level guarantees only apply to the production environment. Note that additional environments can be added as required.

- A dedicated, highly secure and restricted physical environment.
- All data secured in transit and at rest based on National Cyber Security Centre standards.
- Regular vulnerability scans and security audits for all systems and services.
- Monitoring and logging of all online services and security, retained and audited for compliance.
- Complete hardware, power and connectivity redundancy.
- Dedicated Disaster Recovery (DR) sites for HSCN and cloud-based recovery for all other services.
- Fail-over guarantees of two hours or less.
- Near real-time replication of all virtualised hosting services.
- Encrypted, secure and fire safe off-site backups of all customer data.

8. Support services

We provide a comprehensive Service Level Agreement (further details are available on request) with an option of either our Essential or Enhanced level of support that includes the following provisions:

- Telephone and email support services available between 09:00-17:00 UK time, Monday to Friday (excluding public holidays).
- Optional out-of-hours support for critical incidents (Enhanced Level only).
- Guaranteed response and resolution times for both Essential and Enhanced service levels.
- Dedicated online tools for logging and monitoring support issues, change requests and system updates.
- Incident logging, prioritisation and service performance reporting.
- Technical support to nominated system administrators.
- 2nd line operational support to trained and registered users.

9. Client requirements

To access our systems, we expect all clients to meet with following requirements:

- Use of HTML 5 compatible web browsers (Google Chrome, Mozilla Firefox, Safari (7 and above) or Microsoft Edge.
- Web browser settings with cookies, pop-ups and Java Scripting enabled.
- Minimum screen resolution of 1200 x 800.
- No use of intrusive plugins affecting browser behaviour.

We expect the client to provide the following to ensure successful deployment and ongoing use of the System:

- A dedicated, trained and experienced project manager who will be our primary point of contact.
- Participation in pre-planned project management events.
- Sufficient access to appropriate client stakeholders during the project planning, design, development and deployment phases.
- Commitment to providing training to all personnel who will be using the system.
- Support with the testing of the system prior to go-live and during subsequent system upgrades.
- Participation in design review meetings and approval of agreed delivery and development plans.
- A nominated system supervisor who will become an expert on the system with responsibility for co-ordinating communication with us during normal operational use.
- Technical support during the deployment of the system as may be required to provide access to the system to client users.

10. Commercial requirements

Standard pricing document is provided separately.

Consultancy, project management, design, development, implementation and training services are invoiced on completion. The software licence and any related support and hosting services are invoiced annually in advance.

Payment terms are strictly 30 days from the date of the invoice.