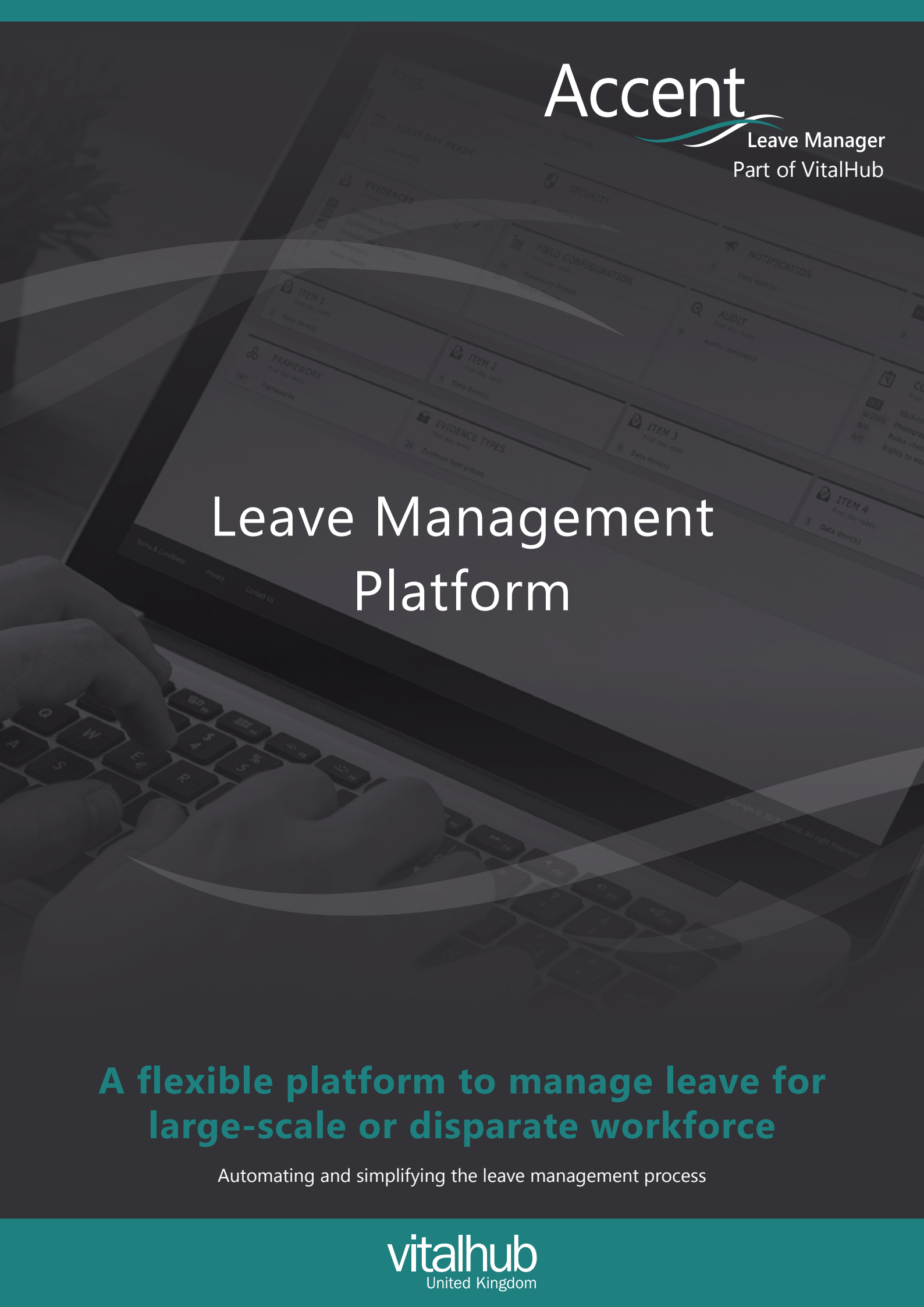


The background of the slide is a dark, semi-transparent image of a laptop screen displaying the Accent Leave Manager software interface. The interface is a dashboard with various modules including 'FIRST DAY READY', 'EVIDENCES', 'SECURITY', 'FIELD CONFIGURATION', 'NOTIFICATION', 'AUDIT', 'ITEM 1', 'ITEM 2', 'ITEM 3', 'ITEM 4', 'FRAMEWORK', and 'EVIDENCE TYPES'. Each module has a small icon and some text. A person's hands are visible at the bottom, typing on the laptop keyboard. The overall tone is professional and tech-oriented.

Accent

Leave Manager
Part of VitalHub

Leave Management Platform

**A flexible platform to manage leave for
large-scale or disparate workforce**

Automating and simplifying the leave management process

vitalhub
United Kingdom

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Accent Leave Manager

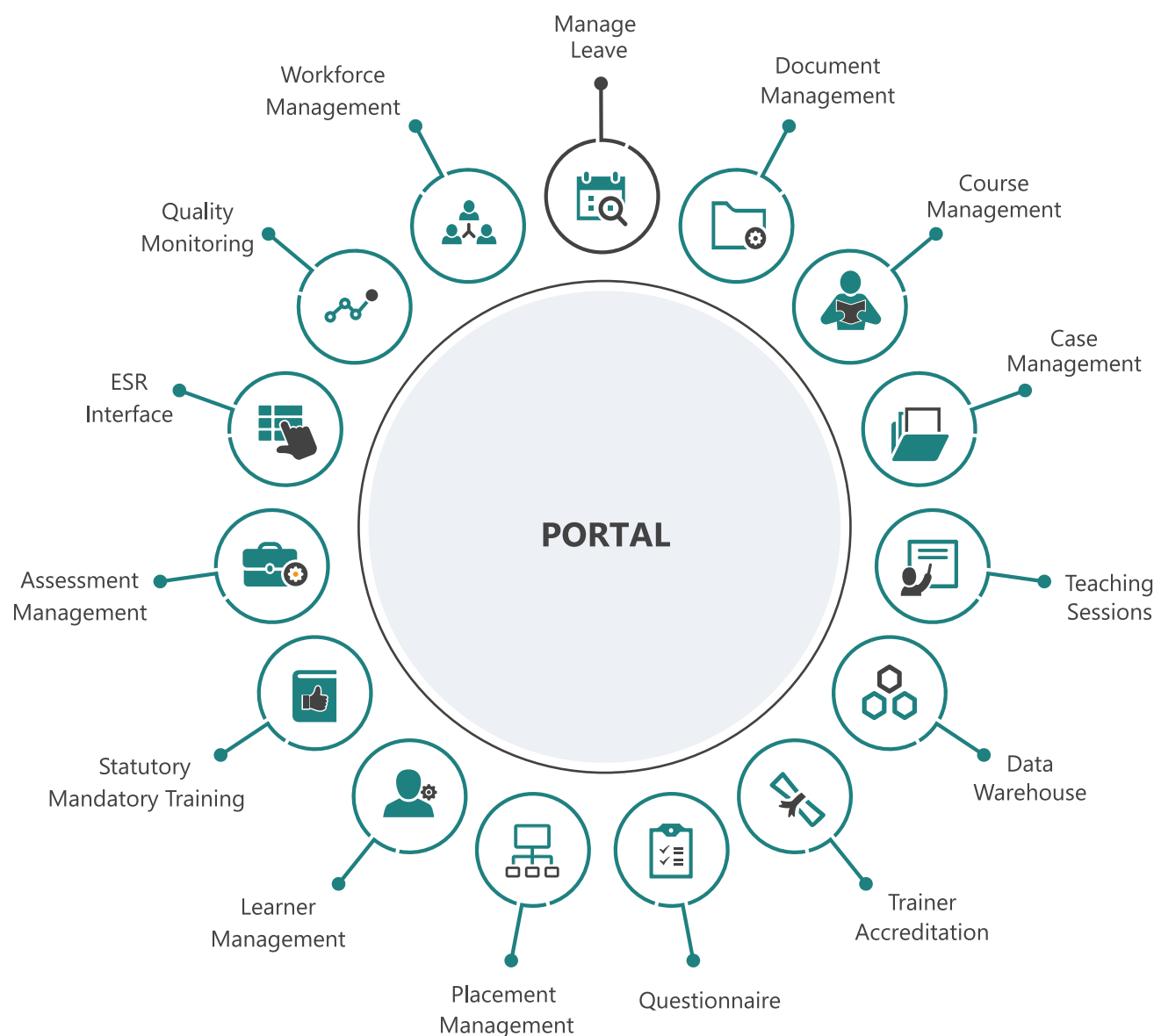
1. Overview

The Accent leave manager system is an online tool designed to help with the administration of leave requests.

The system is based on a 'self-service' model, enabling applicants to submit requests for leave online. Applications are sent through a customisable chain of approvers, which can be assigned directly to the individual or the job in which they reside. Bespoke tailoring of the leave chain is possible to cover eventualities such as approver absence or funding restrictions.

Documents or receipts can be added to applications and with entitlement and rota calendars included, approvers have all the resources they need to make informed decisions. Additional automation is available to allow leave requests that meet certain criteria to be automatically approved, streamlining the leave approval process further.

Originally designed to support education and training for the multi-professional medical workforce, the system can be easily adapted to suit the needs of employers and organisations responsible for a large-scale or disparate workforce.



2. Services provided

- The system software application and database.
- Hosting of the system on our own hosting infrastructure.
- Delivery of the system as a service via the internet or the HSCN (at an additional cost).
- Appropriate IT infrastructure and internet services.
- Appropriate third-party software licences, including Microsoft SQL Server.
- Installation and configuration of the system.
- Customisation of the system (provided at an additional cost).
- Integration with external third-party systems (provided at an additional cost).
- Technical and operational support for the system.
- Technical support for the hosting infrastructure.
- Software maintenance.
- Server and network security.
- Server and network maintenance.
- Periodic performance monitoring.
- Data backups, including secure off-site storage.
- Provision of the live instance of the system and a demonstration version for training.
- Delivery of services to ISO:9001 and ISO:27001 standards.
- User training.

3. Functional overview

- Budget and entitlement management.
- Import functions for budgets and entitlements.
- Self-service leave application administration.
- Leave administration for professional leave (study, exam, private, etc) .
- Leave administration for other ad-hoc and planned leave (sick, annual, maternity, etc).
- Leave approval chain management.
- Supports linear and/or concurrent leave application process.
- Automated approver notifications by email and through the internal message system.
- Support for automated approval of leave applications based on pre-defined rules.
- 'Key approver' and approver over-ride & deputy functions.
- Batch approval of leave.
- Expenses processing with document upload facility for receipts.
- Records of exam and course attendance.
- Records of estimated and actual leave costs (fees, expenses, etc).
- Results recording.
- Statistical and management reporting facilities.
- "Pop out" reports from all list views in the system.
- Integration with Accent and other Accent modules.

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:

- Access to the system via compatible browser. We support the latest and previous versions of all major browsers (i.e Edge, Chrome v82 and v83).
- Web browser settings with cookies, pop-ups and JavaScript enabled.
- Minimum screen resolution of 1920 x 1080.
- 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.