

# Service Definition Document

Riskhub SaaS Platform and APIs

**Creation Date:** January 2026

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## Introduction

Riskhub is a SaaS platform designed to support the end-to-end management of building safety and compliance, from assessment and inspection through to action tracking, assurance, and ongoing oversight. The platform brings together risk assessment, action management, asset tracking, documentation, and reporting into a single, integrated environment, enabling organisations to manage compliance consistently and at scale.

At the core of Riskhub is Action Management, which acts as the operational backbone of the platform. Findings from inspections and assessments are translated into clearly owned, time-bound actions, creating a continuous feedback loop between what is identified on site and what is resolved, documented, and centrally monitored.

With Riskhub, you'll benefit from a modern compliance platform that evolves alongside your needs. New features are released regularly, ensuring you always have access to the latest tools and innovations, while our team remains on hand to support implementation, adoption, and long-term success.

The following pages set out the details of this model, including the platform's core capabilities, the schedule of rates, commercials tailored to your organisation, and the professional services available to support rollout and growth. Together, these elements provide a transparent view of how Riskhub can deliver measurable value, operational efficiency, and compliance confidence at scale.

# Riskhub Platform

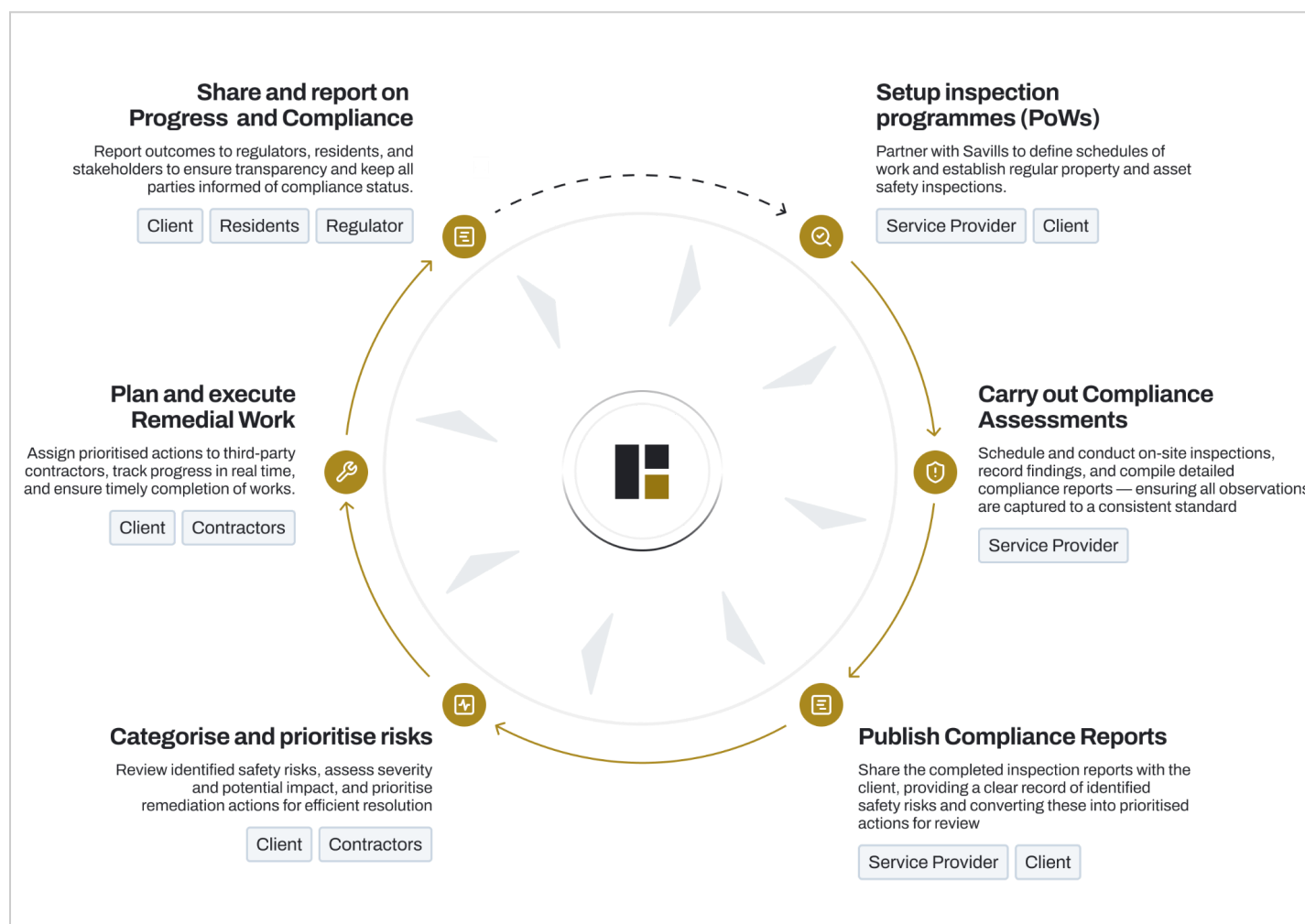
Riskhub is a SaaS platform designed to unify every stage of the building safety compliance journey – from assessment to resolution – in a single, connected ecosystem. It brings together risk identification, action management, asset tracking, documentation, and assurance into one coherent environment, allowing teams to manage compliance at scale without fragmentation or duplication.

At the heart of the platform is Action Management – our operational backbone – which ensures that findings from inspections and assessments are translated into clearly owned, time-bound actions. This creates a live feedback loop between what's discovered on site and what gets resolved, documented, and monitored centrally.

Riskhub supports the creation of a Golden Thread of data, ensuring that all activity – from asset-level detail to portfolio-wide insights – is captured, traceable, and audit-ready. This provides building owners and dutyholders with the confidence that nothing falls through the gaps, while making it simple to demonstrate compliance to regulators, residents, and internal stakeholders alike.

The platform features a range of digital touchpoints, each designed to support the different roles involved in the compliance lifecycle – from surveyors and contractors working on-site, to compliance leads and executives working remotely or from head office. Whether it's recording inspections, reviewing documents, managing actions, or uploading evidence, each user interacts with the parts of the platform most relevant to them.

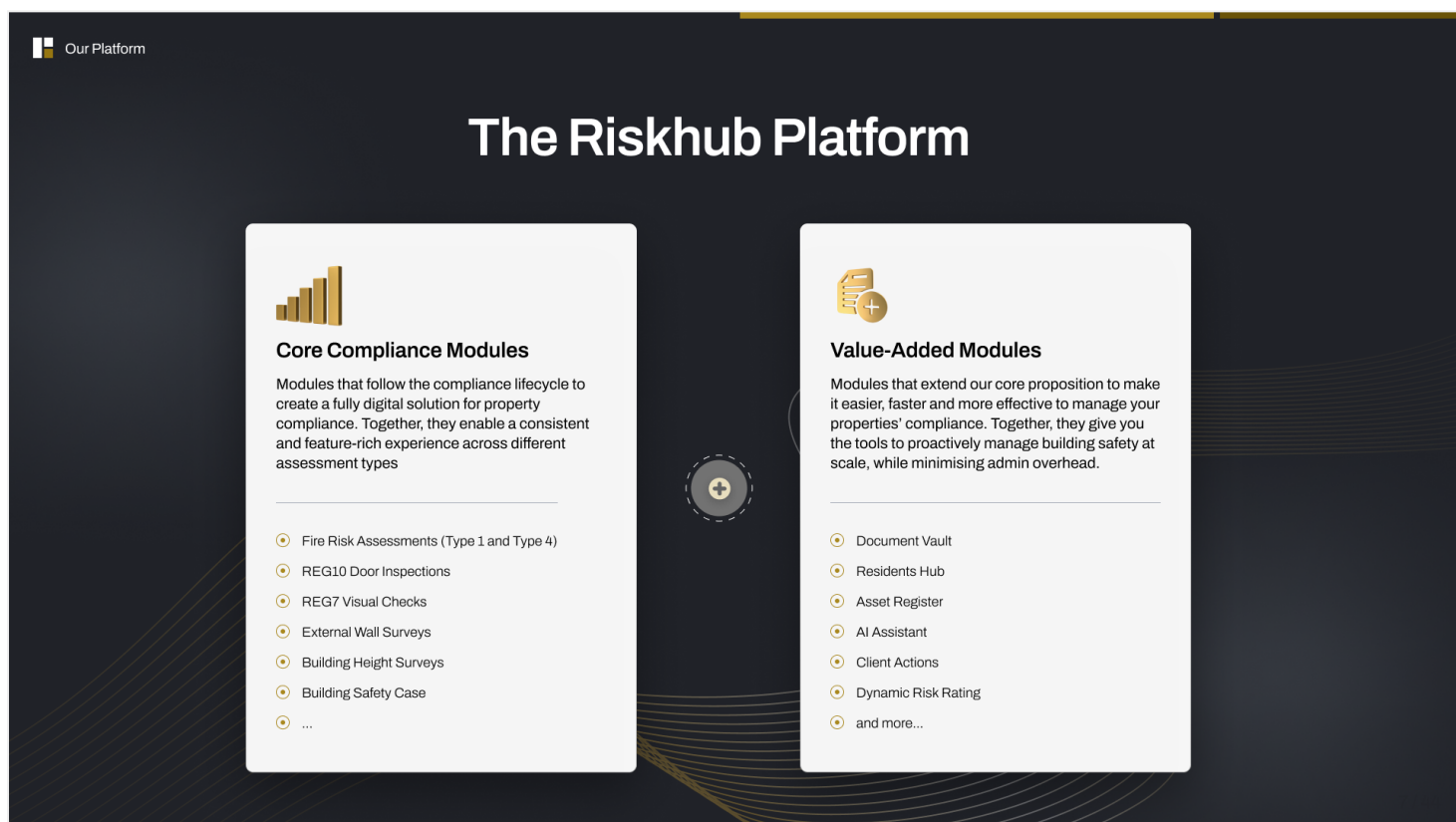
Riskhub continues to evolve with our clients. New features are released monthly, reflecting our commitment to solving real operational challenges and making life easier for every participant in the ecosystem. As legislation, expectations, and portfolios change, the platform grows with you.



## Modules and Solutions

Riskhub's platform brings together a complete set of tools to manage building safety compliance from end to end. These two categories work together to give you both the operational capabilities and the inspection delivery capacity needed to manage compliance at scale – in one integrated platform.

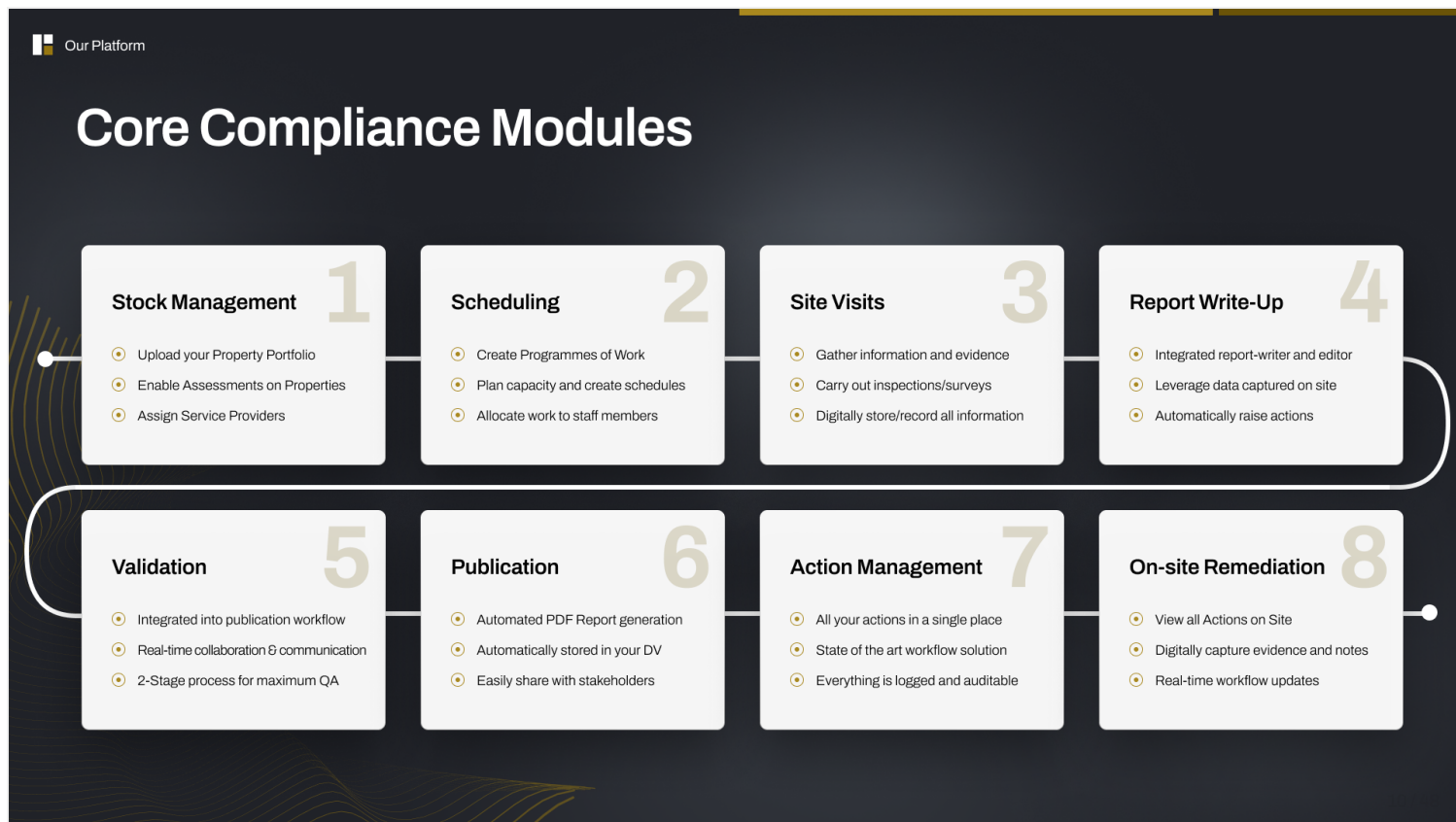
- **Core Compliance Modules** – these follow the compliance lifecycle and form the basis of our Compliance Services pricing. They cover the inspections and assessments that generate usage-based fees when published via Riskhub.
- **Value-Added Modules** – these extend the platform's capabilities and are included in your Platform Access fee, giving you all the tools needed to manage compliance at scale, without additional per-module costs.



Each module is fully integrated into the platform and can be toggled on or off at client and user level, enabling you to configure Riskhub to your operational structure. This ensures you have complete control over who sees what, while maintaining a single source of truth across your organisation.

## Core Compliance Modules

These modules follow the compliance lifecycle end-to-end – scheduling, site visits, write-up, validation, publication and action management – so inspections translate cleanly into auditable outputs and measurable outcomes. They are the engine behind your usage-based Compliance Services fees when items are published via Riskhub.



The following table expands on each of the eight Core Compliance Modules shown above. The numbering matches the sequence in the visual, following the compliance lifecycle from stock set-up to on-site remediation. Each description outlines the module's purpose, key capabilities, and how it supports – or directly triggers – a chargeable publication under the Compliance Services model.

| Module                  | Brief Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>Stock Management</b> | <p>Stock Management allows organisations to upload and maintain their full property and asset portfolio within Riskhub, structured to match their existing hierarchy (for example Estate → Block → Core → Flat). UPRNs and asset identifiers are applied at the appropriate level to ensure all assessments, inspections, actions and documents are correctly linked.</p> <p>Within this module, users configure which assessment and inspection types apply to each property or asset class, including Fire Risk Assessments, asset inspections and related compliance activities. Properties can be grouped, filtered and segmented to support reporting, scheduling and programme planning.</p> <p>Stock Management acts as the authoritative source of record for the portfolio. Changes to stock (additions, removals, reclassification) are tracked centrally, ensuring downstream workflows such as scheduling, inspections, publication and action management always operate against an up-to-date dataset.</p> |

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| <b>Scheduling</b>      | <p>The Scheduling module is used to plan, sequence and manage Programmes of Work across the portfolio. Users define inspection frequencies, create schedules aligned to regulatory requirements, and plan activity across time periods based on capacity and resource availability.</p> <p>Work can be allocated to specific surveyors, validators or engineers, with visibility of workload, dependencies and upcoming deadlines. Scheduling supports both one-off programmes and recurring cycles, allowing organisations to manage planned inspections alongside ad-hoc or remedial activity.</p> <p>The module provides a forward-looking view of delivery, highlighting upcoming inspections, overdue items and potential capacity constraints. This enables proactive management of programmes and supports predictable, auditable delivery at scale.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Site Visits</b>     | <p>The Site Visits module supports the on-site execution of inspections and surveys. Inspectors capture structured responses, notes and photographic evidence directly against the property or asset record within Riskhub, using defined assessment templates.</p> <p>All information collected during a site visit is stored centrally and immediately linked to the relevant inspection or assessment. This removes the need for offline note-taking, duplicate systems or manual uploads after the visit.</p> <p>Captured data flows directly into the report write-up and validation stages, ensuring continuity between inspection, assessment and publication. Evidence remains accessible throughout the lifecycle of the record for audit, review and assurance purposes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Report Write-Up</b> | <p>Report Write-Up provides an integrated environment for converting inspection data into structured assessment reports. Responses, evidence and metadata captured during site visits are automatically available within the platform, ensuring continuity between on-site activity and report production.</p> <p>For more complex inspections and assessments – such as Fire Risk Assessments – which are not completed end-to-end on mobile devices, surveyors and inspectors access a web-based reporting interface. This allows them to review information gathered on site, expand on findings, and complete detailed narrative sections in line with the relevant assessment methodology and standards.</p> <p>Authors use the editor to apply rules, complete required sections and raise actions directly from assessment responses where applicable. The module supports version control and controlled editing prior to validation, enabling structured collaboration between authors and validators while maintaining a full audit trail of changes, comments and decisions.</p>                                                                                                                                                                                                                                                                                    |
| <b>Validation</b>      | <p>Validation provides a structured quality assurance stage within the assessment and publication workflow, ensuring that all inspections and assessments meet defined technical, regulatory and organisational standards before they are released. The validation process is embedded directly within the platform, removing the need for offline review, email-based feedback, or parallel document handling.</p> <p>Riskhub supports an optional two-stage validation process, allowing validators to review assessments in detail, interrogate evidence, and confirm that findings, narratives and actions are appropriate and complete. Validators can work collaboratively with authors in real time, raising comments, requesting clarifications, or enforcing targeted revisits where required. All feedback and responses are captured within the system, creating a clear and auditable dialogue between assessor and validator.</p> <p>No assessment can proceed to publication until validation requirements are met. The platform enforces status controls and permissions to prevent premature release, while maintaining full traceability of decisions, changes and approvals. This approach ensures consistent quality, reduces rework, and provides organisations with confidence that published outputs are defensible, compliant, and fully evidenced.</p> |
| <b>Publication</b>     | <p>Publication is the controlled point at which an assessment or inspection becomes a formal, issued record within Riskhub. Once validation is complete, the platform generates the final output</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|                            | <p>automatically, applying the correct templates, branding, metadata, and document structure without manual intervention or reformatting.</p> <p>Riskhub creates a definitive, time-stamped PDF that is stored directly within the Document Vault against the correct property, asset, and inspection record. Each published document is version-controlled, ensuring that historic outputs remain accessible while clearly distinguishing the latest approved version. All published records are permanently linked to their underlying evidence, responses, photographs, and validation history, maintaining a complete and auditable “golden thread”.</p> <p>Publication acts as the commercial trigger under the Compliance Services model. Charges are only applied when an assessment or inspection is formally published, ensuring customers pay solely for completed and issued outputs rather than draft or in-progress work. Published documents can be securely shared with internal stakeholders, regulators, or third parties via controlled access links, supporting governance, assurance, and external reporting requirements without duplicating documents or exporting data.</p>                                                                          |
| <b>Action Management</b>   | <p>Action Management provides a structured workflow for managing issues, recommendations and remedial works arising from inspections, assessments and validation activities. Actions are created directly from assessment outputs, ensuring a clear and traceable link between identified risks and the steps required to address them.</p> <p>Each action is assigned an owner, priority, due date and status, with configurable workflows reflecting organisational roles and responsibilities. Actions can be allocated to internal teams or external contractors, with permissions controlling who can view, update, approve or close items. All changes to an action's status, ownership or evidence are logged automatically, creating a complete audit trail.</p> <p>The module provides portfolio-level visibility of open, overdue and completed actions across properties, asset types and programmes. Users can filter and report on actions to support operational management, compliance oversight and assurance reporting. By centralising action tracking within the same platform used for assessments and publication, Riskhub ensures follow-up activity is managed consistently and remains directly tied to the originating compliance requirement.</p> |
| <b>On-Site Remediation</b> | <p>On-Site Remediation supports the execution and verification of remedial works arising from actions raised within Riskhub. Contractors and internal teams can access assigned actions on site, view the original context from the assessment, and understand the specific requirements for resolution before work begins.</p> <p>While on site, users can update action statuses and capture remediation evidence directly against the action record. This includes photographs, notes, completion details and supporting documentation, all of which are stored centrally and linked to the originating assessment and property or asset. This removes the need for separate evidence packs, emails, or post-visit uploads.</p> <p>Once remediation activity is completed, actions can be submitted for review and approval in line with organisational workflows. Approvers can verify evidence remotely, request additional information where required, or formally close actions within the platform. All remediation activity, evidence submissions and approvals are logged, ensuring a clear and auditable record of how and when issues were resolved.</p>                                                                                                        |

## Value Adding Modules

In addition to the Core Compliance Modules that drive chargeable publications, Riskhub includes a suite of value-added modules under the Platform Access fee. These extend the platform's capabilities, making it easier, faster and more effective to manage compliance at scale. They help you centralise information, enhance collaboration, and unlock richer insight – without incurring additional per-module costs.

Our Platform

## Value Adding Modules

**Document Vault**

- All-in-one Document Management Solution
- Purpose-built for Property Compliance
- Full integration with other modules

**Residents Hub**

- Share any document with your tenants
- Quick access on site via QR Posters
- Resident-Friendly Section 156 Doc included

**Asset Register**

- 360-degree view of your safety systems
- Dynamic Health Status
- Track faults down to individual components

**Building Safety Case**

- Configurable HSE-Friendly Template
- Powered by Riskhub data
- Inclusive of all core Riskhub features

**AI Assistant**

- Designed to simplify manual processes
- Powered by our proprietary Knowledge Base
- Growing list of use cases across modules

**Client Actions**

- Big-6 Compliance coverage
- Configurable question set
- Connect actions together

**Dynamic Risk Rating**

- Real-time view of property risk
- Prioritise your efforts through data
- Get notified when something changes

**Analytics & Reporting**

- Standard Dashboards
- Downloadable data for advanced BI
- Custom reports on demand

+ more coming soon

The table below expands on each value-added module shown above. The numbering in the visual isn't sequential like the core modules – instead, each card represents a capability that complements your compliance workflow. All are included in your Platform Access fee, with no usage-based charges.

| Module                | Brief Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Document Vault</b> | <p>The Document Vault is Riskhub's central repository for storing, organising and retrieving compliance documents in a structured, searchable way. Documents are held against the relevant context (e.g. portfolio hierarchy / building record), so teams can find the right artefact quickly without relying on shared drives or manual folder conventions. It is designed for continuous compliance operations, where documentation needs to stay current, accessible and controlled.</p> <p>The Vault is fully integrated with other Riskhub workflows, so documents can be generated or published directly from assessments (e.g. FRAs / REG10) and stored automatically in the correct place. Version history is retained so users can track what changed, when, and by whom, supporting auditability and regulator confidence.</p> <p>Access is permissioned so different internal teams and third parties can be granted appropriate visibility without exposing everything. Documents can also be surfaced externally via controlled sharing routes (including via Residents Hub), ensuring stakeholders receive the correct, latest version rather than outdated PDFs circulating by email.</p> |
| <b>Residents Hub</b>  | <p>Residents Hub provides a resident-facing portal for sharing safety documents in a controlled and consistent way, such as FRAs and Section 156 summaries. You choose what is published, and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|                             | <p>residents can access it through a simple interface designed to reduce admin overhead while meeting increasing transparency expectations.</p> <p>Access is typically enabled on site through QR posters per property/UPRN, allowing residents and authorised third parties to reach the correct property information quickly. This avoids manual distribution, reduces the risk of sharing the wrong document, and supports consistent communication across an estate.</p> <p>Behind the scenes, the Hub links back to your controlled document source (Document Vault / assessment outputs), which means the content being accessed is always the latest available version under your governance. The Hub also supports displaying organisation-specific contact details, helping residents understand who to contact and how.</p>                                                                                                                                                                                                                                                                                           |
| <b>Stock Register</b>       | <p>Stock Register is the central record of your properties and their hierarchy within Riskhub. You can mirror your housing management structure (e.g. estate → block → core → flat) and store key building profile information at the right level, ensuring downstream workflows (inspections, actions, reporting) operate against a clean, consistent dataset.</p> <p>It acts as the configuration layer for how compliance is run across your portfolio. For each property/UPRN, you can enable the relevant assessment types (e.g. FRA programmes, door inspections) and define how work is delivered – including which internal teams or external service providers are responsible for each inspection stream.</p> <p>The Stock Register then becomes the reference point for portfolio visibility: inspections, publications, actions and documents can all be consolidated back to the property record, enabling consistent oversight at both building and programme level without reconciling multiple systems.</p>                                                                                                     |
| <b>Asset Register</b>       | <p>Asset Register provides a structured digital inventory of life-safety systems and their underlying components across your buildings. Assets can be recorded with consistent metadata (type, location, identifiers), and—where helpful—tagged with QR codes to support identification on site and reduce ambiguity during inspections or remedial works.</p> <p>The Register supports component-level traceability, allowing faults, inspection outcomes and related actions to be tracked to the correct system/component (rather than remaining at a vague “building level”). This improves auditability and helps teams spot recurring issues, understand failure patterns, and plan works more precisely across the portfolio.</p> <p>Where the Asset Register is used alongside other modules, it becomes a live operational record that can feed into broader safety management outputs (including Building Safety Case evidence and risk monitoring). The intent is to turn “asset compliance” into something measurable, reportable and continuously maintained, rather than recreated for each submission cycle.</p> |
| <b>Building Safety Case</b> | <p>Building Safety Case supports the creation and ongoing management of HSE-aligned safety cases for higher-risk buildings using configurable templates. Riskhub provides a structured case format aligned to guidance, with a sectioned approach that helps teams complete, review and maintain the record in a consistent way.</p> <p>The module is designed to be “powered by live Riskhub data”, meaning relevant information can be pulled from across your platform set-up and operational modules (properties, assets, documents, actions and inspection outputs). This reduces duplication and helps ensure the safety case is grounded in the same evidence trail your teams use day-to-day.</p> <p>Cases are version controlled and can be published/exported in a controlled manner, with supporting evidence attached directly to the relevant section to make audit trails clearer. Progress tracking, structured review workflows and secure sharing mechanisms support day-to-day maintenance—not just annual compilation—so the safety case remains a living record.</p>                                        |
| <b>AI Assistant</b>         | <p>AI Assistant is a virtual assistant designed to streamline manual processes across Riskhub, powered by Riskhub’s proprietary knowledge base. It supports natural language queries so users can retrieve information quickly without needing to navigate multiple modules or build complex filters.</p> <p>It can summarise inspection findings and operational context, helping teams interpret what matters across assessments, actions and documentation. Where appropriate, it can also generate draft responses or structured content (e.g. draft narratives or report sections), reducing repetitive writing while keeping outputs consistent.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                                    | <p>The Assistant is intended to evolve with usage, expanding into more automated and module-specific support over time. The focus is on practical outcomes—faster retrieval, clearer synthesis, and less manual admin—rather than generic “chat” functionality.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Client Actions</b>              | <p>Client Actions extends Riskhub’s core Action Management by allowing organisations to configure their own action types and structured question sets. This supports operational and governance requirements that sit beyond statutory inspection outputs, while still using the same workflow controls (ownership, due dates, evidence, approvals).</p> <p>This is particularly useful for capturing workstreams that don’t originate from a formal assessment publication—e.g. internal audits, policy checks, resident feedback, or bespoke client programmes—without pushing them into emails or spreadsheets. Actions remain visible in the same dashboards and audit trails as everything else, ensuring consistent oversight.</p> <p>Client Actions can be linked together to manage larger remediation programmes and to report progress across multiple related items in one place. This supports structured delivery across multi-party workflows (client teams, contractors, and service providers) while keeping evidence and decision history consolidated.</p> |
| <b>Dynamic Risk Rating Roadmap</b> | <p>Dynamic Risk Rating provides a live, building-level view of risk that updates as conditions change across the platform. Users can drill into why a building’s rating is high by seeing which factors are contributing and what is being done to mitigate them. This turns “risk” into something operationally actionable</p> <p>Risk ratings can be made visible in dashboards and reporting, and can support proactive notification when thresholds are crossed. The aim is to help teams prioritise effort across an estate, maintain local accountability, and provide clearer assurance to leadership and regulators.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Reporting</b>                   | <p>Reporting provides standard dashboards that give at-a-glance visibility of compliance status, progress and trends across programmes. These dashboards are driven by live platform data, reducing manual reconciliation and enabling operational users and leadership to work from the same source of truth.</p> <p>For deeper analysis, Riskhub supports exporting underlying data for use in advanced BI tooling, enabling organisations to combine Riskhub information with other datasets (finance, repairs, asset management) when needed. This supports both programme performance monitoring and wider strategic reporting requirements. Where organisations require bespoke outputs (e.g. regulator packs, board reporting formats, or internal performance views), custom reports can be commissioned directly. The intent is that reporting remains consistent with how work is delivered in Riskhub—grounded in inspections, publications, actions, assets and documents—rather than manually recreated each month.</p>                                         |
| <b>Notifications</b>               | <p>Notifications provide proactive alerts to keep users informed when key compliance events occur or when attention is required. Alerts can be triggered by changes in status across inspections, publications, actions and approvals – for example, when an action is assigned, is approaching its due date, becomes overdue, or is marked complete – helping teams stay on top of delivery without constantly checking dashboards.</p> <p>Notifications can be configured by role and responsibility so the right people are informed at the right time, including internal teams, service providers and contractors where applicable. This supports clearer accountability across multi-party workflows and reduces reliance on manual chasing via email.</p> <p>Alerts are delivered through platform-based notifications and, where enabled, email summaries for critical events. This ensures issues are surfaced quickly, supports timely escalation, and helps organisations maintain predictable compliance operations at scale.</p>                                |

# Riskhub APIs

Our API lets you connect Riskhub with the other systems you already use. Instead of being a standalone platform, Riskhub becomes part of your existing setup - sharing data with your housing management system, dashboards, or anywhere else you need it.

This means your compliance data doesn't sit in its own silo. Property records, action updates, and documents can feed directly into the tools your teams already work with, giving you one reliable source of data.

## Available Endpoints

| Endpoint                    | Contained Information                                                                                                                                                                  |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Property Information</b> | Basic building profile and structural details about the property. Typical information found in a stocklist                                                                             |
| <b>FRA PoW</b>              | Programme Data for FRA POWs on each UPRN (e.g. data including upcoming assessments and due dates for each property. Clients can access both upcoming and historical assessment details |
| <b>FRA Actions</b>          | Retrieve actions for the property coming from a FRA Assessment                                                                                                                         |
| <b>Client Actions</b>       | Retrieve multi-compliance/custom Client Actions for the Property                                                                                                                       |

## Useful Information

| Component                 | Details                                                                                                         |
|---------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>Specification</b>      | Read-only access                                                                                                |
| <b>Authentication</b>     | OAuth 2.0 via Client Credentials grant (client_id and client_secret provided to retrieve authentication tokens) |
| <b>Encryption</b>         | HTTPS with TLS 1.2+ across all API endpoints                                                                    |
| <b>Data Access</b>        | Read-only access to the agreed Data Sets (e.g. Property Information)                                            |
| <b>Usage Restrictions</b> | For reporting and analytics purposes only                                                                       |
| <b>Rate Limiting</b>      | 60 requests per minute per application                                                                          |
| <b>Access Control</b>     | Role-based access control (RBAC) with no public/anonymous API access permitted                                  |
| <b>Data Format</b>        | JSON                                                                                                            |
| <b>Documentation</b>      | YAML file                                                                                                       |
| <b>Delivery Timeline</b>  | API credentials and documentation to be issued upon execution                                                   |
| <b>Support</b>            | Access to the Customer Success team as per standard offering                                                    |
| <b>Uptime SLA</b>         | API endpoints subject to same 99.5% uptime SLA as defined in Schedule 4 of Contract                             |

## Additional Service Information

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| <b>Service Levels</b>                    | <ul style="list-style-type: none"> <li>• Uptime Service Level: At least 99.5% uptime during Normal Business Hours.</li> <li>• Data Backup and Restore: Regular data backups with reliable restore processes.</li> <li>• Riskhub shall provide the Platform to at least a 99.5% uptime service availability level (Uptime Service Level) during Normal Business Hours. This availability refers to an access point on Riskhub hosting provider's backbone network. It does not apply to the portion of the circuit that does not transit the hosting provider's backbone network, as the Customer is responsible for its own internet access. The Platform shall not be treated as unavailable for these purpose during the course of Maintenance Events as described in the client contract, Customer-caused or third party-caused outages or disruptions (except to the extent that such outages or disruptions are caused by those duly authorised third parties sub-contracted by Riskhub to perform the Services), or outages or disruptions attributable in whole or in part to force majeure events within the meaning of clause 11.</li> </ul>                                                                                                                                                                                                 |
| <b>Disaster Recovery</b>                 | Detailed disaster recovery plan in place to ensure minimal downtime in case of disasters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Onboarding and Offboarding</b>        | <ul style="list-style-type: none"> <li>• All clients will benefit from a dedicated Customer Success Manager (CSM) who will work with the client during their lifecycle with Riskhub</li> <li>• During onboarding, clients will meet with their CSM (either face-to-face or virtually) to begin onboarding, the onboarding process is outlined below: <ul style="list-style-type: none"> <li>- Users will be set up on the Riskhub Assets App</li> <li>- All properties will be added onto the Riskhub Client Portal</li> <li>- User training sessions will be scheduled (face-to-face or virtually) to train 100% of users on the system</li> <li>- Regular CSM touchpoints will be scheduled throughout the onboarding and during the clients lifecycle with Riskhub</li> </ul> </li> <li>• At the end of the contract, if a client has opted to terminate their contract, the Customer Success team will work with the client to understand what data is required. The client is then advised how to collect this data from the portal. There is no additional cost for this service. If the client requests a bespoke report from Riskhub, additional costs may be included which will be discussed on a case by case basis with the client. This would include requests such as extracting all photos related to actions from Riskhub.</li> </ul> |
| <b>Service Constraints</b>               | Client contracts are bespoke to the individual customer, user volumes and requirements will be discussed during the contract negotiation period and during onboarding, contracts will be set up as discussed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>After Sale Support</b>                | <ul style="list-style-type: none"> <li>• Post sale, all clients will benefit from: <ul style="list-style-type: none"> <li>- A dedicated Customer Success Manager who will work with the client through onboarding and the entirety of the contract</li> <li>- A Support team who are accessible via phone, email and web-chat</li> <li>- A training manager who will work with the client during onboarding and throughout the entirety of the contract</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Outage and Maintenance Management</b> | <ul style="list-style-type: none"> <li>• Riskhub will, for planned maintenance events, provide clients with at least 2 (two) weeks notice period to the maintenance window. Riskhub will always plan maintenance events outside of business hours to cause minimum disruption.</li> <li>• Maintenance includes all regularly scheduled error corrections, Platform updates and those upgrades limited to improvement to features described in the Platform Specification. Support for additional features developed by Riskhub, as requested by the Customer, may be purchased separately at the current rates.</li> <li>• Riskhub shall maintain and update the Platform. Should the Customer determine that the Platform includes a defect, the customer can file an error report. During maintenance periods, Riskhub may, at its discretion, upgrade versions, install error corrections and apply patches to the hosted system. Riskhub shall use all reasonable endeavours to avoid unscheduled downtime for Platform maintenance.</li> </ul>                                                                                                                                                                                                                                                                                                   |

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| <b>Access to Data</b>                 | <ul style="list-style-type: none"> <li>• Clients have access to their data through the Riskhub Client Portal, all data can be downloaded from the platform into an excel or PDF document.</li> <li>• Clients have access to their current, historic and resident friendly (if subscribed to the Resident Hub) Asset PDFs via the Riskhub Client Portal</li> <li>• Secure access controls to ensure data confidentiality and integrity.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Security</b>                       | <ul style="list-style-type: none"> <li>• Robust security measures in place to protect client data.</li> <li>• Compliance with relevant regulations and standards.</li> <li>• Data is stored and processed in the United Kingdom and European Economic Area (EEA)</li> <li>• The Riskhub Datacentre security standards comply with a recognised standard, for example CSA CCM v3.0</li> <li>• Client environments can only be accessed with unique login details</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Technical Requirements</b>         | <p>No specific technical requirements are needed to access and use the Riskhub Assets App, all users will benefit from end-to-end training on the App. The Riskhub technical and engineering team are on-hand for bespoke technical requests and conversations, such as API integrations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Availability and Support Hours</b> | <p>Riskhub shall provide the Platform to at least a 99.5% uptime service availability level (Uptime Service Level) during Normal Business Hours. This availability refers to an access point on Riskhub hosting provider's backbone network. It does not apply to the portion of the circuit that does not transit the hosting provider's backbone network, as the Customer is responsible for its own internet access. The Platform shall not be treated as unavailable for these purpose during the course of Maintenance Events as described in the client contract, Customer-caused or third party-caused outages or disruptions (except to the extent that such outages or disruptions are caused by those duly authorised third parties sub-contracted by Riskhub to perform the Services), or outages or disruptions attributable in whole or in part to force majeure events within the meaning of clause 11. The Support team are available between Monday - Friday 9am - 5pm, support tickets will be ranked using a Priority 1 to Priority 4 ranking and will be responded to and resolved within agreed timeframes, as set out and agreed in the contract.</p> |