

SERVICE DEFINITION

ISO 44001 Documents in Affinitext's Intelligent Document Platform

1 Introduction

The ISO 44001 Documents in Affinix's Intelligent Document Platform Service (**Service**) is designed to be an essential hub and compliance resource to assist contracting government entities and their stakeholders, such as the National Infrastructure and Service Transition Authority (**NISTA**), Scottish Future Trust (**SFT**), Local Partnerships (**LP**), National Audit Office (**NAO**), Public Accounts Committee (**PAC**), government departments, authorities and their industry partners and service providers in implementing exemplar collaborative working on major projects in accordance with the principles of, or certification to, ISO 44001.

The benefits of an effective collaborative business relationship have been well documented. The value that innovation adds to a business is widely recognised. However, increasingly complex and diverse programmes and contracts escalate demands on management and resources. In parallel, the responsibilities and liabilities of these programmes, along with the need for greater transparency, lead to more demanding contractual requirements. Frequently, valuable opportunities for collaborative working are lost or diminished by operational pressures.

Affinix's Intelligent Document Platform (**Platform**) transforms the ISO 44001 Documents into structured, unified, interactive digital assets, enabling faster understanding, auditable compliance, and better decision-making throughout the project lifecycle.

The Buyer acknowledges that to *'achieve a step change in performance, engineering and construction companies and owners alike need to re-imagine governance, people and technology'*,¹ which is a restatement of the commonly accepted three-limb formula for successful projects:



A simple truth is that most projects cannot have the very best skilled or experienced people in every role; either because they are unavailable or because the project cannot

¹ KPMG Global Construction Report – 'Make it or break it – Reimagining governance, people and technology in the construction industry' (2017)

afford them (a reality that has become starker with the ever-growing pressures on organisations to *'do more with less'*).

And the problem is exacerbated by the fact that people move on. When they do, their knowledge and experience are largely lost on the project they were engaged in, let alone captured and shared for the benefit of other projects within an organisation's portfolio.

This truth applies to organisations wishing to embed collaborative working into the day-to-day way of working on projects and across their organisations.

Given the inevitability of these people issues, it is common sense to invest in the best tools and processes to ensure a detailed understanding of the desired relationships and the complex contracts that bind the parties, as well as to capture and share knowledge and manage risk and compliance.

The Service is the global market-leading solution for seamlessly integrating collaborative and innovative management processes with contract and portfolio management.

The Service is designed for use where the Buyer wishes to be a global leader in working collaboratively with its industry partners, in accordance with ISO 44001 and the principles and objectives of the ISO 44000 (Collaboration) & ISO 56000 (Innovation) standard suites.

2 The Service

ISO 44001 has increased industry recognition that the contract is the glue that binds the parties together to deliver agreed objectives for agreed rewards, and that a silo mentality to the management of the contract is inefficient, risky and harmful to project success.

Combining people, governance and technology, Affinitext has collaborated with the Institute for Collaborative Working (**ICW**) to combine the Institute's knowledge and experience with Affinitext's Platform, enabling organisations to be confident in working day-to-day in accordance with the principles of ISO 44001. This, in turn, gives organisations the confidence that the management of their key relationships is fit-for-purpose today and able to respond to the future challenges of the complex contracting environment in which we operate.

2.1 Standards repository

The Service provides the Buyer with an electronic repository of the ISO 44001 Documents.

2.2 Single, fully up-to-date source of truth

The Documents in the Platform are fully up-to-date, with all amendments incorporated ('single version of the truth').

2.3 Rapid understanding and navigation

Users can search across the Documents at individual or portfolio level and use clause-clause navigation features such as definition tracking and cross-reference linking to move quickly from question to source text, reducing time spent interpreting complex provisions.

2.4 Obligation, entitlement and compliance management

The Service supports paragraph-level tracking of obligations and entitlements, enabling users to evidence compliance, manage risk, and maintain audit-ready records.

Through AffiniTask, the Service ensures best practice and auditable compliance with Standards. If this is done collaboratively with the industry partners, the level of trust and confidence in compliance is greatly enhanced.

2.5 Knowledge capture

The Service can include mind-mapping, guidance, templates, and lessons learned. Users can capture and share knowledge against relevant clauses, making personal expertise reusable corporate knowledge. Analysis Track features, etc., assist in effective standards management.

2.6 Collaborative and innovative working

The Service enables collaborative working among all stakeholders and is recognised as exemplary industry practice. This is highly valuable because collaboration is a key factor in standards compliance.

In addition, Affinitext is:

- ISO 44001 certified (with the Ministry of Defence (**MoD**) and the Institute for Collaborative Working (**ICW**) as its relationship partners)
- The first SME globally to achieve ICW's Leading Edge Accreditation.

The Service supports the principles of the ISO 44000 collaborative working and ISO 56000 innovation management standards and guidance suites.

2.7 Integration with other technologies

The Service is designed to integrate seamlessly with other technologies relevant to collaborative working, such as:

- Asset and condition registers
- CAFM systems
- Risk Registers

2.8 Seamless integration with your consultants and advisers

The Service is designed for ease of use by your consultants and advisers, providing unlimited users and usage to enable them to deliver their services quickly, cost-effectively, and with confidence.

3 The Affinixtext Intelligent Document Platform (Platform)

The Service is delivered via the Platform. The Platform is modular, with AffiniDocs as its core capability and additional optional modules.

3.1 AffiniDocs (Core module)

- Transforms the Documents into structured, interactive, digital assets, delivered in Navigable HTML, Standard HTML and/or PDF formats as appropriate.
- Provides a single source of truth by consolidating amendments and variations into the current (“live”) position, with amendment history retained.
- Delivers 99.5% digitisation accuracy in document conversion.
- Enables precise navigation through clause-to-clause linking and pop-up definitions (where delivered in Navigable HTML).
- Provides advanced search across the Documents.
- Supports obligation and compliance workflows, including tasking obligations and attaching evidence at paragraph level for audit-ready compliance.
- Enables knowledge capture and sharing against clauses, including use of Affinixtext’s Analysis Track functionality.

3.2 AffiniTask (Optional module)

AffiniTask (AI-assisted, human-assured) automates obligation tracking by turning key clauses into clear, actionable tasks. It streamlines compliance workflows, reduces the need for intensive manual clause-by-clause review, and makes ongoing standard administration and compliance simpler, faster, and more reliable.

3.3 AffiniTag (Optional module)

AffiniTag (AI-assisted, human-assured) streamlines ISO 44001 Document management by applying structured metadata to the Documents —enabling fast, accurate search, filtering, and portfolio-level reporting. It helps organisations manage large standards libraries faster and with greater precision, making it easier to locate specific provisions, segment standards by key attributes, and surface insights across the portfolio.

3.4 AffiniAI (Optional module)

AffiniAI, designed to be your trusted GenAI legal assistant, revolutionises interrogation and performance management of the ISO 44001 Documents by delivering real-time insights and outputs, making standard management more efficient and intuitive.

Critically, every answer is designed for validation: users can immediately verify AffiniAI's outputs against the underlying standard's text through precise, clause-level navigation (including links and cross-references), ensuring confidence in decisions and reducing the risk of unverified AI responses.

4 Technical requirements

The Buyer requires a reasonable internet connection and a modern, vendor-supported browser (e.g., Chrome, Edge, Safari or Firefox). The Service is accessed via HTTPS. Optional single sign-on (SSO) can be configured where required.

5 Security, accreditation and compliance

Affinixtext operates an ISO/IEC 27001-certified information security management system (ISMS), holds Cyber Essentials and Cyber Essentials Plus certifications, and has Ministry of Defence (OFFICIAL SENSITIVE) accreditation.

Data is protected by encryption in transit and at rest, role-based access controls, and monitored operations.

6 Onboarding, Buyer responsibilities, training and support

6.1 Document intake and conversion

The Buyer provides the ISO 44001 Documents and all amendments/variations required for the Service. Affinixtext arranges secure transfers via either a Buyer-provided secure SharePoint link or an Affinixtext-managed secure NextCloud portal, as appropriate. Affinixtext then converts and consolidates the Documents into the Platform.

6.2 Platform setup

Affinixtext configures the Platform, user roles and permissions, and any portfolio organisation required by the Buyer's governance model.

6.3 Training and support (included)

- A named Account Manager is provided as the single point of contact for delivery, training, support and technical queries.
- Regular online training is included, covering administrator and end-user workflows and periodic refresher sessions.
- Support is provided via web chat and email/ticketing during business hours.

6.4 Optional services (additional cost)

- Onsite training and workshops (e.g., role-based training, train-the-trainer, portfolio rollouts).
- Customer-specific integrations and bespoke API/data exchange development (where required).

7 Service constraints and service levels

Planned maintenance and upgrades are scheduled in advance, typically outside business hours where practicable. The Service guarantees 98% availability outside planned improvements/upgrades.

8 Backup, restore and disaster recovery

Affinixtext performs regular backups of platform data and follows tested restore procedures. High availability and resilience are provided through the hosting platform and operational monitoring; detailed data centre resilience information is available on request.

9 Data and deployment

- Hosting: Multi-tenant hosted environment on Rackspace UK (Crawley), unless otherwise agreed.
- Data residency: UK for this Service.
- Cloud model: Hosted cloud service.

10 Utilisation monitoring and reporting

Usage reporting is available to help Buyers understand adoption and utilisation trends. Operational monitoring and alerting support service management and incident response.

11 Pricing and invoicing

Pricing is in accordance with the applicable G-Cloud Pricing Document. Invoices are issued upon order and are payable in accordance with the Call-Off Contract.

12 Termination

Affinixtext provides a simple and quick exit process. Upon cessation of the Service, all documents and Buyer data are returned in accordance with the Call-Off Contract. Content is stored in industry-standard XML; Buyer-generated outputs can be exported in formats such as Word, PDF and/or XML as appropriate. Following exit, Affinixtext will purge and

destroy Buyer data from Affinitext systems in accordance with contractual requirements and applicable law.