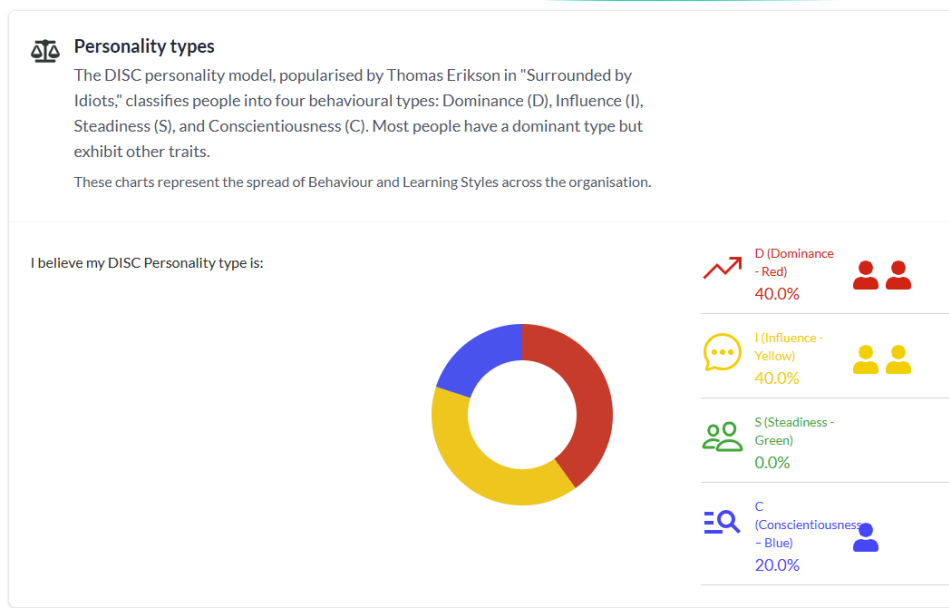


Service Definition

Convene Assure: The Evaluation Platform for Board Governance & Board Skills Assurance

G-CLOUD 15 SUBMISSION



1. Overview

1.1. The Ultimate Board Evaluation Solution

Convene Assure is a board governance and skills evaluation platform for Company Secretaries and governance teams who need to move beyond Word surveys, spreadsheets, and consultant PDFs.

It delivers a repeatable, software-driven evaluation cycle — with sector-aligned questionnaires, anonymous input, instant analytics, and built-in action tracking — so boards get candid insight, clear owners and deadlines, and a defensible audit trail that stands up to regulators.

Unlike consultancy-led reviews (expensive, infrequent) or DIY surveys (fragmented, no follow-through), Convene Assure gives you the rigour of a structured evaluation with the flexibility to run it yourself — across your main board, committees, and subsidiaries.

1.2. A Trusted International Brand

Azeus is an Information Technology company with the core business of providing software application solutions to clients. In our years of operation, we have built a solid record in building mission-critical systems such as those for law enforcement and public health authorities, which require more than 99.9% serviceability. Our 34-year track record includes systems development and implementation; with services covering installation, configuration, integration with existing systems, user training, as well as data migration and conversion for smooth transition to our solutions.

One of our most notable products is Convene, a board management software. Since its launch in 2011, we have rapidly expanded our user base and have successfully deployed Convene environments to clients in over 100 countries. Guided by a strong insight into the leadership and governance needs of organisations and with the backing of our innovative and highly trained development team, Convene continues to consistently deliver value to our clients all over the world.

Azeus has made it a point to consistently adhere to the highest quality standards, having attained its CMMI Level 5 certification in 2002. Since then, Azeus' software development processes have consistently been assessed to have maintained this standard.

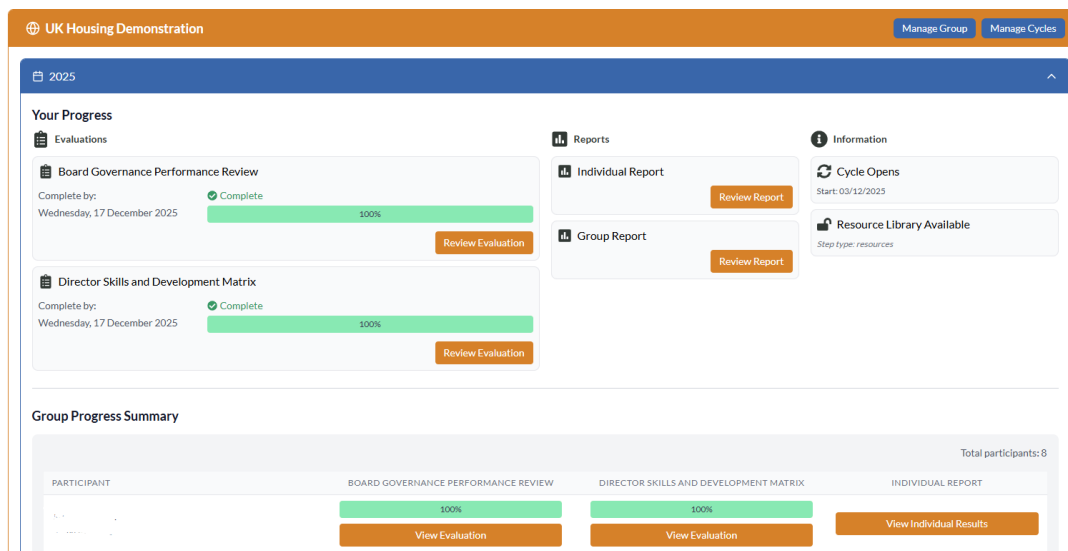
The Capability Maturity Model Integration (CMMI) is a capability model developed by the Software Engineering Institute along with the US Government and Department of Defense for the purpose of promoting process improvement and efficiency of practices. Achieving the highest CMMI certification (Level 5) is an indicator that a company's processes are stable and mature, ensuring the consistent delivery of quality output and making room for innovation and flexibility.

2. Product Features

2.1. A Centralised Board Evaluation Platform

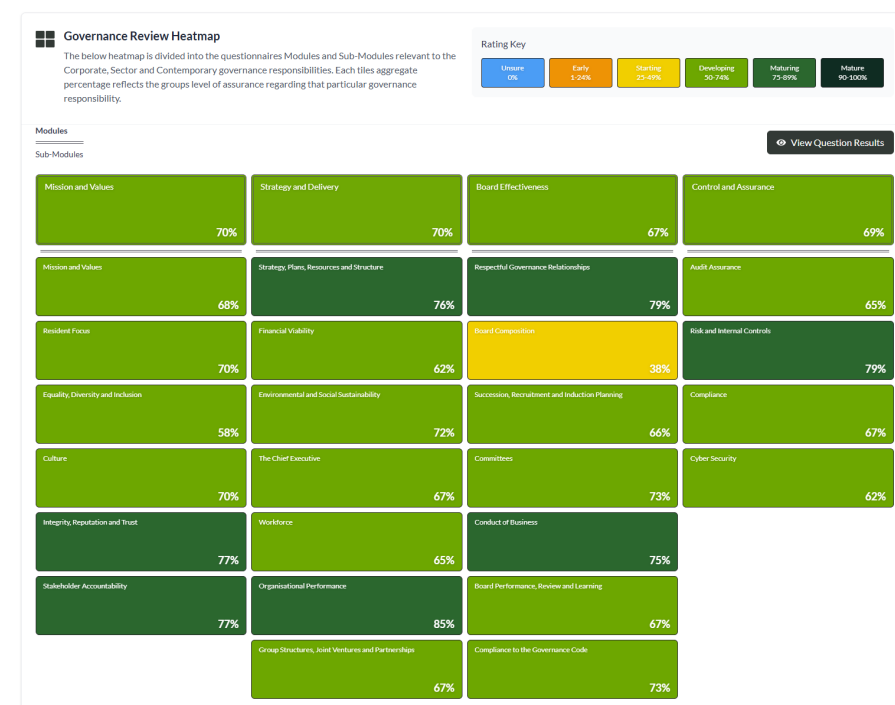
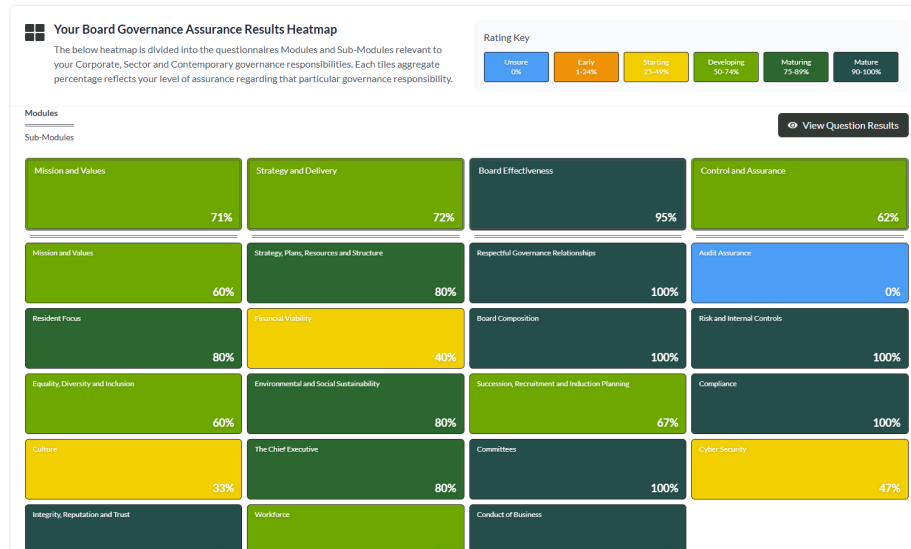
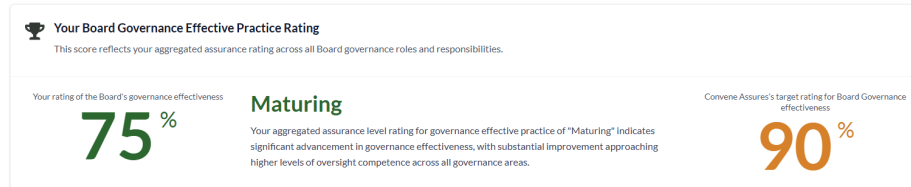
Our mission is to deliver sector specific, regulator-ready board governance and skills evaluations on a central platform which provide assurance that your Board members have the correct governance and skills capabilities for effective and contemporary governance which drives continuous improvement of the Board.

Sector specific questionnaires follow regulatory guidance, and the resulting data provides insight through heatmaps which in turn generate action plans to support the continuous improvement cycle.



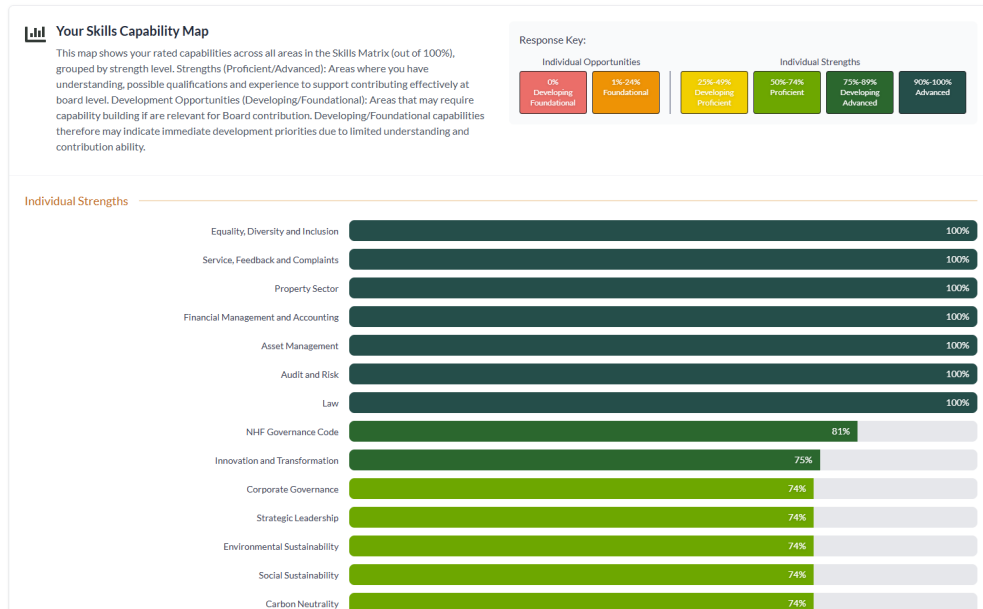
2.2. Governance review questionnaires + heatmaps

You Board Members receive an easy to complete sector and regulation-aligned questionnaire that turn feedback into actionable insights saving hours of manual analysis. Individual and group level heatmaps are available as below:



2.3. Skills review questionnaires + heatmaps

Your Board Members receive an easy to complete sector and code aligned skills questionnaire that allow you to objectively map board and committee skills into a matrix, identify gaps and support succession planning in line with regulatory and strategic expectations for contemporary governance.



Skills heatmap by group:


Time
Behavioural and leadership Attributes
It is important to understand the time, professional skills, knowledge, and behavioural commitments required for fully meeting your governance roles and responsibilities.

How many hours per week do you have to commit to this governance role?


1-2hrs

How would you rate your skills and experience with managing the time required to adequately prepare, attend and participate in Board and/or other governance leadership meetings, i.e. Board Subcommittee meetings?


Little experience


Leadership
Behavioural and leadership Attributes
There are many ways to provide governance leadership. Being part of the Board and Board Subcommittees provides leadership for an organisation. There are also opportunities for further leadership roles such as being Chair of a Subcommittee and/or being Deputy or Chair of the Board.

Do you have any interest in holding a Subcommittee Chair role? Please specify in the comments.

☐ No

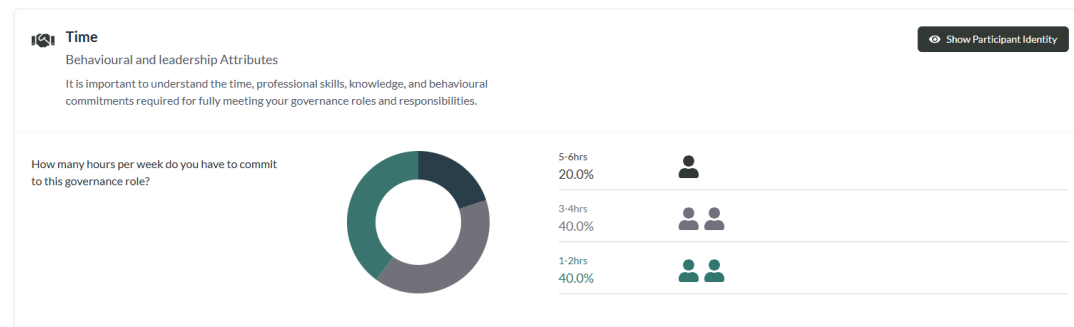
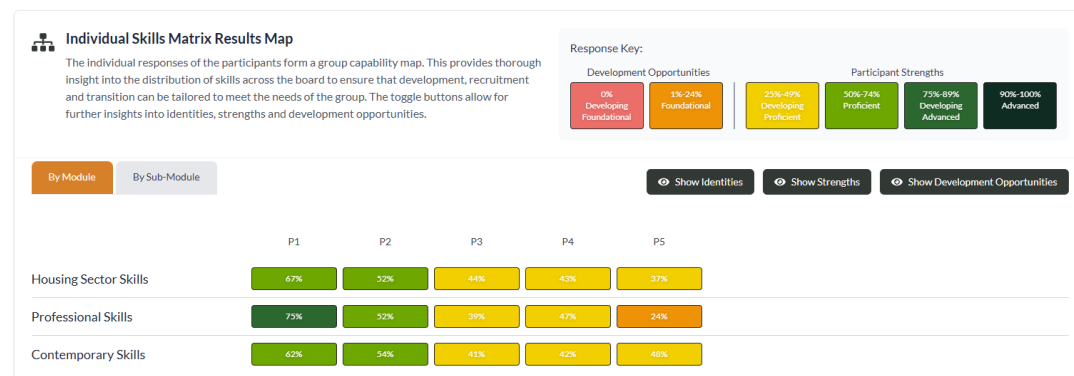
Do you have any interest in holding a Board Chair/Deputy Chair role? Please specify in the comments.

☐ No


Leadership
Behavioural and leadership Attributes
It is important to understand prior and present leadership skills and experience for supporting future Leadership roles.

Have you ever held, or do you currently hold a leadership role on a Board, or Sub-committee? Please specify in the comments.

☐ Chair
☐ Deputy Chair
☐ Sub-Committee Chair
☐ Deputy Sub-Committee Chair
☐ CEO (or Similar C-suite role)



2.4 Action Planning & Tracking

Generate suggested actions from your results - assign, monitor and fully track continuous improvement to create high performing governance teams.

2.5. 360° review

Automate peer reviews into anonymised insights that sharpen behaviours and effectiveness to foster a culture of openness that reflects the organisation's purpose and values.

2.6. Annual Benchmarking

Annual trend reports for comparison and insights on your governing leadership team's capability growth.

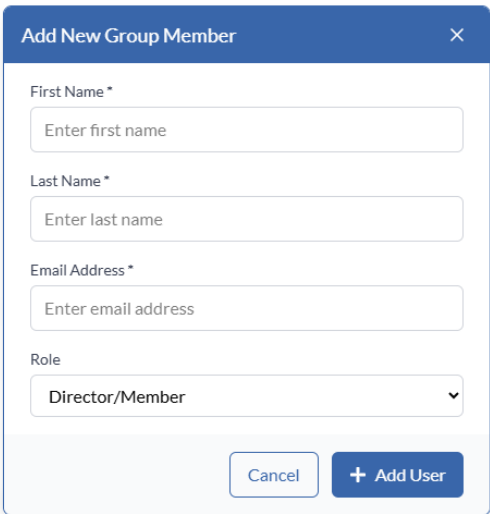
2.7. Data Export

Data that is held on the platform can be downloaded in PDF report format.

2.8. Role-Based Access

By default, Convene Assure comes with following system user roles: User admin, Director/Member, Chair/President, Executive, Company Sec/Board Support, Facilitator.

Our clients can rename these roles, review and change the user permissions for each one. For added flexibility, new roles can be created by the client if they wish to do so.



3. Technical Specification

3.1. Hosting Requirement

Convene Assure is offered as a SaaS solution and uses Amazon Web Services (AWS) as the cloud host. AWS UK is the host region for UK clients unless otherwise stated.

3.4. Single Sign On

Convene Assure will support SSO via Microsoft Teams and Azure AD integration.

3.5. Data Protection and Information Security

AWS Hosting Security

AWS's cloud infrastructure has been designed and is managed according to the following regulations, standards, and best-practices:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS70);
- SOC 2;
- SOC 3;
- ISO 27001;
- ISO 27017;
- ISO 27018; and
- GDPR compliance.

AWS provides comprehensive physical and infrastructure security for data and back-ups on its global data centres. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilising video surveillance, intrusion detection systems, and other electronic means. All visitors and contractors are required to present identification and are signed in and continually escorted by authorised staff. In addition, all our servers are hosted within a Virtual Private Cloud (VPC) that logically separates the cloud infrastructure from other tenants within the public cloud. A master list of the entity's system components must be maintained.

Data & Document Security

Data is encrypted at TLS 1.2 or higher in transit and AES-256 at rest.

Other Certifications

Our internal and external processes and practices are regularly audited to be compliant with the following industry standards:

- AICPA SOC 2/3;
- ISO 27001;
- ISO 27017; and
- ISO 27018.

Our UK office also holds Cyber Essentials Plus certification.

3.6. Delivery

For our Cloud-Hosted Service, the availability SLA for Convene Assure software service is 99% monthly uptime.

The Convene Assure availability of a month is calculated as: Total number of hours the system was up in the month / (Total number of hours in the month – Scheduled system downtime in the month). Unavailability means substantial loss of software service where users' business operations have been severely disrupted.

4. Service

4.1. Resourcing

Upon contract execution, Convene Assure will conduct a comprehensive assessment of the client's requirements to develop a tailored onboarding and support strategy. Our resourcing model typically, though not always, includes the following roles:

Customer Success Manager

- Acts as the primary relationship manager between Convene Assure and your organisation;
- Ensures alignment of evaluation objectives with business needs; and
- Facilitates ongoing communication, contract management, and service escalations.

4.2. Onboarding

Convene Assure is a simple to use platform with online user training offered to system administrators and Board members if the Board requires training.

System Administrator Training covers various tasks such as creating user accounts, enrolling users to cycles & providing guidance to interpret heatmap insights & set Actions (0.5 to 1 hour).

Board Member Training covers tasks like logging in, completing questionnaires and interpreting heatmap insights (0.5 to 1 hour).

Other resources like User Manuals and Quick Start Videos are also available.

5. Service Levels

5.1. Availability

The Availability SLA for Azeus Convene Assure service is 99%.

5.2. Severity Definitions

Reported issues are prioritised according to their nature and impact to business operations. The priority definitions are:

Priority	Definition	Target Response Time
1 – High	Service is unusable.	1 day
2 – Medium	Service is usable, but affects day-to-day operations.	2 days
3 – Low	Service is usable but has minor issue(s). Ad-hoc queries by end users.	4 days

Support is provided through a customer support email.

5.5. Software Updates

There will be three types of release - patch release, minor release and major release. Major releases include upgrades and new features for the standard software version. Sometimes, major releases may include substantial changes and some major enhancements to the standard package that may cause previous versions to be incompatible. Minor releases will be released for minor changes/enhancements, or to fix reported bugs of the product. Patches include fixes to critical issues, where it was deemed that it cannot wait to upgrade to Minor or Major release. Patches may be applied across different package versions if deemed necessary and clients will be notified.

All changes in these different releases will undergo rigorous and comprehensive testing and change control. Merging and/or propagation of all fixes and upgrades across different package versions will be handled properly using Software Configuration Management tools.