



OLEEO RECRUIT & ENGAGE

G Cloud 15

As the UK's leading AI-powered ATS, Oleeo streamlines recruitment for over 200 public sector organisations, delivering proven efficiency and compliance where it matters most.

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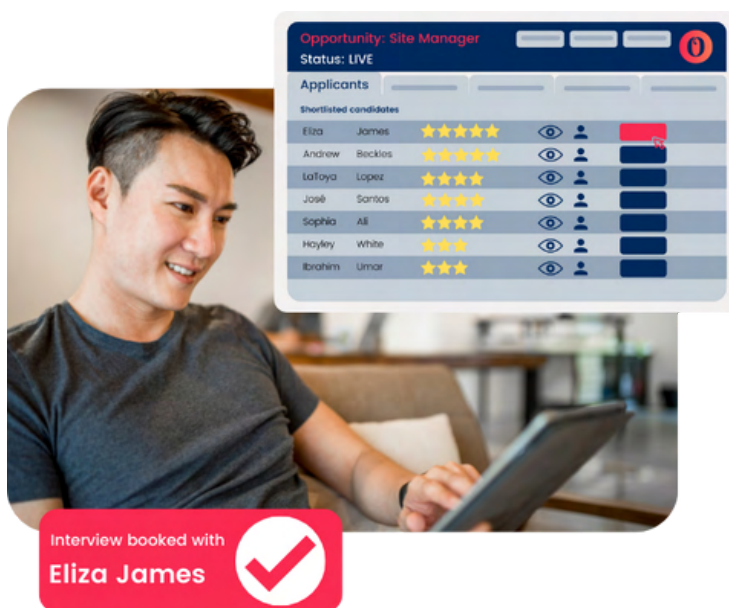


SECTION 1: AN OVERVIEW OF THE G-CLOUD SERVICE

An Introduction to Oleeo

An award-winning leader in talent acquisition technology since 1995, Oleeo is dedicated to supercharging recruitment through intelligent, AI-first automation that never loses sight of the human element. Our platform redefines the entire hiring journey, automating administrative complexity to free your team to focus on what matters most: building genuine candidate connections and making crucial, nuanced hiring decisions.

Headquartered in London with a strategic presence in the US and Europe, Oleeo leverages over 30 years of market-leading expertise to support global operations 24/7. We differentiate ourselves through a deeply consultative approach, working closely with our partners to deliver "off-the-shelf", best practice yet highly configurable solutions that align with specific strategic objectives. With a sole focus on talent acquisition, our dedicated team of over 100 specialists ensures every implementation is functionally rich, secure, and data-driven—consistently delivering the best business outcomes for an organisation's bottom line.



Opportunity: Site Manager
Status: LIVE

Applicants

Shortlisted candidates

Eliza	James	★★★★★	👁️	👤	📅
Andrew	Beckles	★★★★★	👁️	👤	📅
LaToya	Lopez	★★★★★	👁️	👤	📅
Jose	Santos	★★★★★	👁️	👤	📅
Sophia	All	★★★★★	👁️	👤	📅
Hayley	White	★★★★	👁️	👤	📅
Ibrahim	Umar	★★★	👁️	👤	📅

Interview booked with
Eliza James

As the UK's leading AI-powered ATS, Oleeo streamlines recruitment for over 200 public sector organisations, delivering proven efficiency and compliance where it matters most.



We are the public sector's go-to provider for talent acquisition technology with our suite of dedicated public sector products and solutions. Fair and open compliance is built into Oleeo processes including anonymisation, panel interviews, accessibility, support for employers signed up to the Disability Confident Scheme (e.g. guaranteed interviews and reasonable adjustments), and more.

Built on a scalable platform that meets the unique requirements of your talent acquisition strategy, Oleeo's AI-powered solutions accelerate your processes and give your team back the time for what matters most - human conversations.

Customers

Oleeo is the largest UK provider, supporting some of the world's largest and most talented employers.

 GOV.UK	BLACKROCK	ual: university of the arts london	 gov.ie
 METROPOLITAN POLICE	 University Hospitals Birmingham NHS Foundation Trust	 Llywodraeth Cymru Welsh Government	 Kirklees COUNCIL
 Nottinghamshire County Council	Morgan Stanley	 POLICE SCOTLAND Keeping people safe POILEAS ALBA	 KORN FERRY
 Royal Papworth Hospital NHS Foundation Trust	 College of Policing	BANK OF AMERICA 	 Rothschild & Co
 Department for Transport	 HISTORIC ROYAL PALACES	 THE ROYAL BOROUGH OF KINGSTON UPON THAMES	 Foreign & Commonwealth Office
Robert— —Walters	sopra  steris	 IMPERIAL WAR MUSEUMS	 Solent NHS Trust

Awards & Accreditations

Oleeo has recently secured several major industry honours, primarily at the In-House Recruitment (IHR) Awards and The Talent Labs Awards. Our wins highlight the platform's ability to handle high-volume enterprise hiring and innovative technology implementation.

2025 Recent Wins & Recognitions

- **Best ATS for Enterprises Winner (IHR Awards 2025):**

Oleeo won this category in early 2025. The judges recognised the platform for its scalability and reliability, specifically noting its performance in processing millions of applications for major government and corporate entities.



- **Best Recruitment Effectiveness Winner (Talent Labs Awards 2025):**

Police Scotland in partnership with Oleeo won this for a drastic reduction in recruitment cycles, cited as a landmark digital transformation project.



- **Award-Winning Technology Status:** Throughout 2025, Oleeo has been formally recognised for its AI-driven innovations, particularly the OleeoQ chatbot and VacancyIQ tools, which are cited for improving candidate experience and reducing time-to-hire.

2024 Wins & Recognitions

- **Use of Technology – Winner (IHR Awards 2024):** Partnered with Police Scotland, Oleeo won this award for transforming the force's recruitment process. The technology helped reduce the time to hire from 60 weeks to just a few days in certain categories.

- **Candidate Experience – Finalist (IHR Awards 2024):** Oleeo’s partnership with Kirklees Council was named a finalist in this category, recognising the streamlined and automated candidate journey provided by their ATS.
- **Engagement & Advocacy Recognition:** Oleeo was also praised in late 2024 for its Customer Success initiatives, winning praise for its community-building and hands-on support for global clients like the NHS and various police forces.

Living Wage Employer

As of May 2022, Oleeo is officially an accredited Living Wage Employer by the Living Wage Foundation. This commitment ensures that everyone working at Oleeo—including directly employed staff and third-party contracted workers—receives a minimum hourly wage that is significantly higher than the government minimum and reflects the actual cost of living.

Information Security Management

Oleo comply with all applicable best practices including UK Government Cloud Security Principals, OWASP guidelines, and see independent validation and accreditation by maintaining certification to ISO 27001 and UK Cyber Essentials Plus.



Oleeo Solutions

Oleeo's AI-first recruitment platform contains products and modules from the Oleeo talent acquisition suite. **Every solution contains Oleeo Recruit** - our applicant tracking system (ATS) nuanced the specific sector (e.g. Police, NHS...) - **and Oleeo Engage** - our candidate relationship management (CRM) products as standard, whilst some products, e.g. Oleeo Engage can be purchased as a standalone solution. **Employers can purchase Recruit and Engage alongside any of our additional products and add-on modules to create your ideal solution**, paying only for what you need, helping you gain maximum efficiencies and effectiveness of hiring processes.

Oleeo Products

Oleeo's products include a host of features as standard in line with your chosen solution. Optional items listed separately may attract additional configuration and ongoing fees.

Oleeo Recruit

Our multi-award-winning applicant tracking system (ATS) lets you design and execute hiring experiences that beat the expectations of everyone. From building flexible workflows on the fly, to prescriptive recommendations that help recruiters zero in on the best talent faster, Oleeo Recruit delivers an experience that candidates, recruiters and hiring managers love. Validated AI augments the user experience and further reduces workload for recruiters and hiring managers.

Candidates can easily complete applications, screen themselves in (or out) based on their skill set and opt in to talent pools for future opportunities. Recruiters immediately see a prioritised list of candidates, based on skills, they should engage and fast-track to interview. Hiring managers fill their roles in half the time as a result. The interview experience for candidates and interviewers is simplified - from mobile self-scheduling and high-volume itineraries, to speeding up collaboration and feedback. Users can make it easier for internal candidates to engage with career opportunities whilst talent acquisition teams can redeploy

talent helping to retain top talent longer. Pre-employment check task list management offers real time candidate visibility on progress.

Oleeo Recruit is made up of the following:

Features	Description
Job Application Management and Approval	Create, approve and post jobs in a more efficient process than traditional methods. Multiple approval levels supported
Inclusive Writing	Designed to help recruiters ensure improved diversity and compliance within their job postings. This tool highlights biased terms, offering alternative terminology to de-bias job description content to attract and appeal to all genders using neutral language replacements
Dynamic Workflow	When creating jobs, easily adjust workflows to meet different business and requisition needs
Applicant Tracking	Track applicants through every step of the recruiting process
Application Form Builder (tailored by solution)	Build application forms that suit your needs and use standard templates for easy posting
Social Login (Facebook, Google)	Allow candidates to log in to apply for jobs quickly apply for jobs using social media profile information
Application Centre Optimised to Careers Site	Optimise application pages to match the look and feel of your career site
Search Engine Opportunities	Allow candidates to search opportunities based on specific criteria such as industry, function, location (search criteria can be tailored by solution)
Applicant Flags	Flag top talent early on to engage with them faster.
CV Parsing	Automatically parse data from CVs enabling the automated storage and analysis of data fields from within the document (Optional- costs apply)
CV Name Blinding	Optionally remove names and other candidate information from CVs reducing the potential for bias in the candidate selection process (Optional- costs apply)
Anonymous Screening	Facilitates blind screening of candidates so that reviewers do not see any protected data in their initial review (Optional- costs apply)

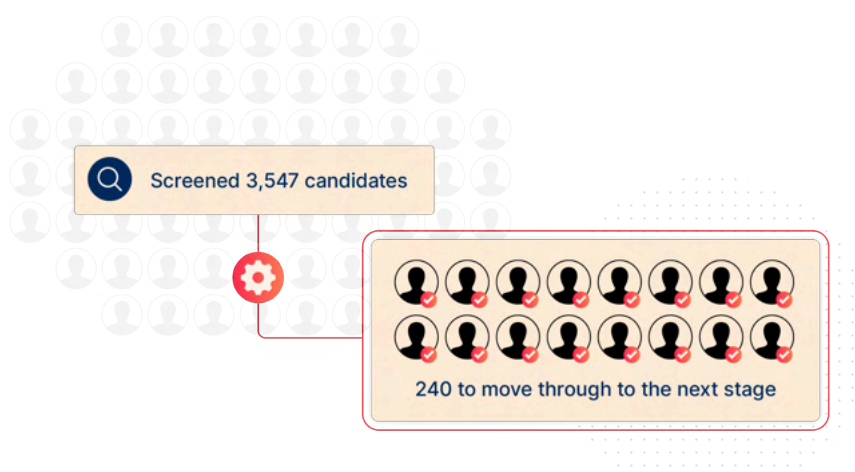
Features	Description
Scoring and Priority	Auto-score (optional- costs apply) and prioritise applicants based on how well they match business needs
Screening / Assessment	Set pre-screening questions or assessments to positively identify the right candidates for your business needs
Candidate Profile Books (tailored by solution)	Collate all applications together into a printable book to assist with offline shortlisting
Interview Evaluation Form	Capture feedback on interviews electronically and collaborate with the entire hiring team
Referral Tracker	Monitor where referrals are coming from to track the progress for compliance and potential payments for successful ones
Reference Collection	Automate requests for references and monitor status
Offer Creation, Management & Approval	Automate and manage the full creation and approval workflow required at the offer stage
Offer Letter Generation Contracts (optional)	Dynamic offer letter generation Ability to populate fields from the application form, requisition, offer form and any other relevant forms to dynamically generate contracts (Optional-costs apply)
Electronic Signature	Candidates can sign documents electronically using digitised signatures showing any information that is stored on the candidate's application forms/registration forms. (Typically these contain an IP address, date and time of acceptance) (Optional - costs apply)
Full Audit Trail	The Oleeo ATS records audit information within the application databases. Audit trails include username, time, date, and details of the action taken. All human touch points on application and vacancy records are recorded.
Onboarding Task List with Pre-employment Background Check Tracker	Ensure all onboarding actions are performed before the employee's first day and all necessary pre-employment background checks have been completed. (optional)
Recruit Dashboard	Dashboards to ensure you have all your recruiting operations visible at a glance. Dashboards can be tailored by role type.
Recruit Metrics Pack – core	Standard reports to ensure you can monitor all your recruiting operations visible at a glance.
Headcount Planning	Attach desired or approved headcount figures against a requisition to monitor hiring effectiveness.

Features	Description
Candidate Communication Centre	Personal page for candidates that can only be accessed by logging in. This page hosts their application history, empowering them to move through each application stage, schedule in for interviews and accept or reject offers. From here candidates can access all applications (past and present) as well as access all communications.
Automated and Ad hoc Communications, with 2-way email comms supported	Email automation as part of the workflow. Editable ad hoc emails with the ability to stipulate which emails can be replied to.
Agency Portal	The ability to post jobs to your preferred agencies who can then add applications via their own portal. Agencies can view the status of applications they've submitted at any time. Agency-added-applications are easily identifiable for recruiters. Apply rules can be utilised to ensure duplicate applications are prevented from multiple agencies.
Employee Referral Portal (requires SSO)	Provide employees with a portal to refer potential candidates to the business. The portal provides the ability for the employee to see if a candidate has made an application and at what stage of the recruitment process they are at. An application that is referred is automatically flagged in the system for recruiters to easily identify. Automated rules can be put in place for referred candidates.
Reference Workflow	Fully automate the reference process so that it is all conducted within the ATS. Track when the request is sent, the status of responses and issue reminders where necessary.
Compliance Workflow	Ensure compliance to all governance requirements (internal and external) using automated workflows in the system.
Compliance Pack - Application Questions	Track responses to compliance-related questions in application forms and be alerted to any failures as soon as triggered.
Multiple Interview Types (single, multiple and panel)	Manage multiple interview types. Simplify and accelerate the process when planning and executing high-volume interview days.
Flexible Interview Workflow by Job Type	Allow different workflows and processes for different types of interviews.
Ad-Hoc Interview Scheduler	Candidates can self-schedule, reschedule and cancel interviews from any device.

Features	Description
High-Volume Interview Day Facilitator	Schedule and manage interviews for ‘super days’ or other high-volume interview events with ease.
Interview Scheduling Across Multiple Calendar Apps (Outlook, Google, Notes)	Managers can schedule times and receive emails when candidates choose their preference. Easily save chosen times in manager calendars and ensure logistics are arranged.
One-Stop Manager (all interviews, schedules and calendars in one place)	Coordinate the creation of all interview types on one system – including schedules, agendas, appointment management, confirmations and more.
Interviewer Book Creator	Create an interviewer book with full details of each candidate which can be printed to assist interviewers.
Interview Guides/Tips Builder	Add interview guides or tips for candidates choosing interview times in a dedicated Communications Centre.
Real Time Evaluations (device agnostic)	Oleeo mobile app to quickly capture interviewee feedback and other on the go tasks
Interview Evaluation Form Builder	Instantly capture feedback through online forms which can be exported in Excel or sent via email using a dedicated URL.
Interview Dashboard	Dashboard displaying holistic view of upcoming interviews containing easy access to candidates’ application history.
Internal Applicant Prioritisation with Fasttrack Options	Control and choose how you prioritise internal talent.
Internal Candidate Job Alerts	Use skills and candidate interests to match job opportunities to existing employee profiles and issue job alerts.
Alumni Opportunities Search Engine	Empower former employees to search opportunities on dedicated portals.
Redeployment Management (search engine and talent pool)	Help current ‘at-risk’ employees to find alternate opportunities by fast-tracking applications via a redeployment portal.
Candidate Job Preferences and Mobility Interest	Where employees have expressed preferences and/or interest in an internal move, assess suitability early and automatically fast-track to interview stage where appropriate.

Features	Description
High Performer & Retention Tracking	Flag highly rated superstars in your business to ensure they can be retained in relevant opportunities that arise within the company.
Programme Tracker	*Available where early careers is requested. Track training in your business - including rotational or one-time programmes - with data-driven decision-making.
Early Careers Performance Management	*Available where early careers is requested. Monitor if trainees are on or off track. Identify and agree objectives periodically.
Early Careers Candidate Surveys	*Available where early careers is requested. Capture routine trainee feedback and identify potential improvements for future recruitment cycles.
Early Careers Dashboards	*Available where early careers is requested. Track performance and fit, feeding learnings into long-term recruitment marketing initiatives.
Early Careers Metrics Pack - Core	*Available where early careers is requested. Full reporting to showcase decisions made on trainees were reached on merit and without prejudice.
Mobile Optimised Candidate Interfaces, and SMS and WhatsApp	Mobile optimised candidate interfaces with one or two way SMS supported (SMS credits must be purchased), as well as the ability to communicate with candidates via WhatsApp (customer must have a WhatsApp account).
Automated Deletion Routines	Whilst the solution supports manual deletion (by authorised users), automated archiving or deletion routines can be configured to more easily support compliance (costed option)
Oleeo AI Assistant	AI powered client user in-system user support chatbot (Additional paid option available to incorporate organisation specific user guidance)
OleeoQ Candidate Support	AI powered Candidate Support Chatbot on candidate interfaces to respond to technical FAQ's
OleeoQ	AI powered Chatbot embedded into your careers site to your branding , trained on your FAQ database or website links providing dynamic, accurate responses to candidate queries (paid option). Saves recruiters significant admin hours, enhances the candidate experience.
Vacancy IQ	An AI powered vacancy content and job description generator, Vacancy IQ is trained on your organisation's past successful vacancies, learning your brand's tone of voice and

Features	Description
	terminology generating content representative of your organisation (Optional-costs apply)
AI Interview Notes	Interview transcription tool to support recruiters to efficiently and effectively document, summarise and review the performance of candidates at interview, reducing effort to identify top talent (Optional-costs apply)
Candidate Navigator	An AI-powered vacancy matching tool that uses the candidate's skills to match them to relevant job opportunities. Supports candidates by presenting them with roles that match their skills, and supports recruiters as usage helps ensure you receive applications from candidates whose skills more closely match your job requirements (Optional-costs apply)
Search and Match	When a new role is created, Oleeo's AI-powered Search and Match provides a list of candidates from your talent pool who match the job criteria. Matching is driven by information parsing, machine learning and other data science methods. Recruiters are able to review a summary of each matching candidate and adjust the criteria as needed. Potential candidates can be messaged individually or in bulk inviting them to apply for the new role, saving recruitment budget and time. (Optional-costs apply)
Oleeo On Demand Video Screening	Oleeo's On Demand Video Screening is fully embedded into Oleeo Recruit and enables recruiters, hiring managers and panel members to view, assess and score a candidate's response directly within the ATS. Organisations can reduce the time to hire by removing the need to synchronise multiple calendars and instead improve candidate experience by allowing them to complete this step of the recruitment process in their own time removing bottlenecks and friction points in the process (Optional-costs apply)



Metrics – Reporting in detail included within Oleeo Recruit

Oleeo's Report Hub has extensive reporting capability providing advanced functionality. Report contents and criteria are highly customisable. The tool allows recruiters to quickly build real time reports with multiple axes. Data can be easily exported to Excel, PDF or emailed. Users can easily add preferred reports to their homepage.

Digital reports are presented in real time with easy-to-read formatting. Management reports can be created in graphical format including bar graphs and pie charts. Reports can be scheduled to run at regular intervals and be emailed to a specific audience.

Oleeo's reporting capability is extensive and flexible, ensuring our clients have all the information they need whenever they need it. From diversity metrics to the recruitment funnel, Oleeo allows users to report on anything captured in the product. Oleeo's Report Hub has a wide range of charts and graphs to ensure you can visualise the data correctly and gain crucial insight from your data.

With the scheduling functionality within the Report Hub, users can schedule their reports to automatically be emailed out to key stakeholders at regular intervals to ensure that all areas of the business are kept up-to-date. Real-time reports can be added to users' homepages to ensure they are always looking at the right information whenever they login.

Equal Opportunities and Regulatory Reporting

Any diversity information collected from candidates in the application form is detached from their application form when stored in the ATS. This information is available in the reporting suite, where users can run reports with diversity information against status progression, thereby enabling reporting to assess performance against equality and diversity. The system contains standard diversity reports.

Equal Opportunities reporting is standard in Oleeo's solutions provided that the appropriate questions are asked in the application form. Furthermore, the

solution is highly flexible permitting re-configuration to cover any future legislative changes.

Any structured data stored against the candidate/vacancy can be used to generate reports of multiple dimensions. Given this, the Oleeo system supports all regulatory reporting, e.g. EO management information. Further to the initial set of reports, clients can also self-configure any reports required.



Oleeo Engage

Our candidate relationship management (CRM) system, Oleeo Engage, lets you prioritise your engagement efforts with candidates. From targeted multi-channel recruitment ads to personalised nurturing campaigns, Oleeo Engage automates every step in your recruitment marketing process to help you concentrate on the right relationships, supporting candidate attraction and strengthening your talent pipeline. Top candidates enjoy relevant content that keeps your brand front and centre. Recruiters enjoy stronger leads the moment job opportunities arise.

Features	Description
Talent Engagement Engine/ Content Management	Connect with candidates through targeted, personalised content.
Talent Relationship Management (TRM) and Flags	Flag superstars and ensure positive, relevant impressions are maintained throughout the recruitment journey.
Campaigns/ Email Communications	Amplify recruitment marketing and deepen your company's relationship with candidates using bulk processing and scheduled automated communications.
Engage Dashboard	See levels of candidate interaction and target those most engaged.



Oleeo Events

Use Oleeo technology to get measurable value out of every recruiting event. From early engagement with in-demand candidates to follow-up, Oleeo Events puts everything candidates and recruiters need in the palm of their hands. Candidates can RSVP, upload their profile and check-in to an event from any device. Event staff can see assignments, automate follow-up and never lose another candidate to 'bad Wi-Fi'. Oleeo Events keeps recruiters focused on engagement instead of logistics.

Oleeo Events is made up of the following:

Features	Description
Event Management	Post events on your career site where candidates can search for, find and get information about an event and register in advance. Manage candidate registration and check-in at the event.
Dynamic Workflows (pre-event, screening, onsite)	Automate pre-event and on-site candidate registration with workflows to accommodate different event requirements.
Multiple Event Types (interviews, onsite, offsite, virtual, private, public)	Functionality covering on-site and off-site functions including private, public, virtual, or interview events. Empower candidates to register, upload CVs, and check-into events on any device.
Event Day Planner	Itinerary creation allows feedback and collective decision-making.
Registration Form Builder (tailored by solution)	Choose from pre-built templates or build your own registration forms to capture the information you need to know.
Register (pre-event, onsite check-in with offline & online modes)	Candidates can register at every touchpoint so you never miss an opportunity to capture their details.
CV Snapshot	Thumbnails of CVs can be selected to get a snapshot of contents quickly and easily.
Registrant Self- Service Check-In	Let attendees check-in when they arrive at an event using mobile technology.

Mobile / App	Put event management and feedback tracking in the palm of your hand. With the Oleeo app you can track candidates, provide instant feedback and add comments in real time.
Optimised to Your Career Site	Optimise your events web pages to match your career site's look and feel.
Automated Candidate Event Messaging and Reminders	Use our built-in email technology and optional SMS integration to automate sending candidates reminders and scheduled messaging.
Event Search Engine	Candidates can filter results and find a suitable event close to them.
Registrant Communication Centre	Personal candidate page accessed with log-in. This page hosts all of their registration history and empowers them to view information about the company.
Instantaneous Registrant Ratings	Capture attendee sentiment in real-time and rate candidates who you want to nurture.
Registrant Flags and Groupings	Flag superstars and ensure positive, relevant impressions are maintained throughout the event journey. Use groupings to prioritise communications to these stars.
Event Scorecard	Evaluate attendees using a scorecard form to help determine next steps for the registrant.
Event Registrant's Profile Book	Collate relevant registration information for multiple candidates - like CVs or experience - in a single, printable document to assist auto-assigned business users at particular events.
Event Dashboard	Track and communicate with candidates attending events and monitor the success of events.
Event Metrics Pack	Robust reporting across activities tracking ROI and gaining insights for future campaigns.
Event Calendar	Calendar showing all events and event information for sharing across the business.
Post-Event Survey	Create feedback forms for candidates to complete with no Wi-Fi required.

Optional Products

(Available standalone or to be used as an integral part of your Oleeo AI-first Recruitment Platform)

Oleeo Pre-employment Check, Vetting and Onboarding Management

Streamline the process of obtaining required information for mandatory vetting and pre-employment checks. Oleeo Pre-employment Check, Vetting and Onboard removes the administrative burden from recruiters, whilst providing automated updates to candidates, reducing time to hire and simultaneously improving candidate engagement and experience. Gather any pre-employment information needed to ensure day one goes smoothly. This includes information such as ID checks, uniform requirements, desk requirements, health information, payroll information and more.

Oleeo Integrated eDBS Solution

Oleeo Integrated eDBS Solution offers clients a fully integrated solution enabling employers to streamline time to hire and reduce overall administration effort whilst offering an exceptional candidate experience. Oleeo offers a secure, integrated solution using Disclosure and Barring Service (DBS) whilst allowing clients to maintain full control of countersignature.

Oleeo Online Identity Verification Technology (IDVT)

Oleeo's integrated Online Identity Verification Technology (IDVT) solution supports organisations to complete mandatory Right to Work Checks on candidates as part of their recruitment process. Fully integrated into Oleeo Recruit, recruiters can streamline their process and complete all the relevant steps and checks directly in the ATS.

Oleeo AI-First Internal Mobility

Oleeo AI-First Internal Mobility helps organisations retain scarce skills, maximise internal mobility and deploy talented employees to the most critical projects. Employees' skills are matched to opportunities, engaging and retaining them. Internal talent pools can be searched; crisis projects quickly staffed; redeployees managed; and the organisation's skills mapped

Oleeo AI Candidate Screening

Oleeo's AI candidate screening tool intelligently analyses resumes, applications, cover letters, personal statements, candidate responses to in-depth questions and even transcripts of on-demand phone/video interviews. The tool will screen candidates based on your criteria and provide a recommendation with evidence, so you can review and make the final decision with confidence and significantly reduce screening time. By providing evidence-backed recommendations at scale it supports high-quality selection while removing sifting fatigue.

Oleeo SkillsAssess

Built on 30 years of expertise, backed by an extensive validation study, SkillsAssess delivers high-quality selection by pinpointing transferable skills within candidate responses. By automating evidence-matching and score recommendations, it drives significant time-savings and efficiencies, eliminating recruiter fatigue and bias to ensure a consistent, fair, and streamlined process at scale.

Oleeo Careers Site

Oleeo Careers Site provides an enhanced candidate experience with a beautifully designed dedicated careers site optimised for mobile and SEO. The careers site will be developed to match your organisation's brand guidelines and integrate seamlessly with your Oleeo Recruit application centre.

Oleeo Assessments

A flexible, candidate-friendly online assessment engine. The assessment engine is optimised for mobile and accessibility with custom content. It can

be fully branded with an extensive, market-leading feature set, delivering a huge range of assessments , backed by decades of assessment experience.

System Interoperability

Integrations

For many clients implementing e-Recruitment technology, HR system integration is a standard requirement. Oleeo has developed a standardised approach to ensure simple and swift integration.

Oleo integrates with a variety of HR systems, including PeopleSoft, SAP and Oracle. Integrations can be achieved via Oleeo's standard methodology (provided on request) or via API.

Oleo provides single sign-on (SSO) integration with client authentication systems.

Successful candidate data is seamlessly integrated

HR integration can be achieved in a number of ways, from a simple export of data into your HR system, through to more complex solutions where vacancies are raised in a HR system, imported into Oleeo where the data is then exported when candidates reach the appropriate stage for a vacancy, e.g. hired.

The frequency of data transfer can be set by clients, with some solutions working in an asynchronous fashion to transfer data as it changes. While Oleeo has a standard approach to HR integration, our Integration Specialists can work with different requirements and will consult to propose the most efficient, successful and cost-effective options.

Sector Specific Integrations

For clients within the NHS, Oleeo has integrations with both ESR and NHS Jobs. For our Police Clients, an AIMS export is included within your solution. We also have an integration in place for CoreVet, please enquire if of interest

Assessment and Video Interview Integrations

Oleeo integrates with online assessment providers such as cut-e, Cubiks, Arctic Shores and SHL to provide a fully integrated assessment solution. Candidates will take their online assessments through the Candidate Communication Centre with results sent to the ATS for automated decision making.

Oleeo has also developed its own testing engine to deliver bespoke online assessments for candidates. This has been used widely in the public sector.

For clients with an existing video interview provision, Oleeo has integrations in place to allow you integrate these into your Oleeo Solution; integration with Microsoft Teams and additional providers such as Cammio, Launchpad, HireVue and Sonru. We can also make available an API to integrate with additional solutions. This is all in addition to Oleeo's own inbuilt video interview offering,

Job Board Integrations

Oleeo offers integration with the job board aggregators, Broadbean and idibu. This integration facilitates posting to multiple job boards in real time with minimum effort. Both idibu and Broadbean offer access to an expansive network of job boards, both generalist and specialist. Set-up and job posting charges apply. We also offer job posting to Indeed and LinkedIn.



SECTION 2: INFORMATION ASSURANCE

Oleeeo is accredited to ISO 27001:2022
and independently audited every six months by BSI.



The ISO 27001:2022 accredited ISMS includes controls for Availability, Confidentiality, and Integrity. All appropriate baseline controls from ISO 27002 are implemented. Controls include weekly automated scans performed using Nessus, comprehensive protective monitoring and intrusion detection, rigorous staff background checks and procedures, physical and environmental controls.

Oleeeo commissions a full CHECK penetration test annually from an independent security expert approved by NCSC.

Oleeeo cooperates with independent audits commissioned by our clients (at their cost), where their own security controls demand this.

Oleeeo would consider implementing controls for accreditation appropriate for IL3/IL4 through aggregation should this be required by a client further to detailed discussion.

Oleeeo maintains Cyber Essentials and Cyber Essentials Plus certification.

Oleeeo maintains Level 1 CSA STAR certification.

SECTION 3:

BACKUP/RESTORE AND DISASTER RECOVERY PROCEDURES

Oleeo provides its solution via the software as a service (SaaS) model. We have a robust infrastructure and procedures in place to allow our clients access to the system 24 hours a day, 7 days a week via any standard modern browser.

Oleeo is ISO 27001:2022 accredited, and as part of this, our backup and disaster recovery procedures are independently reviewed. For any prospective organisation interested, further to the signature of an NDA, Oleeo can make available a full copy of our Disaster Recovery Policy.

Backup/Restore Procedures

Automatic backups are taken daily and stored on a server within the geographically separate secondary secure hosting environment. These backups include bin logs so that the database can be restored to any point in time. The live hosting site is mirrored real-time to the disaster recovery site. Restore of backups is tested at least quarterly as part of the Oleeo disaster recovery plan. Backups are kept for six months.

Disaster Recovery

We have included below a table summarising our disaster recovery plans, this also indicates the target recovery times and testing frequency for each plan.

DR ID	Disaster	Impact	Recovery Time	Test Frequency
WEB	Failure of a web server	None	Immediate	2 Months
LOD	Accidental loss of some data	Data Unavailable	Up to 1 working day	2 Months
SLV	Failure of a slave database	None	Immediate	Quarterly
MAS	Failure of a master database	Site unavailable	From 90 minutes	Annually
LB	Failure of a load balancer	None	24 hours	Annually
PWR	Mains Firewall	None	Immediate	Annually
FWE	Failure of Firewall	None	Immediate	Annually
FWI	DMZ Firewall	None	Immediate	Annually
DR	Complete destruction of hosting facility. Switch over to DR site	Site unavailable	Stage 1: Switch to DR site: 2 working days Stage 2: 100 % capacity 1 week	Annually

Each disaster recovery plan is documented along with checkpoints that must be assessed to ascertain the success of the recovery.

SECTION 4:

ONBOARDING AND OFFBOARDING PROCESSES

Onboarding

Oleeo offers rapid implementation of our best practice off-the-shelf platform. Clients can be up and running within days, while larger scale roll-outs have taken place in phased stages over several months.

Oleeo makes available to its clients standard tools to support the import of data from any existing e-recruitment system into their Oleeo system. A level of configuration by Oleeo is required to allow formatting in line with the new system fields and once set up, the tool will allow clients to upload their data directly through a CSV file import.

Oleeo offers a full range of onboarding services for both off-the-shelf and more tailored solutions including:

- Customer success
- Account management
- Business case development* **
- Requirements gathering**
- Best practice advice
- Business process review* **
- Business analysis* **
- Specification**
- Training**
- Configuration**
- Project management
- Integration* **
- Data migration*
- Quality control**
- Documentation**

*These services are available over and above our standard implementation, priced on a time and materials basis.

**These services are also available on a time and materials basis throughout the life of your contract. This is often used by clients when their business processes change or they are undergoing significant organisational change and they need their solution to reflect this or they want to take on additional modules at a later time. Our services are there for you when you need them.

Offboarding

Oleeo is proud to have a very high client retention rate, however in the instance where a client moves on from using the Oleeo platform, the system offers an in-built data export facility allowing our clients to export customer data (via CSV) at the end of any contract term at no additional cost. To support our clients with this, we offer refresher training within 3 months prior to contract end on the use of this tool to one supported user.

Should any client want any additional exit services to migrate to their new solution, Oleeo Consultants are available to offer advice and support on a time and materials basis.

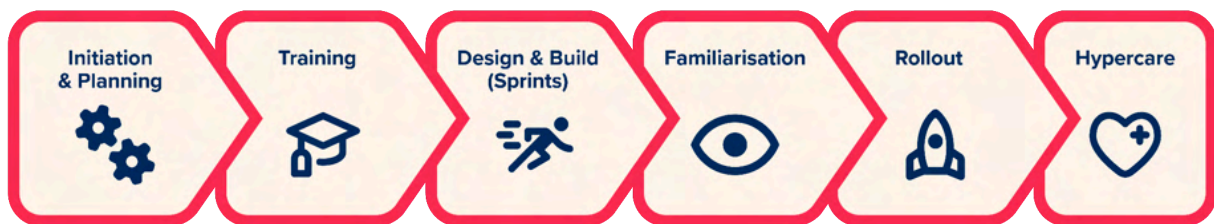


SECTION 5:

IMPLEMENTATION METHODOLOGY

Structured Agile Delivery Methodology Overview

This guide introduces our approach to implementing your project quickly, efficiently, and with total clarity. More than two decades, and hundreds of projects in the making, we crafted the Structured Agile Delivery framework by blending the flexibility and speed of Agile with the stability and control of traditional project management. The goal is simple: to keep the project progressing smoothly, ensure customers get exactly the system solutions they need, and deliver on time and budget with predictability. We believe the key to a successful project is knowing what to expect, and achieving clear closure at every step.



Our Structured Agile Delivery (SAD) framework makes for a happy project!

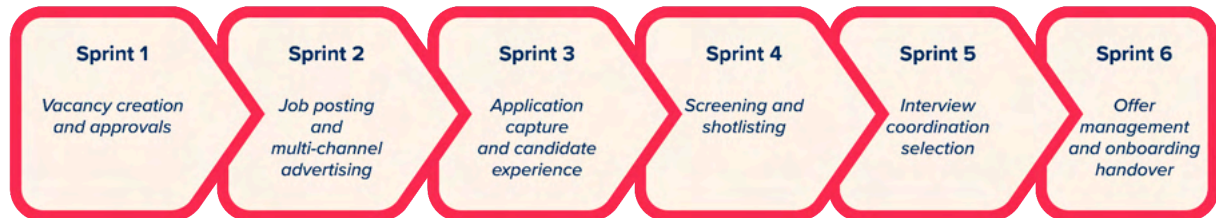
Delivering value via sprints

Instead of lengthy, traditional phases, we break the project into short, fixed-duration working periods we call "sprints". Each sprint is a self-contained cycle focused on achieving planned deliverables for. This structured, incremental approach allows you to become familiar with, and benefit from, elements of the overall platform solution much earlier. This focus ensures we deliver verifiable value frequently, reducing risk and keeping the momentum high.

This ensures:

- You see real system progress early and often
- Feedback is captured continuously, not left until the end of the project
- Decisions are made in manageable stages, reducing implementation risk

Our implementation breaks the system design and configuration into a series of sprints to meet your Go Live date. Each sprint focuses on one defined area of the recruitment workflow:



The sprint cycle is consistent and repeatable:

- Oleeo prepares the selected system area
- We demonstrate the configuration to your key stakeholders
- Your team receives immediate access to review the functionality directly
- You have time to validate the process and confirm requirements
- Any required tailoring is captured and applied during the following sprint activity

This approach keeps delivery moving forward while maintaining strong alignment with your operational needs.

Discipline for predictability

To achieve speed and clarity, we rely upon discipline for predictability, to prevent delays and confusion. We formalise this discipline through clear governance gateways; specific checkpoints to ensure all appropriate actions have been taken. This focus on definitive closure provides assurance when we state a piece of work is done, allowing project teams to move onto the next priority with confidence.

Managing change collaboratively

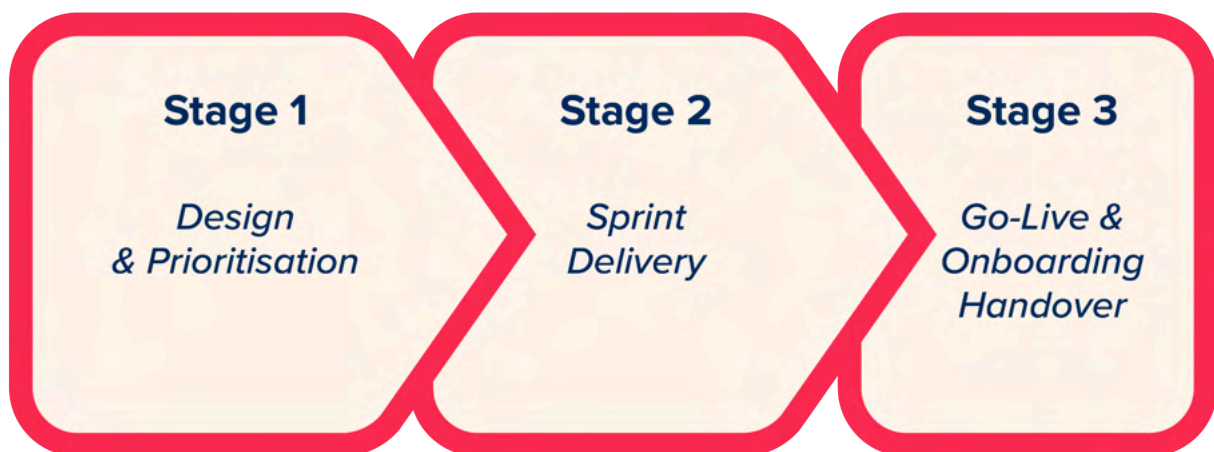
Successful implementation requires constant communication and a commitment to shared goals. Our SAD framework ensures this by defining clear responsibilities and prioritising transparent, timely decision making. We strongly believe in managing change through collaboration. This approach ensures that every adjustment, new idea, or key decision is made visible and evaluated for

its impact on the project. By working together with clear boundaries, we maintain project health, protect your budget, and guarantee the final solution delivers maximum value.

Oleeo offers 2 implementation approaches with both built to the principles outlined above.

1. Rapid Structured Agile Delivery (best practice configuration; 4-6 week duration)

The Rapid Structured Agile Delivery approach is designed for organisations that want a fast cost-effective deployment using Oleeo's proven standard capability, with minimal tailoring.



This method focuses on quickly delivering a working service that aligns with your core recruitment needs and reporting requirements, without introducing complexity or unnecessary configuration.

Best suited for:

- Teams seeking a streamlined go-live with minimal risk
- Projects where standard workflows meet the majority of requirements
- Organisations wanting speed of deployment and early value

Key characteristics:

- Uses the off-the-shelf Oleeo platform configuration
- Applies minimal tailoring to align with your recruitment process
- Has no integrations to third party systems
- Prioritises launch readiness and adoption over extensive custom build

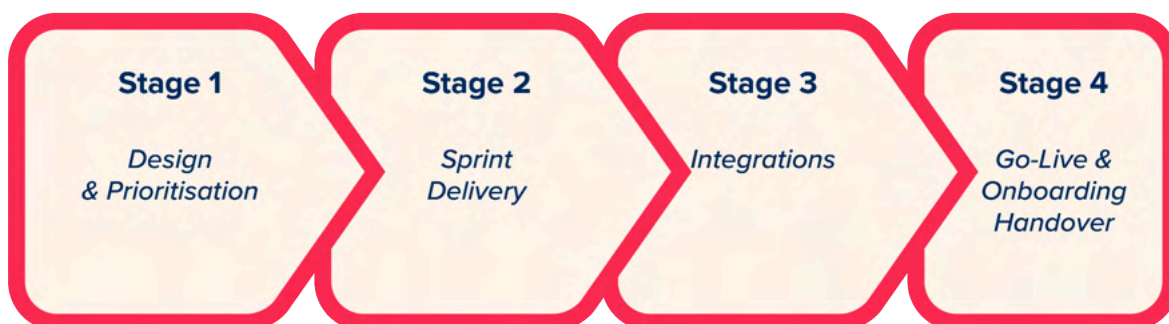
Typical outcomes from the rapid approach include:

- Quick system availability for user access and review
- Clear definition of standard workflows early in the project
- Faster transition from implementation into live use
- A stable platform foundation that can be enhanced over time if needed

2. Tailored Structured Agile Delivery (Enterprise/complex programmes; 12-16 weeks)

The Tailored Implementation approach is designed for larger, more complex implementations where additional governance, stakeholder management, and design work are required.

This approach remains sprint-based and structured, but is expanded to account for greater complexity, including regional requirements, multiple business units, and global delivery needs.



Best suited for:

- Enterprise-scale rollouts
- Multi-region departments or global organisations
- Complex recruitment operating models across departments or brands
- Projects requiring multiple integrations or advanced workflows
- Programmes involving a larger number of internal stakeholders

Key characteristics:

- Delivered by a broader Oleeo delivery team, based on your needs, which may include:
 - Implementation consultants
 - Project managers
 - Solution or configuration specialists
 - Integration support resources where required
- Sprint delivery remains the core framework, ensuring progress remains visible and controlled

Tailoring can cover areas such as:

- Role-based workflow variations across business units
- Regional/Departmental process differences (for example approvals, workflow, data handling)
- Organisation-specific reporting structures and KPIs
- Enhanced configuration for large-scale candidate volume
- Integration planning and validation

Typical outcomes from the tailored approach include:

- A controlled, scalable design aligned to complex operating models
- Clear decision-making and governance across multiple stakeholder groups
- A consistent system foundation, with managed flexibility for regional needs
- A programme approach that supports phased onboarding and adoption

Summary

Oleeo provides a structured and transparent implementation methodology that supports both rapid go-lives and enterprise-scale delivery.

We will work with your team to adopt either:

- the Rapid Structured Agile Delivery approach for fast, standard deployments
- the Tailored Structured Agile Delivery approach for complex or enterprise rollouts

Both approaches follow the same proven sprint structure, ensuring your organisation benefits from a clear implementation path, visible progress, and a platform aligned to your recruitment goals.



SECTION 6:

SERVICE MANAGEMENT DETAILS

Oleeo recognises that to leverage the most of any e-Recruitment solution, innovative technology needs to be joined-up with excellent service. Oleeo makes available the following services to our clients:

Customer Success

Your Customer Success Manager will become your trusted advisor. They will proactively focus on your ongoing use of our product to help you achieve your business goals, to ensure happiness, with better use of current features and functionality. They will proactively share knowledge on the latest features and integrations, ensuring our customers are always equipped with the best resources to improve their recruitment processes.

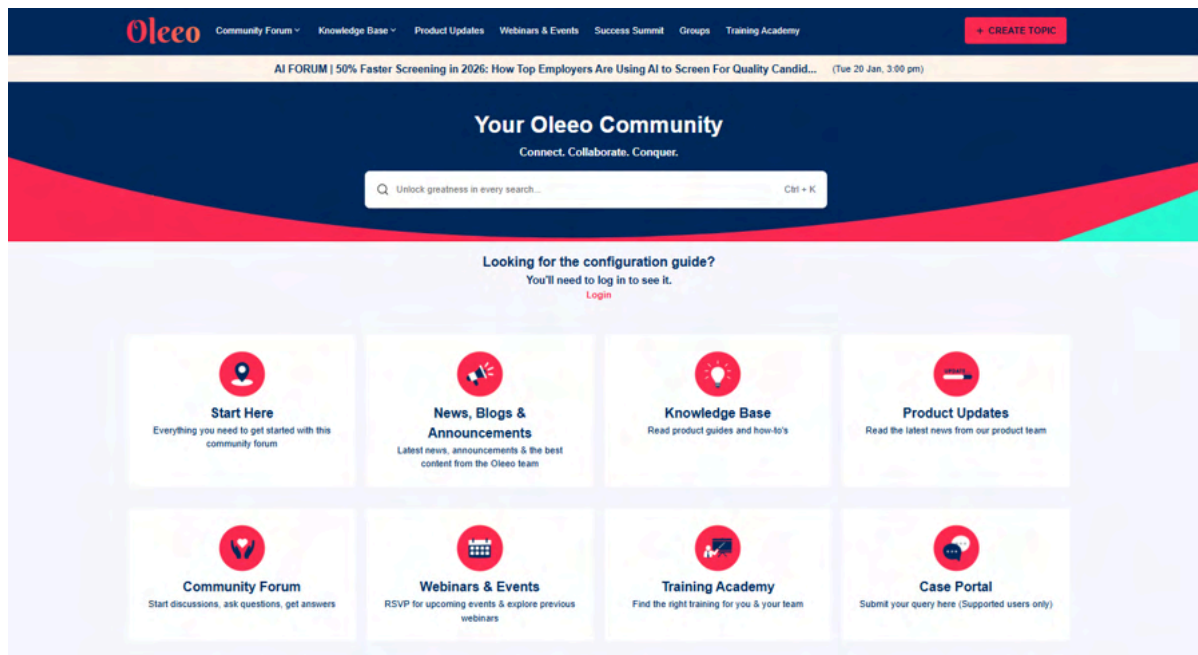
Your Commercial Manager and Customer Success Manager will work together to deliver regular service reviews, such as solution reviews to identify future needs, changes and new developments. Best practice reviews include Oleeo sharing analysis of trends to inform discussion about potential developments. This approach to customer success helps us to ensure that every activity along the client lifecycle is delivered successfully and provides value to our partnership.

Community

Oleeo offers our customers access to a community portal as well as to customer events. Through our community portal customers can:

- Interact with each other within the Community Forum;
ask questions, learn and share tips
- Access details on new product releases
- Access the Oleeo knowledgebase
- Sign up to Oleeo webinars and events
- Join sector-specific groups

Customers are also invited to our annual Customer Success Summit as well as to other sector events.



“Building a strong customer community has been a huge focus for us over the past few years – and the results really speak for themselves. We’ve created spaces where customers don’t just learn from us, but also from each other. Engagement is at the heart of what we do, and that face-to-face connection is truly priceless. It’s in those moments that lasting partnerships and true advocacy are born.”

Kelly Freegard

Head of Customer Success, Oleeo

Client Helpdesk Support

We provide UK-based support tailored to the needs of our clients. Clients often remark on the high level of service and client focus of our helpdesk team. Service level agreements and regular reviews of service levels ensure these high standards are maintained.

Candidate Helpdesk Support

Oleeo offers optional first-line candidate technical support for our clients (fees apply). The feedback we receive is overwhelmingly positive.

Strategic Advice

Drawing on best-of-breed e-Recruitment experiences from over 400 employers across multiple sectors, Oleeo supports its clients in the ongoing development of their e-Recruitment strategy. This is achieved by defining underlying requirements, understanding current performance, identifying what can best be leveraged to enhance business performance, defining targets, plans and metrics for improving candidate service, hire quality, cutting administration costs, and time to hire.

E-Recruitment Best Practice Advice

Oleeo works closely with its clients to support their adoption of best practice e-recruitment procedures and policies to meet legislative requirements, improve candidate service and the quality of hires, while cutting administration and the dependency on agencies. Best practice input may take the form of reviews, expert sessions, and floor-walking/continuous improvement initiatives all established to maximise stakeholder engagement and service uptake.

Project Management, Programme Management and Governance

Oleeo has an experienced Project Management team with experience of implementing a range of public sector solutions including Police, Central and Local Government and the NHS. Where projects involve multiple vendors and elements, we manage the whole programme and ensure governance procedural requirements are fully understood. We also have experience where we place a Project Director on the project advisory board to help support the project through its lifecycle.

Business Process Re-Engineering Advice

E-recruitment is often a catalyst for re-engineering recruitment processes. Oleeo supports its clients in reviewing current processes, defining best-practice, and drawing up and implementing a strategy for change.

Ongoing Change Requests

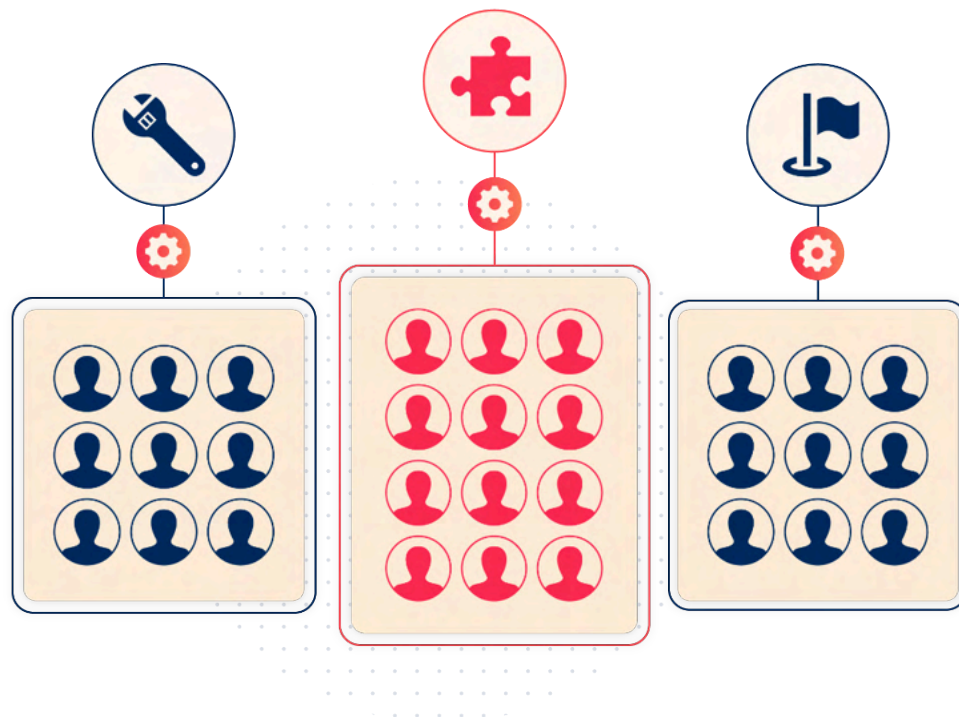
Oleeo's systems are highly flexible, with the overwhelming majority of customisation achievable through configuration. This ensures both rapid, high quality and value-for-money implementations as well as confidence in the knowledge that your system can change or grow to continuously meet your organisation's needs. Configuration can be carried out by the client (further to the relevant training) or by the Oleeo team.



Continuous Improvements

Oleeo develops its products along SaaS methodology guidelines. This means that our products are consistently evolving and developing. We continually build out the features and modules within the product(s) you have purchased, adding these to the existing functionality available. The ethos is to continually add value and scope to the product you initially procured. We will release regular communication to you around what's next in line for release. The development team also delivers new or unique functionality through the creation of new software modules.

Oleeo will consider requests for development where these requests align with Oleeo's own product strategy.



Training

Oleeo includes a training package as part of all its implementations. Further to this, training can be tailored by client and role – super-user, system administrator, help desk, recruitment manager, recruitment administrator, line manager, recruitment agency, etc. We also carry out ‘train the trainer’ courses. Training can be carried out both on-site, remotely or pre-recorded and may also take the form of regular online surgeries.

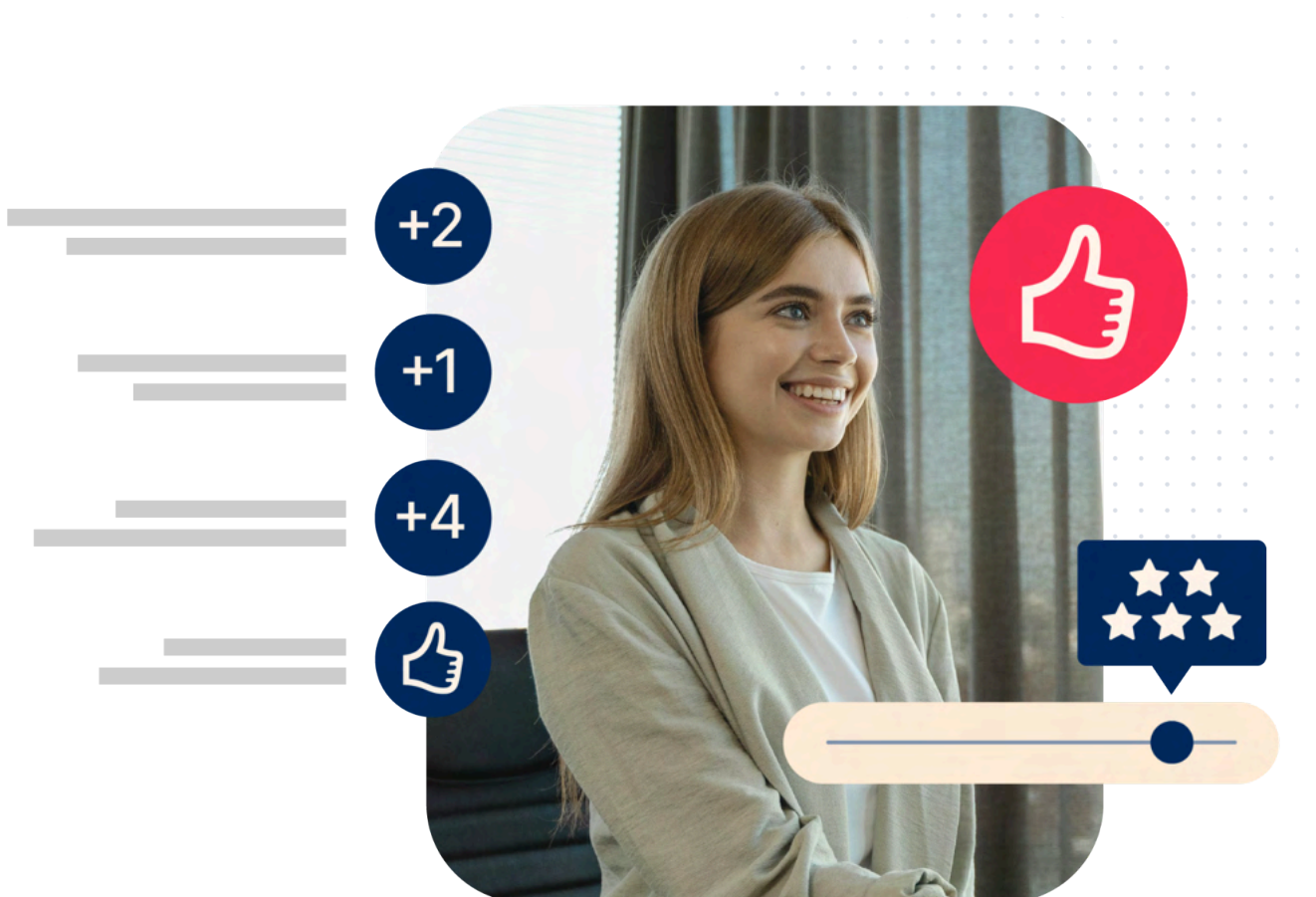
SECTION 7:

SERVICE CONSTRAINTS

Oleeo provides its platform through a SaaS infrastructure. As such, constraints are minimal and are those typically associated with provision of services delivered via SaaS.

Scheduled Maintenance Window

Oleeo reserves a weekly window outside of office hours of up to four hours for planned maintenance, although this window is rarely required.



SECTION 8:

SERVICE LEVELS

Ongoing Support and Service Levels

Oleeo is recognised as providing the highest level of support to its customers and scales its approach to meet the demands of different employers. Oleeo provides Helpdesk Support for appointed customer users, candidate support (via e-mail) is an optional service which many clients choose to take up. Customers also have access to Oleeo's AI powered support chatbots.

Ongoing Account Management, Customer Success and Project Management are offered throughout the life of the contract. In addition, our support offering can be scaled to incorporate additional services such as strategic advice, e-Recruitment best practice advice, business process re-engineering, etc.

Oleeo tailors service levels to client requirements. Below is a summary of Oleeo's standard Service Level Agreement (SLA), upon which our pricing is based, concerning Support Levels and Solution Availability with examples of our Service Level Agreement.

End-User Helpdesk Support: 10 hours a day x five days a week (UK Clients)

Oleeo prides itself on the support delivered to our clients. Each day, a member of the First Line Client Support team reviews new support cases. Within one working hour of the case being logged, the team member will review the case, assign an internal priority and should they not be able to resolve the case immediately, add a note to set the client's expectation advising when they will next be updated. The First Line Client



Support team will then take cases from the open case list in order of priority and then age.

Change requests are automatically assigned to the client's Change Request team.

The Helpdesk deals primarily with online user training, providing support to more than 500 supported system users. The volume of calls reduces quickly after the initial months post implementation. Additional support resources are added as the volume of enquiries rises. Most calls are dealt with immediately; all queries are responded to within one working hour.

National support hours are 10 hours a day x five days a week, and global support hours are 24 x five; however service levels can be tailored to individual client requirements.

All Client Users also have access to Oleeo's in-system AI Assistant, a system support chatbot, available 24/7. Customers also have the opportunity to upgrade their chatbot to incorporate customer-specific guidance for recruiters/hiring managers, to support an increase in efficiency and reduction in the number of internal queries.

Candidate Support

All candidates have access to the AI powered OleeoQ Candidate Support chatbot - available 24/7

Candidate Support Desk: 10 hours a day x five days a week (UK Clients) (Optional Service on request)

Oleeo's can also offer candidate support, with candidates contacting Oleeo support via the contact form found in the Help Centre. Clients normally request Oleeo provide a two day service level to candidates. National candidate support hours are 10 hours a day, five days a week, and global support hours

are 24 x five; however service levels can be tailored to individual client requirements.

Response Times

Our SLA is to respond within one working hour during working hours to end-user and technical enquiries by phone and through the support portal. There are relatively few technical requests, the majority of support calls are from users with functional and operational queries and are dealt with immediately. A training programme initiated at the launch of the system also covers the bulk of these points. Issues that can't be resolved immediately are logged with a requested date for completion. Details of resolution start times can be found within the Oleeo Support schedule.

Ongoing support is available to clients until the contract is terminated.

Solution Availability

Oleeo will ensure that the system, during any calendar month from the Go Live Date, is available to Client Users and Candidates for at least 99.9% of the total possible uptime during that month (excluding any scheduled downtime which is necessary to effect any essential modifications or maintenance to the Server).



SECTION 9:

AFTER SALES SUPPORT

Oleeeo's focus and priority is exceptional service delivery. This extends to all aspects of our solution. We monitor service delivery in a number of ways:

- Post-implementation reviews
- Quarterly customer satisfaction reviews
- Support desk response times
- Service reviews with your nominated Customer Success Manager
- Service availability (please see the below example of a report provided by an independent monitoring site, showing response time and availability breakdown across multiple locations).

Report Name: Vx Monthly availability
Locations: Hong Kong, New York, London

Availability Breakdown										
Location	# Checks	# Available	% Available	# Warnings	# Alerts	TCP Connect	Timeouts	DNS	Other	Total
Hong Kong	2234	2234	100.00	0	0	0	0	0	0	0
New York, NY - Peer1	2235	2235	100.00	0	0	0	0	0	0	0
London, UK - AboveNet	2235	2235	100.00	0	0	0	0	0	0	0
Total / Avg	6704	6704	100.00	0	0	0	0	0	0	0

Response Time and Throughput Breakdown								
Location	Throughput Kbytes/sec	Total Response Time	DNS Time	Connect Time	Redirect Time	First Byte	Content Download	Fullpage Response Time
Hong Kong	87	1.9264	0.8037	0.1935	0.0000	0.7974	0.1318	0.0000
New York, NY - Peer1	179	0.6377	0.0747	0.0733	0.0000	0.4260	0.0638	0.0000
London, UK - AboveNet	545	0.3888	0.1273	0.0034	0.0000	0.2371	0.0210	0.0000
Total / Avg	270	0.9843	0.3352	0.0901	0.0000	0.4868	0.0722	0.0000

Locations	Network Providers
Hong Kong	QTS Data Centers
New York, NY	Peer1
London, UK	Kamatera

Report Date/Time: 2025-11-01 02:00:09 GMT 0

Oleeeo prides itself on receiving consistently positive feedback from clients in both post-implementation reviews and customer satisfaction reviews, with an average NPS score of 49 over the last 12 months. Where feedback is anything less than positive, the client will receive a call from one of Oleeeo's management team to put in place a plan on how we can improve the service going forwards.

SECTION 10:

TRAINING

The Oleeo training package included in all our implementations is based on our extensive experience in successfully transferring knowledge and supporting users at all stages of implementation and beyond. We operate a 'remote first' approach to training, avoiding unnecessary travel, in line with our sustainability policy, however on request we can offer onsite training.

Our training package includes:

- **System Familiarisation:** For the core implementation team, as part of your design workshops, your Oleeo Functional Lead will walk you through key elements of the system to help your project leads make informed decisions during implementation.
- **Pre-UAT Training (1 day):** These sessions are a must-have for those involved in UAT. This training session will walk those individuals involved in UAT through the system so they can be fully familiar with the system and understand what is being asked as part of UAT. A maximum of 8 users per session. We recommend a full day's training is delivered in digestible 2 hour sessions over multiple days, however this can be tailored in line with your availability.
- **Reporting Training (4 hours):** In this in-depth reporting training, Oleeo trainers will take your key users through the extensive report creation tools. Your reporting users will have the opportunity to ask the Oleeo team to support in creation of some of your must-have reports whilst they learn how to use the system's many reporting capabilities.

By the end of this session delegates will be able to:

- Create advanced searches to find populations of applications and opportunities
- Create private table layouts of data and export the data into a spreadsheet
- Create Pivot Table style reports in the system
- Use Report Hub to present reports in the system using a range of graphs

- Use Report Hub to create an engaging reports dashboard and schedule it to be sent to recipients on a regular basis
- Add reports to their Oleeo Homepage
- Learn about how other organisations use Oleeo's reporting tools
- System Administrator Training (Level 1- 1 day): Oleeo's solution offers a great amount of flexibility and we encourage self-service and autonomy, as such we offer differing levels of system administrator training, depending on the customer's appetite and availability for ongoing self-configuration. All customer System Administrators are given training on User management, form and email template configuration, status messages, and system label configuration. (A maximum of 4 users per session) Further training on advanced self-configuration levels can be taken through the Oleeo Training Academy.

Training takes place in a dedicated training environment, ensuring an interactive experience for delegates. The course includes hands-on exercises where delegates create vacancies, submit applications, and perform role-specific tasks, allowing them to experience the entire recruitment process. Our sessions are highly interactive, with delegates taking turns presenting and the trainer guiding them through the system. We provide ample opportunities for questions and incorporate quiz questions at the end of each topic. Pre-course materials and an online multiple-choice assessment are provided using our Learning Management System (LMS) to reinforce learning.

On request we can also offer short webinars to cover the onboarding of any specific user types.

Preparation of any tailored sessions will be based on Oleeo's daily rates.

SECTION 11:

ORDERING AND INVOICING PROCESS

Where prospective clients are ordering through G-Cloud, we will follow our usual procedures for quoting for work.

Oleeo will start work further to either a signed contract, or in time sensitive circumstances, with a letter of intent.

Invoices are issued in line with Oleeo's payment terms.

Implementation fees are due:

- 50% Due upon signing the Call Off Agreement
- 50% Due upon 60 days after signature of the Call Off Agreement

Subscription fees (which includes support and maintenance) are due on signing the agreement and are payable annually in advance. On request, Oleeo can accommodate invoicing and payment of ongoing subscription fees on a 6-monthly basis. Payment of invoice is due within 30 days.

Further details on 'Invoicing & Payment' terms are outlined in Oleeo's Terms and Conditions.

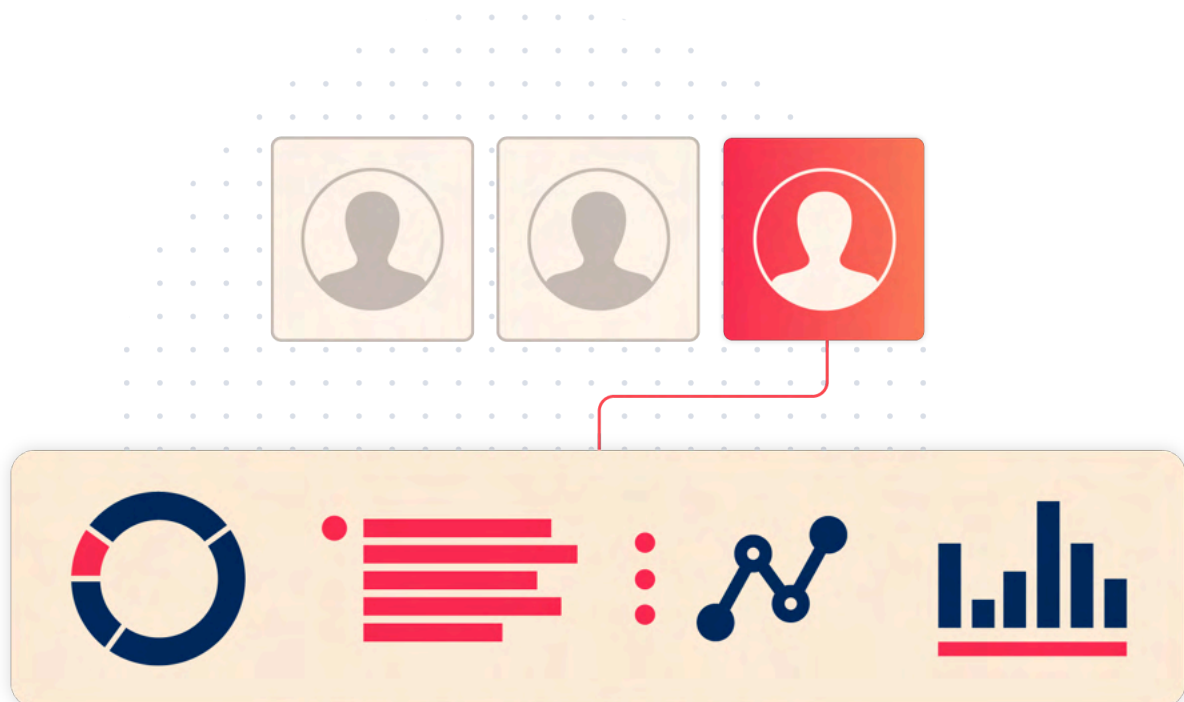
SECTION 12:

TERMINATION TERMS

Fees are based on a contract term of 3 years to ensure maximum ROI.

Should a customer choose to terminate the contract, for convenience, prior to the initial contract term, the fees payable by the client for the initial term of the contract will be due.

All additional termination terms can be found in Oleeo's Terms and Conditions document.



SECTION 13:

DATA RESTORATION / SERVICE MIGRATION

Data Restoration

Data can be restored from backups which are maintained in a remote secure environment for up to six months.

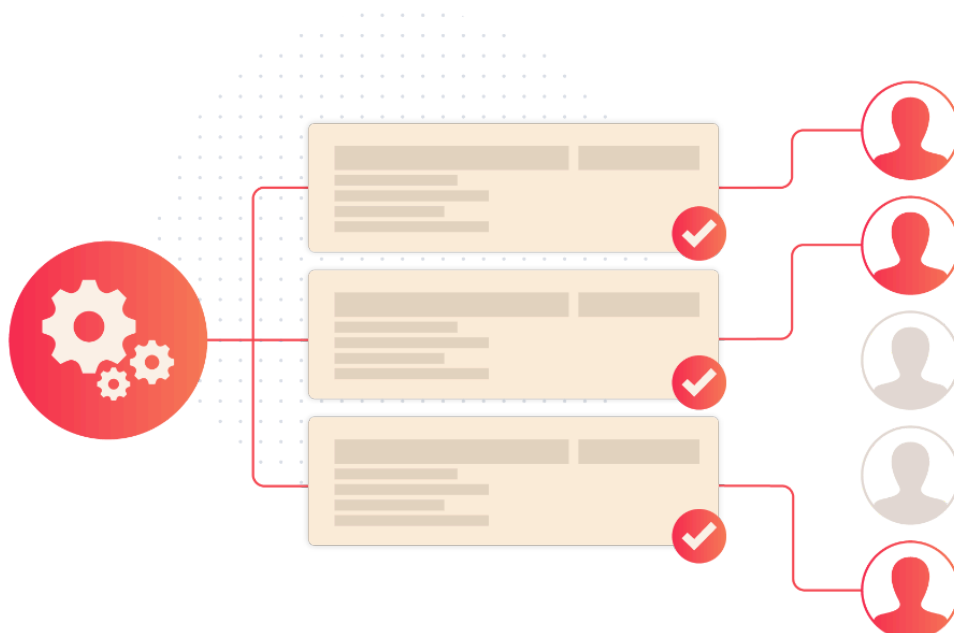
Service Migration

Oleeo makes available to clients standard tools to support the import of data from any existing system into Oleeo. A level of configuration by Oleeo is required to allow formatting in line with the new system fields and once set up, the tool will allow clients to upload their data directly.

Where required Oleeo will upload data on behalf of clients and advise on the best approach to data migration.

In terms of migration of service, Oleeo Consultants are also available to offer advice and support on solution roll out. All migration services are provided on a time and materials basis.

When migrating from Oleeo at the end of a contract, the solution has an inbuilt csv export facility that allows our clients to export customer data at no additional cost.

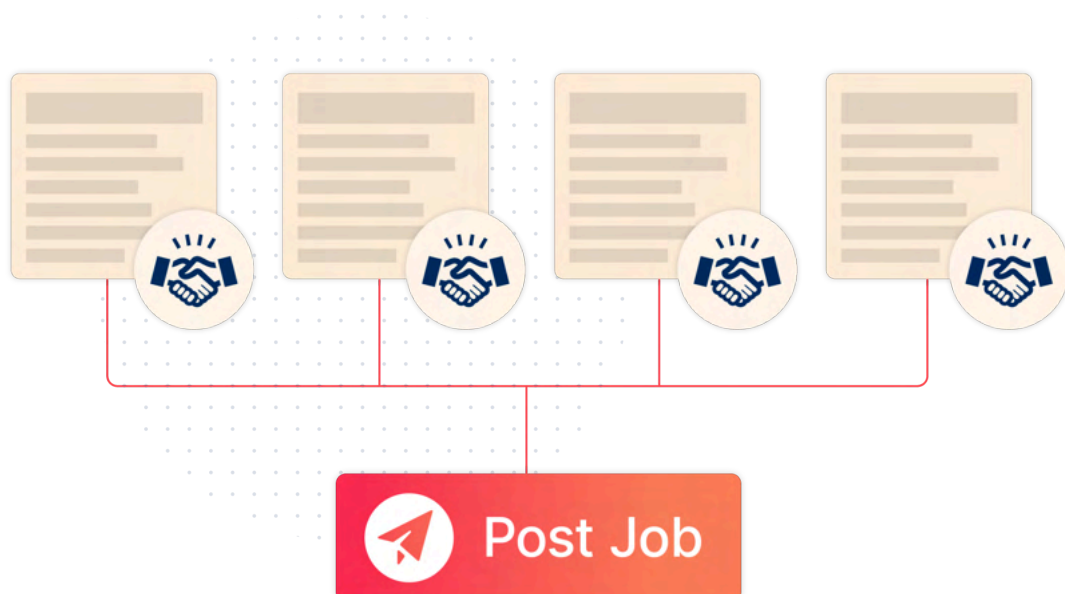


SECTION 14:

CUSTOMER RESPONSIBILITIES

Customer Responsibilities include:

- Providing Oleeo with all necessary cooperation in relation to the agreement and all necessary access to such information as may be required by Oleeo in order to render the Services, including but not limited to Customer Data, specification information, security access information and software interfaces to the website;
- Providing appropriately skilled resources to support the project.
- Comply with all applicable laws and regulations with respect to its activities under the agreement;
- Provide Oleeo with a completed Post Implementation Review (a short questionnaire) in the form provided by Oleeo within 30 days of Go Live
- Provide Oleeo with a completed client satisfaction survey in the form provided by Oleeo within 15 Business Days of the end of each calendar quarter;
- Carry out all Customer responsibilities set out in the Statement of Work in a timely and efficient manner. In the event of any delays in the Customer's provision of such assistance as agreed by the parties, Oleeo may adjust any timetable or formerly agreed delivery schedule as reasonably necessary.
- Ensuring Customer System Users have access to the minimum browser requirements to access their solution



SECTION 15:

TECHNICAL REQUIREMENTS

Oleeo provides its solution via Software as a Service, as such all technical implications of hosting and maintaining the application service are handled by Oleeo.

A summary of our technical infrastructure can be found below:

Network, Hardware and Architecture Overview

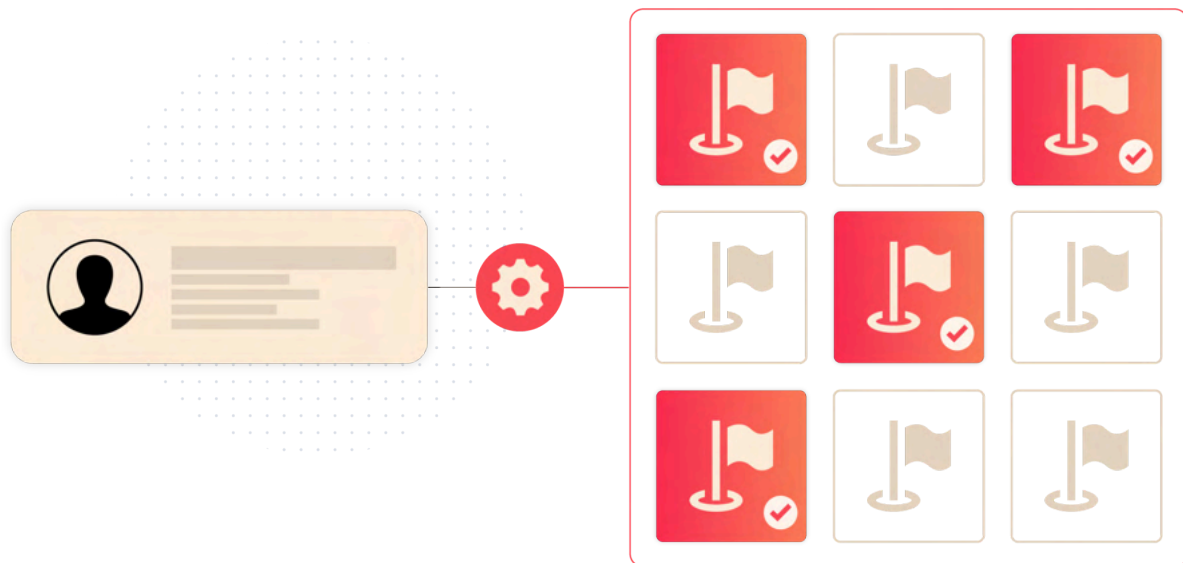
The ATS runs on redundant, scalable servers with load balancing and firewall services.

The primary data centre handles the majority of live requests. The secondary data centre is geographically separate and includes real time database replication, rsynced file system backups, fall back DNS services as well as other critical services.

The ATS is multi-tiered. The application layer is hosted on load balanced web servers. Load balancing and SSL termination for vX is provided by dual redundant servers running Pound. Relatively static data is served by distributed Redis cache servers. Application servers and Redis servers may be hosted via KVM virtualisation which allows rapid deployment/redeployment. Database layer is physically separate from the application layer and is protected by independent firewalls. Replicated database servers running Percona (fork of MySQL) are arranged in source-replica configuration. Read operations are load-balanced across multiple servers. Files are stored on a NAS with WebDAV interface allowing for flexible siting of file store. All file store is hosted within Oleeo controlled infrastructure within the UK.

Client data is stored in databases that are dedicated to a single system. Databases containing any sensitive data are not shared across systems (sensitive data would include any data that is protectively marked as OFFICIAL-SENSITIVE).

Similarly, attachments that are stored outside of databases are stored in separate directory trees dedicated to a single system. All storage is encrypted at the file system using FIPS 140-2 compliant algorithm (AES256) via LUKS



Most of the equipment can be built on standard, off-the-shelf hardware. The lead time for increasing capacity for most components is typically one week (to order and install additional servers) but, in emergency, elements within the environment (such as backup, test, or development servers) can be re-targeted to adjust capacity within the same day:

- Servers can be added or re-tasked quickly
- Standard Debian Linux install.
- Application loaded by bespoke debian package
- Virtual machine images can be restored in minutes
- Servers can be re-tasked or added in less than 2 hours

A real-time database replication is performed between the main hosting facility and the disaster recovery. Daily backups are stored on the NAS which are synchronized between both sites via rsync.

The environment utilises physical network segregation to ensure appropriate controls of data flows between different zones.

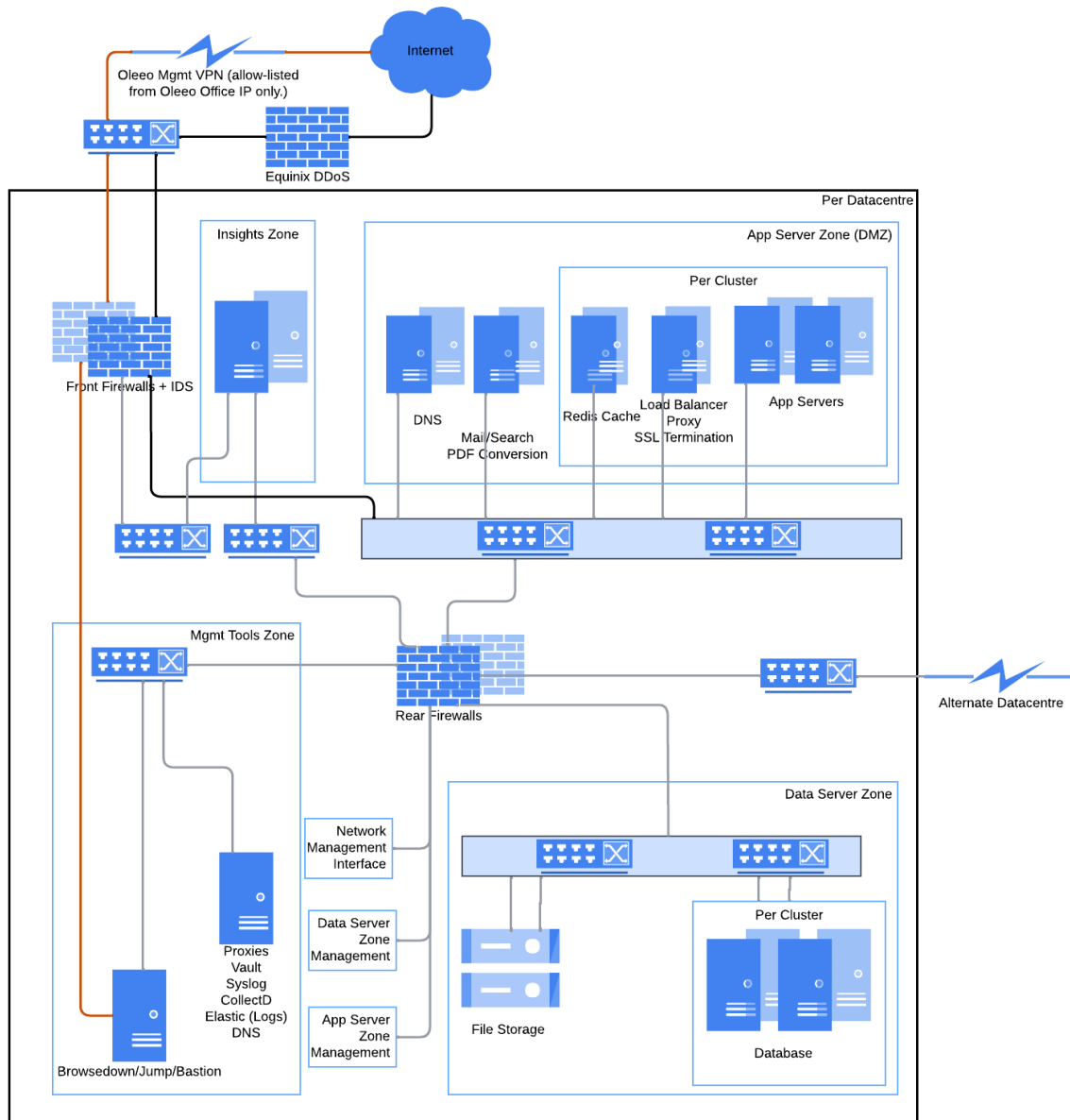


Fig: ATS Network Architecture Summary.

Hosting Location

Private Data Centres

Oleoo services are hosted in two geographically separate co-location facilities, wholly within the UK, managed by Equinix.

Both facilities handle live production traffic. Each site provides a standby server, rack and power capacity for the other. Together they operate as an active-active pair, for disaster recovery. Each can operate independently of the other. Each has real-time replicated copies of all the production data that is generated at the other site, as well as incremental backups and archived backups.

Equinix is Europe's leading provider of premium carrier-neutral data centres, operating facilities in city locations across Europe. Their data centres are home to a vast number of carriers and internet exchanges (IXP), and operate their own inter-site network enabling secure, high speed connectivity between Oleeo's live and disaster recovery sites. The data centers hold many accreditations and follow industry best practice including:

- ISO27001:2022
- ISO9001:2015
- ISO 14001:2015
- ISO 45001:2018 (Health & Safety Management)
- EU Code of Conduct for data centres
- PCI DSS
- Carbon Trust Standard
- The Green Grid

Equinix deploy sophisticated supporting infrastructure to provide reliable and consistent power availability and cooling, and high-grade security: we provide multiple layers of security, through physical security, biometrics, CCTV and monitoring.

Public Cloud

Oleeo may use AWS (UK hosting region) to host some services depending on options selected by a client.

Supported Client Devices

Browser Requirements

Oleeo strategy is to support a browser-based interface as widely as possible, including multiple browser versions from Microsoft Edge, Google Chrome, Opera, Firefox and screen readers, on desktop or mobile devices.

Candidate Side

Oleeo support all candidates through the process of their application regardless of the browser version they use. Candidates will never be refused support because of the browser technology they have.

The candidate should be able to use any modern production release desktop browser, including screen readers and text only browsers, to complete the application process unless components within the application process require specific browser restrictions which are communicated to the client in advance. Current restrictions only include on-line automated testing, which may require an installation of a browser that supports the appropriate Flash technology.



Recruiter Side

Oleeo supports users of all modern browsers including latest versions of Chrome, Firefox, Safari, Webkit, and Edge where these browsers are supported by the vendor.

Javascript must be enabled for the browser.

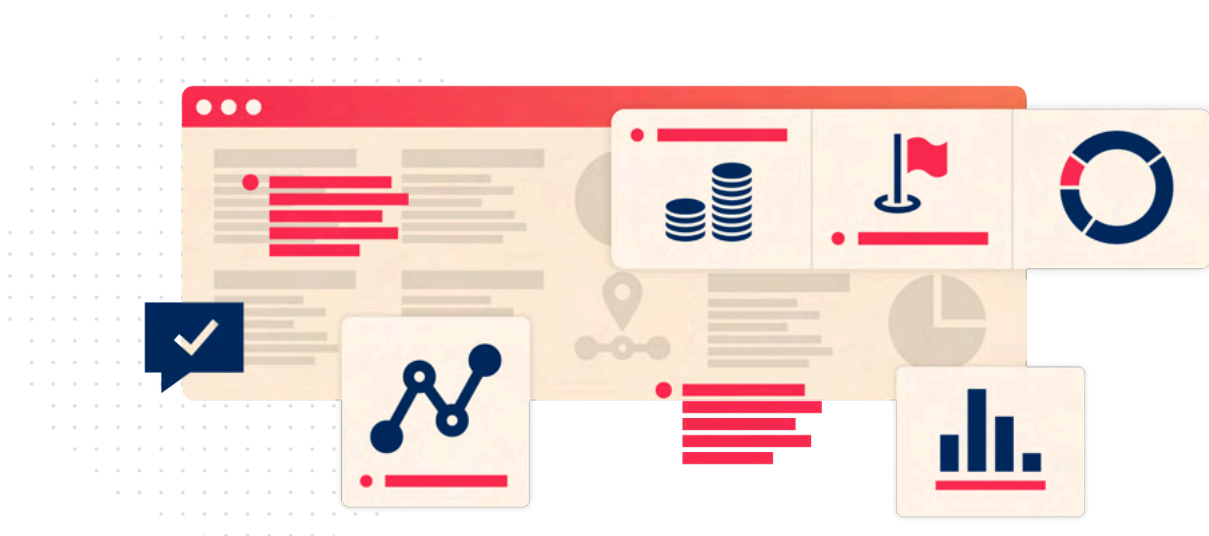
A recruiter should be able to use any supported desktop browser to process applications unless components within the application process require specific browser restrictions which are communicated to the client in advance.

SECTION 16:

TRIAL SERVICE AVAILABILITY

Where required, Oleeo can offer interested prospects the opportunity of a free trial of Oleeo Recruit only. Upon request, we will be in touch to establish where you are in your procurement process as, from experience, we know that for organisations to make the most out of their trial they need to be far enough into their procurement process to be truly engaged. Once we establish that the trial is appropriate, we will ask you to provide us with a 2 day window where you and a limited number of key users, preferably of different role types, will be available to preview and trial the system. On Day 1 Oleeo will come in & train your users on the trial system & be on site with you for the remainder of the day to be on hand to answer any questions you may have about the system whilst you are trialling it. Day 2, your Oleeo contact will be a phone call away whilst your users continue to trial the system. Any questions you may have can, as such, be quickly responded to.

Please note, the trial system made available is indeed that, a trial. It will not be fully configured to your requirements to the extent that your actual system would be. Its intention is to give you a flavour of the system's look and feel and core processes. If there is something very specific you want to experience during your trial, we ask that you make us aware of this during the pre-trial call and we will do our best to accommodate your request.



SECTION 17:

ADDITIONAL SERVICES

Oleeo recognises that our clients need a complete solution and is experienced in working with a wide range of partners including amongst others: RPO's, candidates sourcing suppliers, pre-employment vetting suppliers and online test/assessment suppliers.

Oleeo's existing partnerships and integrations mean our clients can quickly implement complete solutions leveraging both maximum efficiency and cost savings. Where our clients are working with a supplier that is not already an Oleeo partner and would like a fully integrated solution, Oleeo would consider partnering with these organisations.

1) Online Test/Assessment Provision

Oleeo offers both directly and through its partner network a range of assessment services including design, delivery, marking of tests, simulations, applications/questionnaires, video interviews, telephone interviews, assessment exercises and events. Partners within this area include:

Cubiks is an international assessment and development consultancy that helps many of the world's most prominent companies to design and implement robust processes for tackling key human resources challenges. Cubiks' innovative psychometric tools and expert services enable clients to make informed selection and development decisions. Cubiks work closely with clients to streamline their HR processes, helping them increase efficiency and nurture smarter, more effective workforces.

cut-e is world leader in the design and implementation of innovative online tests and questionnaires for recruitment, selection and development.

Arctic Shores pioneer behavioural assessments combining neuroscience, AI and game technology to enable employers to look past the CV and focus on talent potential rather than experience, background or seniority. Arctic Shores

assessments generate data-driven people insights for more predictive and less biased hiring.

Pymetrics applies proven neuroscience games and cutting-edge AI to reinvent the way companies attract, select, and retain talent.

IBM/Kenexa pride themselves on providing a wide variety of assessment solutions that are based on a combination of great science and a proven history of predicting performance through unique methods and observations.

SHL is the leader in talent measurement solutions, driving better business results for clients through superior people intelligence and decisions.

Sonru is a global leader in the field of video interviewing and screening. As a leading provider in this space, Sonru has established the effectiveness and validity of using video in the recruitment process. Companies like Apple, Volvo, Schroders, Arvato, Johnson & Johnson, Nestle, EA, Sage and CERN have innovated in their talent acquisition processes by using Sonru's video interview solution. Video integration is also available with Launchpad and Cammio.

2) Candidate Sourcing, Branding & Advertising, Campaign, Communication and Response Management

Oleeeo's products & solutions encourage clients to automate administration and management as much as possible, prior to relying on manual intervention. Services include campaign project management, event scheduling and administration, and candidate management, communication and scheduling (both automated and semi-automated with manual intervention).

The systems also encourage clients to source internally, through talent pools, to promote their employer brand and post to their job search engine prior to using paid for posting methods/sources. Services include the Engage and Recruit tools that facilitate employer branding, marketing, campaign design and sourcing management, job distribution, sourcing via social media, job boards

and agencies and agency management platforms. To enable clients to post directly to third party sites, we have existing integrations in place with a number of job board aggregators, offering our clients a choice of posting mechanisms.

Broadbean was created with a single aspiration: to source the best candidates, wherever they are. Broadbean pioneered job multiposting and candidate search technology, received numerous innovation awards and are responsible for setting industry-wide job board integration standards.

Idibu provides instant posting of jobs to a network of over 1200 job boards and social networks throughout the UK and the rest of the world. Accessible wherever there's an Internet browser, idibu stops you wasting countless man-hours on unneeded admin.

Oleeo works with a number of RPO's who can support customers with candidate attraction, sourcing, advertising, managed recruitment services and recruitment consulting services.

3) On-boarding

On-boarding solutions that can be incorporated into your Oleeo system include the design and delivery of closing, contracting, welcoming, pre-employment data collection and tracking, pre-employment and vetting checks, and triggering of new joiner actions. Flexible vetting and pre-employment screening of candidates can be provided by a third party.

4) Career Transition and Redeployment

The full service includes an Internal Mobility tool that provides support for redeployment, internal career mobility and career transition