



Oleeo Pre-employment, Vetting and Onboarding Management & Integrated eDBS Solution

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.

TABLE OF CONTENTS

Section 1:	An Overview of the G-Cloud Service	02
Section 2:	Information Assurance	11
Section 3:	Backup/Restore and Disaster Recovery Procedures	12
Section 4:	Onboarding and Offboarding Processes	14
Section 5:	Implementation Methodology	16
Section 6:	Service Management Details	22
Section 7:	Service Constraints	27
Section 8:	Service Levels	28
Section 9:	After Sales Support	31
Section 10:	Training	32
Section 11:	Ordering and Invoicing Process	33
Section 12:	Termination Terms	34
Section 13:	Data Restoration / Service Migration	35
Section 14:	Customer Responsibilities	36
Section 15:	Technical Requirements	37
Section 16:	Trial Service Availability	42
Section 17:	Additional Services	43

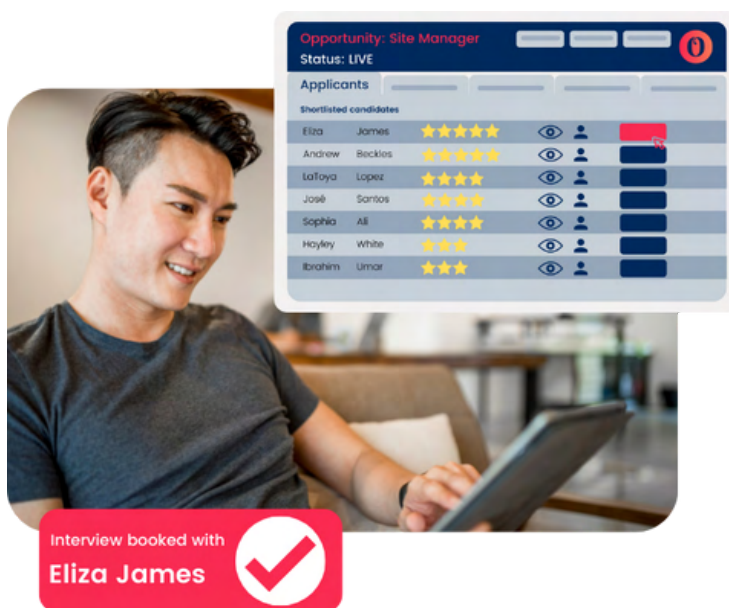


SECTION 1: AN OVERVIEW OF THE G-CLOUD SERVICE

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	
	 University Hospitals Birmingham NHS Foundation Trust	 Llywodraeth Cymru Welsh Government	
	MorganStanley	 Keeping people safe POILEAS ALBA	
 Royal Papworth Hospital NHS Foundation Trust	 College of Policing	BANK OF AMERICA 	
 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 complies 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 Products

At the forefront of Talent Acquisition, Oleeo empowers employers worldwide with innovative data-driven solutions. Oleeo's offerings enable organisations to experience fast, efficient, engaging, and inclusive recruitment processes. Beyond the central ATS, Oleeo provides a comprehensive suite of advanced AI-powered solutions. These market-leading solutions harness the power of data science, data analytics, and machine learning to transform traditional recruitment approaches. Oleeo's AI powered solutions embedded insights and guidance throughout to support optimal decision-making. These can be procured individually, alongside your chosen Oleeo solution. Choose one or more of these offerings from Oleeo's suite of AI tools.

Oleeo Pre-employment, Vetting & Onboarding Management

Oleeo's Pre-employment Checks, Vetting and Onboarding Management solution streamlines the process of obtaining the required information for mandatory vetting and pre-employment checks. Removing the administrative burden from recruiters, whilst providing automated updates to candidates, reducing time to hire and simultaneously improving candidate engagement and experience.

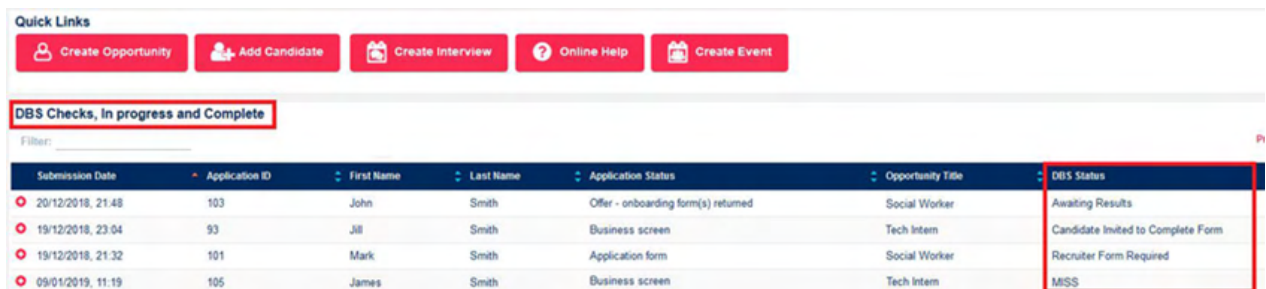
Oleeo can offer a complete pre-employment, vetting and onboarding management solution enabling the tracking of all related checks/requests, management of internal activities and checking processes and workflows to ensure these are all handled seamlessly.

The solution includes form management to enable direct staff time savings. It is fully audited with role based permissions possible - from receipt to finalisation and review. It includes custom validation on e-form import to accept or reject data so employers can record and manage all vetting application checks and activity.

Users can configure required checks per vetting type or candidate with full Decision, Appeal and Review recording available and automated activity

tasking and notifications. Configurable email templates are included to send automated emails to applicants for completion.

The system is compliant with GDPR and the Data Protection Act 1998 and all other relevant legislation / regulations.



Quick Links

Create Opportunity Add Candidate Create Interview Online Help Create Event

DBS Checks, In progress and Complete

Filter:

Submission Date	Application ID	First Name	Last Name	Application Status	Opportunity Title	DBS Status
20/12/2018, 21:48	103	John	Smith	Offer - onboarding form(s) returned	Social Worker	Awaiting Results
19/12/2018, 23:04	93	Jill	Smith	Business screen	Tech Intern	Candidate invited to Complete Form
19/12/2018, 21:32	101	Mark	Smith	Application form	Social Worker	Recruiter Form Required
09/01/2019, 11:19	105	James	Smith	Business screen	Tech Intern	MISS

Image offers a screenshot of the software showing the status of candidates going through DBS checks

Clients can also choose to take up Oleeo's Integrated eDBS offering. Though eDBS Integration can be taken independently of Vetting Management for clients already using Oleeo Recruit.

Oleeo Integrated eDBS

Oleeo's ATS: Integrated eDBS Solution offers existing 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 whilst allowing clients to maintain full control of countersignature.

With new configuration from Oleeo, basic disclosure checks are available to anyone living in the United Kingdom. It searches the Police National Computer (PNC) to check for any unspent convictions on an applicant's criminal history.

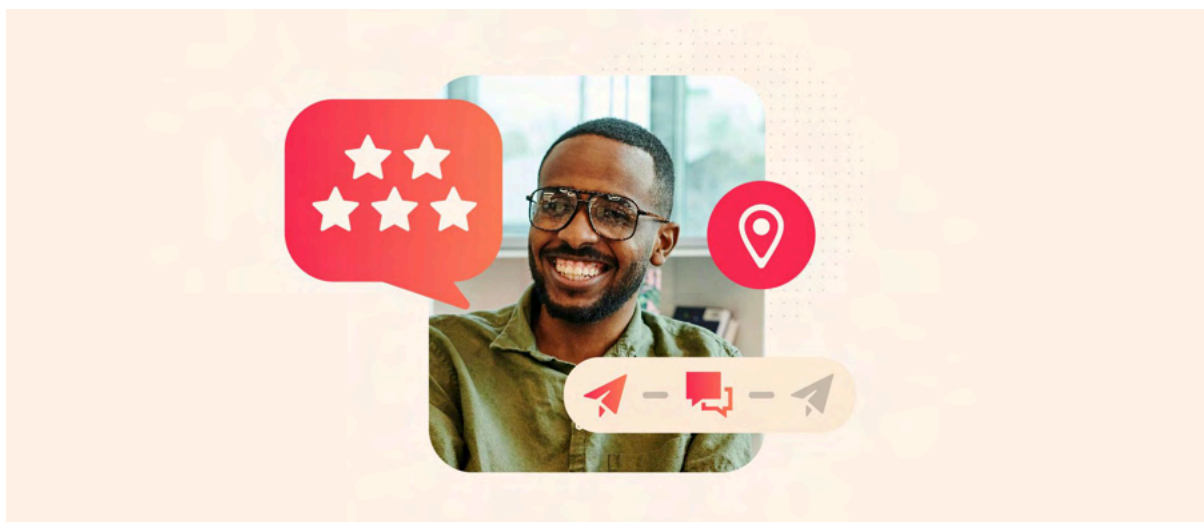
Oleeo's specialist team will ensure form verification is coded into your system to ensure you receive application information in the way DBS is expecting it, with in-line and on-page verification to instantly flag to candidates if they are falling foul of DBS requirements.

Oleeo has integrations in place to support vetting checks including Basic, Standard and Enhanced.

Once the information is in correctly, the information will be automatically sent for DBS approval with workflows programmed in to respond to status fails/errors if they arise and alerts instantly sent to recruiters when a candidate is cleared to be advanced onto the next stages of the recruitment journey. The benefits include:

- Realise huge time savings – no recruiter actions needed until you get DBS statuses back
- Automate all elements of DBS checks
- Ensure your applications are DBS validated from the start following all the formatting processes from the get-go
- Monitor at a glance reporting of DBS statuses and confidently report back to organisational leaders

Oleeo offers a secure, integrated solution using Disclosure and Barring Service whilst allowing clients to maintain full control of countersignature.



Optional Add ons

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 your Oleeo Pre-employment, Vetting and Onboarding Management Solution, recruiters can streamline their process and complete all the relevant steps and checks directly in the ATS.

AI Add ons

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.

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.

Oleeo 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.

Oleeo 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.

SECTION 2: INFORMATION ASSURANCE

Oleeo 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.

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

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

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

Oleeo maintains Cyber Essentials and Cyber Essentials Plus certification.

Oleeo 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.

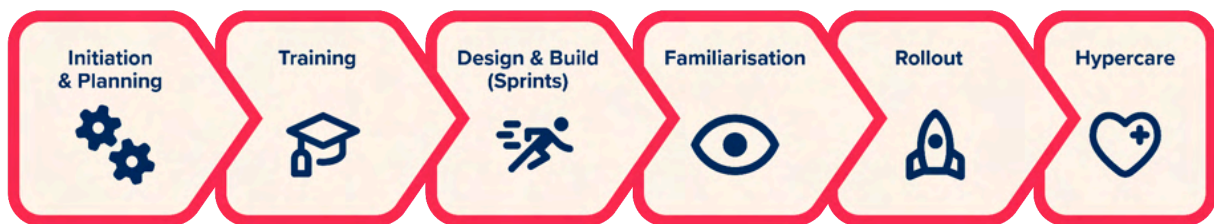


SECTION 5:

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!

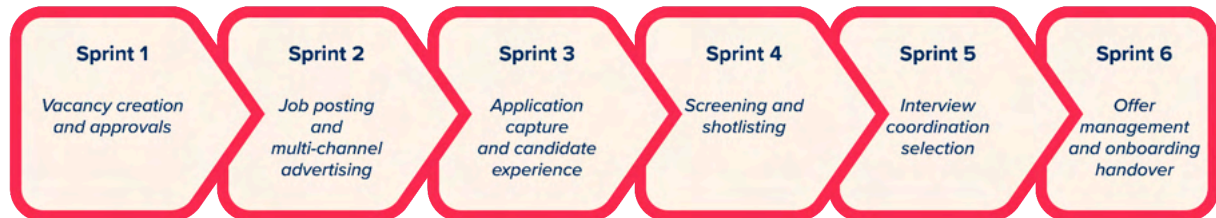
Delivering value via sprints

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:

- Oleo 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

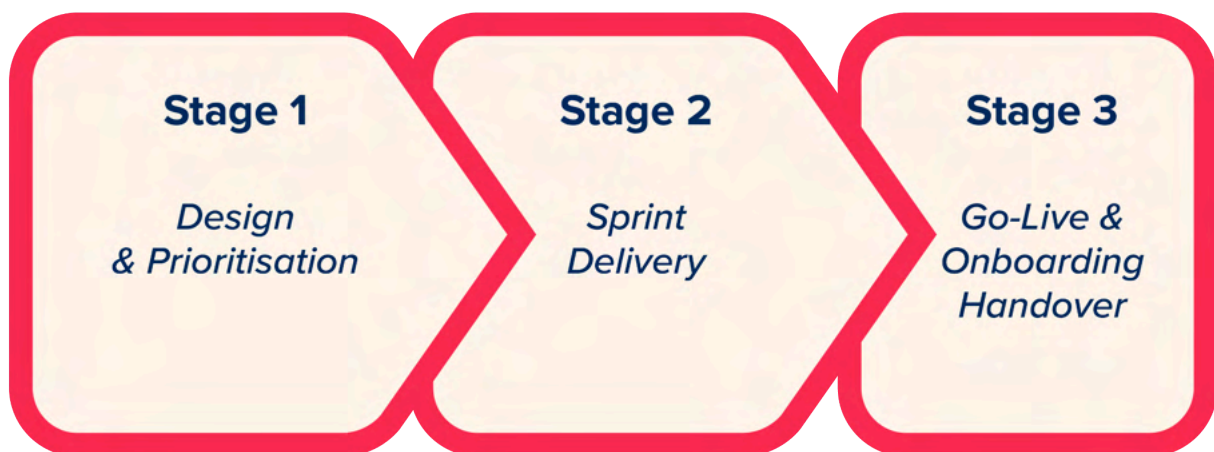
Successful implementation requires constant communication and a commitment to shared goals. Our SAD framework ensures this by defining clear responsibilities and prioritising transparent, timely decision making. We strongly believe in managing change through collaboration. This approach ensures that 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. These implementation approaches (both outlined below) are designed for the Oleeo AI-First Recruitment Platform, or for e.g. for Oleeo Connect, Oleeo Select or our Talent Acquisition Complete AI Toolkit. Some of the standalone AI Services e.g. Oleeo Q can be up and running in a matter of days.

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

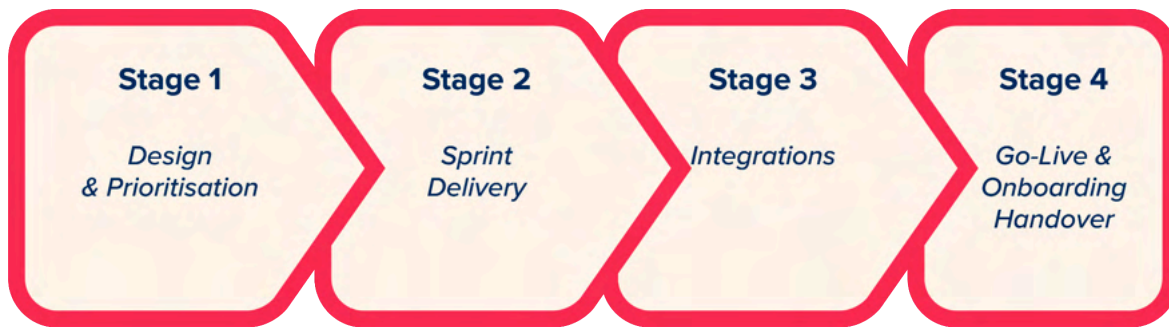
Typical outcomes from the rapid approach include:

- 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

Oleeeo 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.

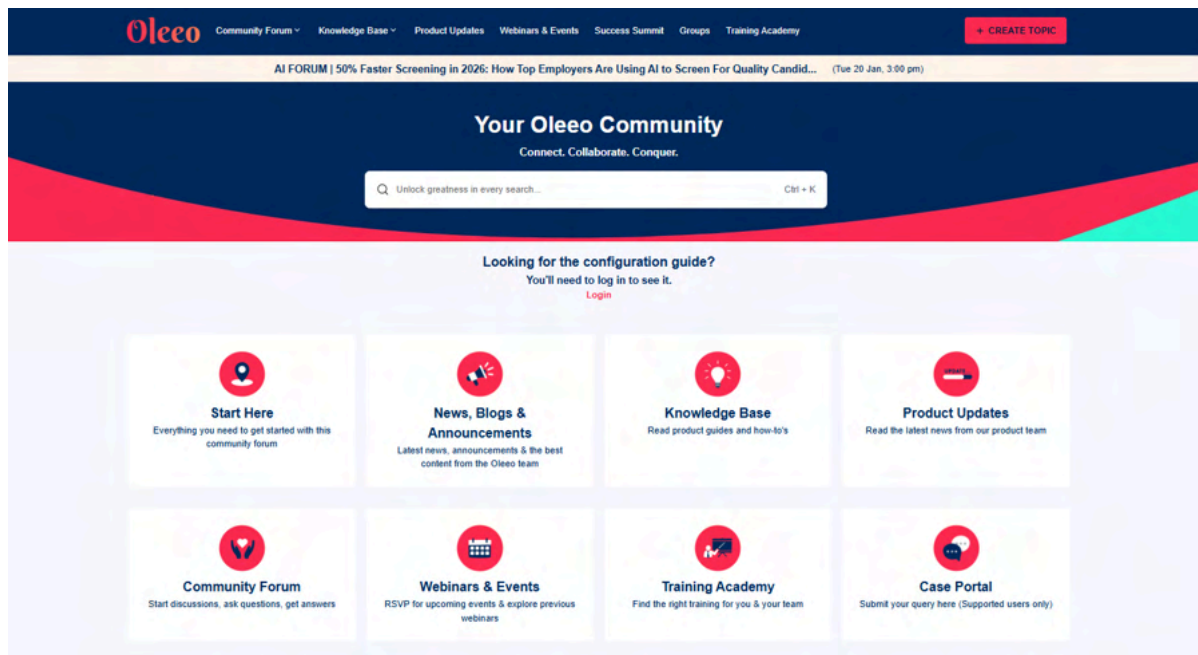
Your Commercial Manager and Customer Success Manager will work together to deliver regular service reviews, such as solution reviews to identify future needs, changes and new developments. Best practice reviews include Oleeo sharing analysis of trends to inform discussion about potential developments. 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

Oleeeo 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, Oleeeo 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

Oleeeo 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

Oleeeo 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

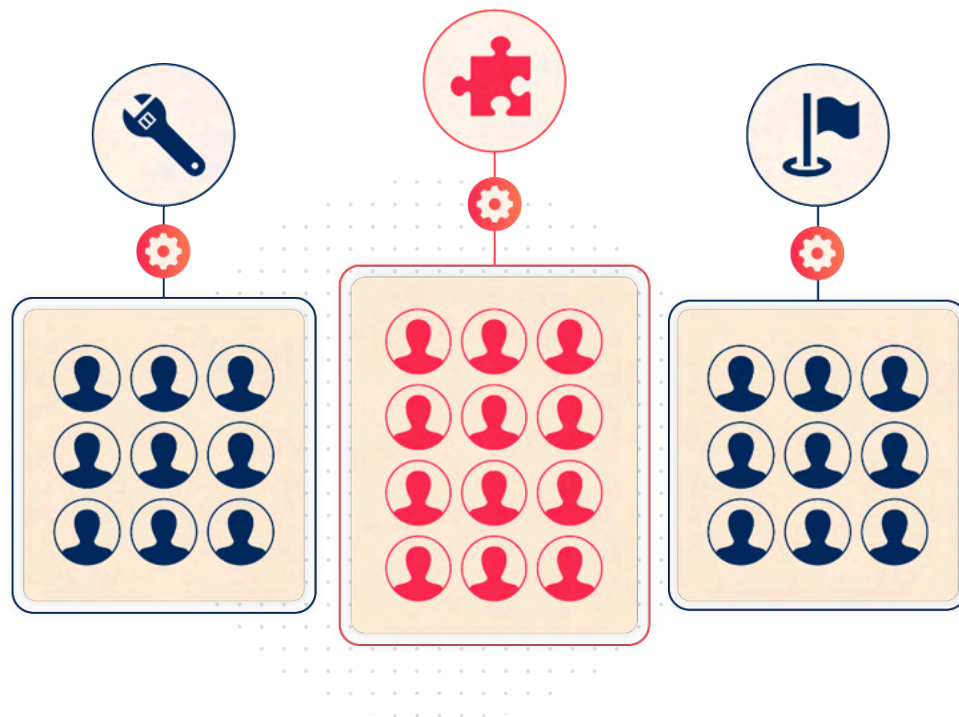
Oleeo's systems are highly flexible, with the overwhelming majority of customisation achievable through configuration. This ensures both rapid, high quality and value-for-money implementations as well as confidence in the knowledge that your system can change or grow to continuously meet your organisation's 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.

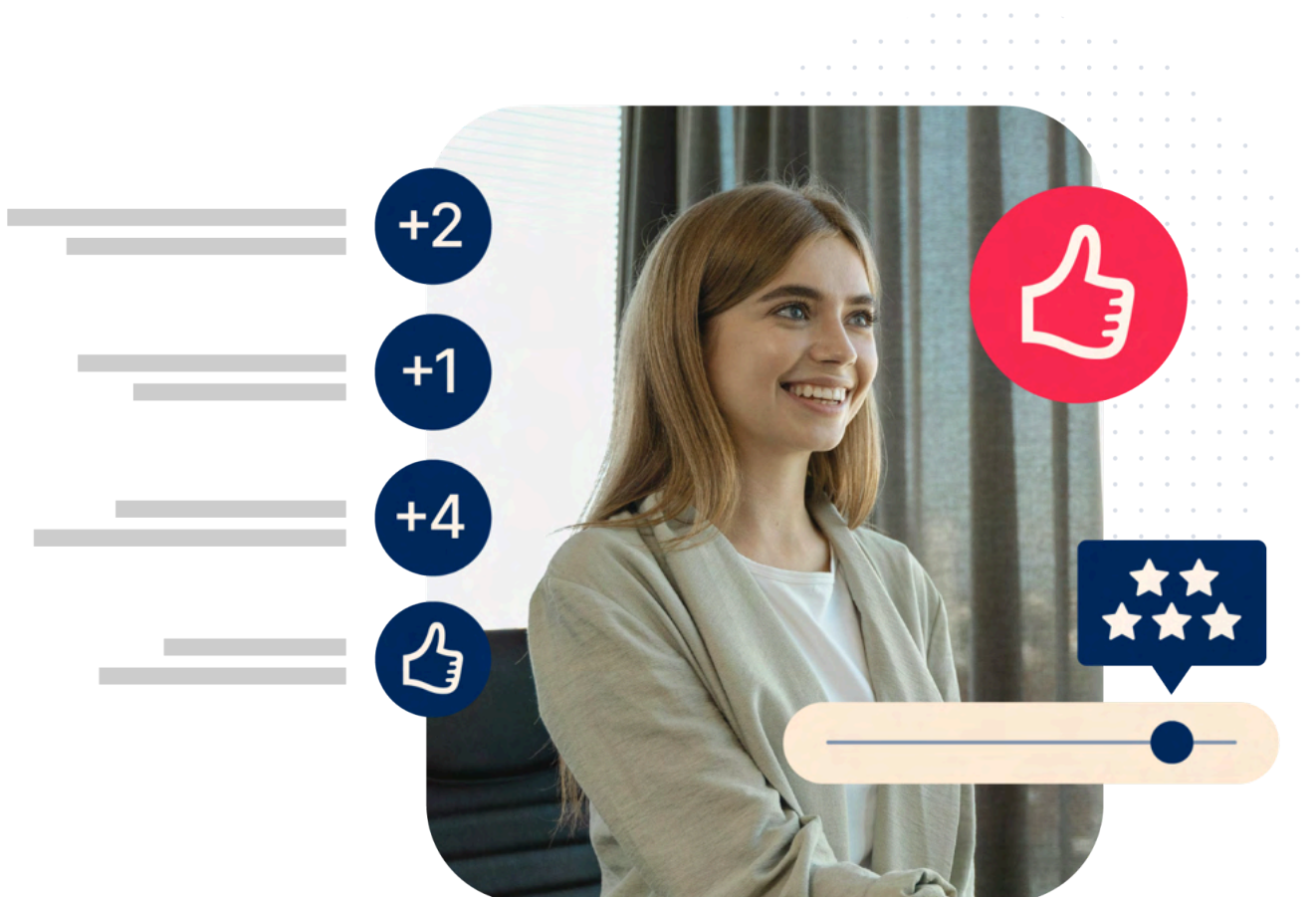
SECTION 7:

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

Oleeo'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

Oleeo 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 Oleeo'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 your implementation is based on the product offering taken up, alongside 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 team, as part of your implementation, your Oleeo Functional Lead will walk you through key elements of your solution to help your project leads make informed decisions during implementation.
- **Pre-UAT Training** (length as appropriate to the solution offering taken up- from 2 hours to 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.

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.

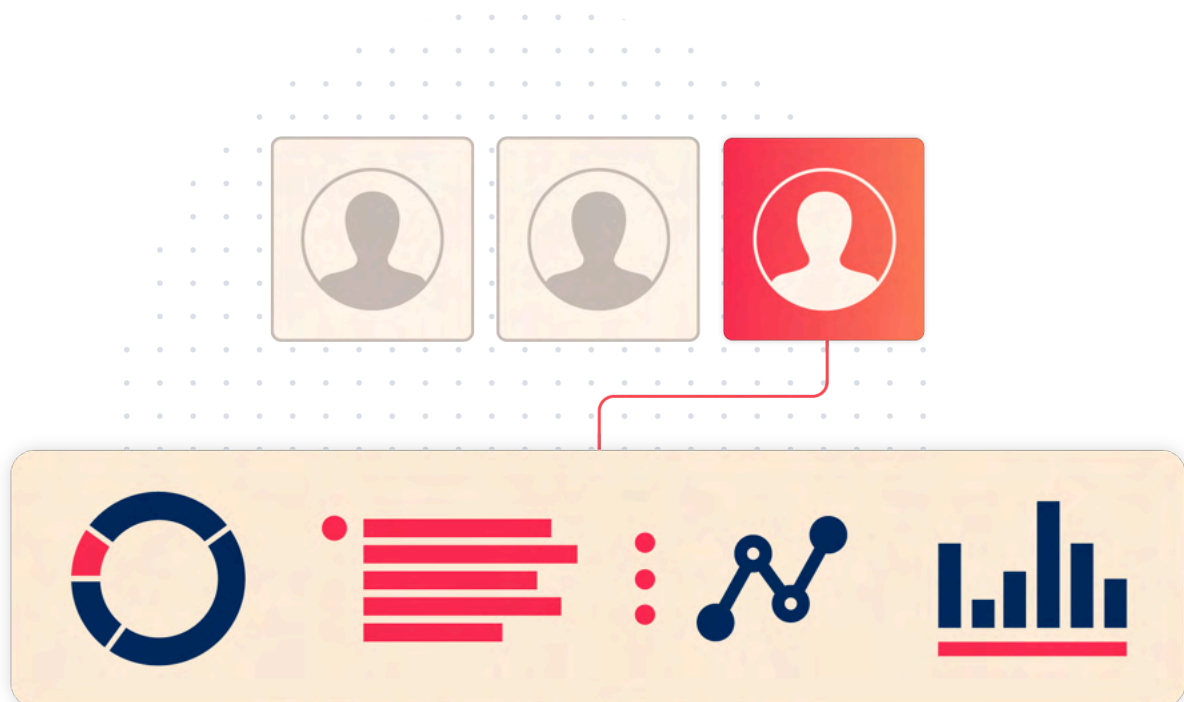
SECTION 12:

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.

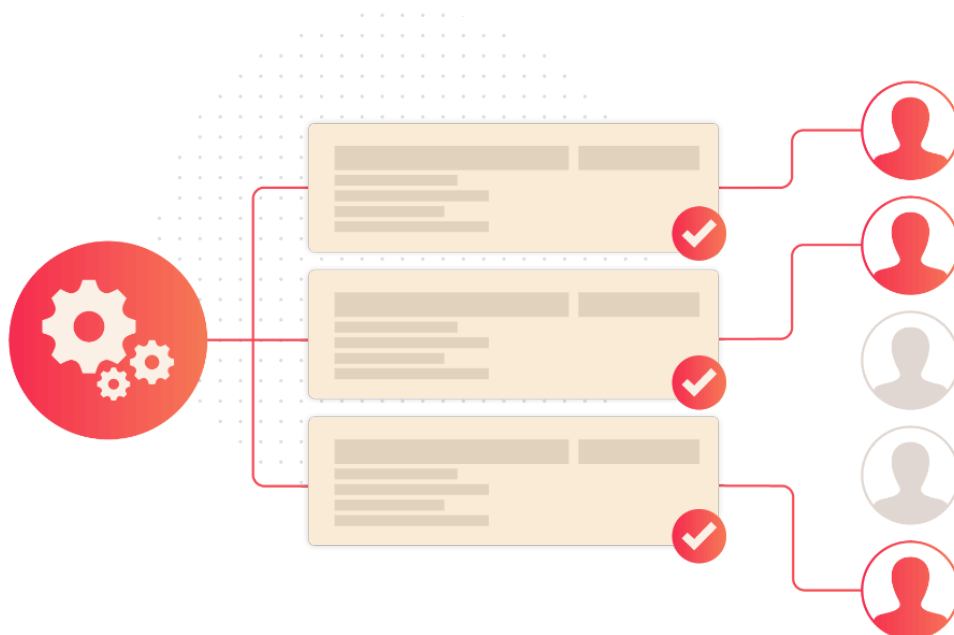
Service Migration

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.

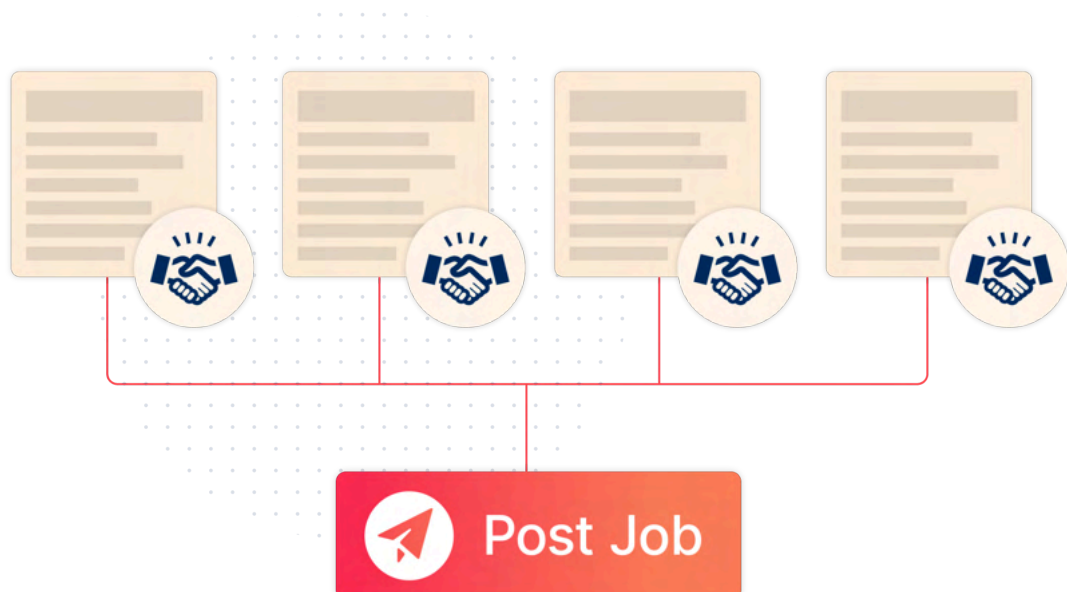


SECTION 14:

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

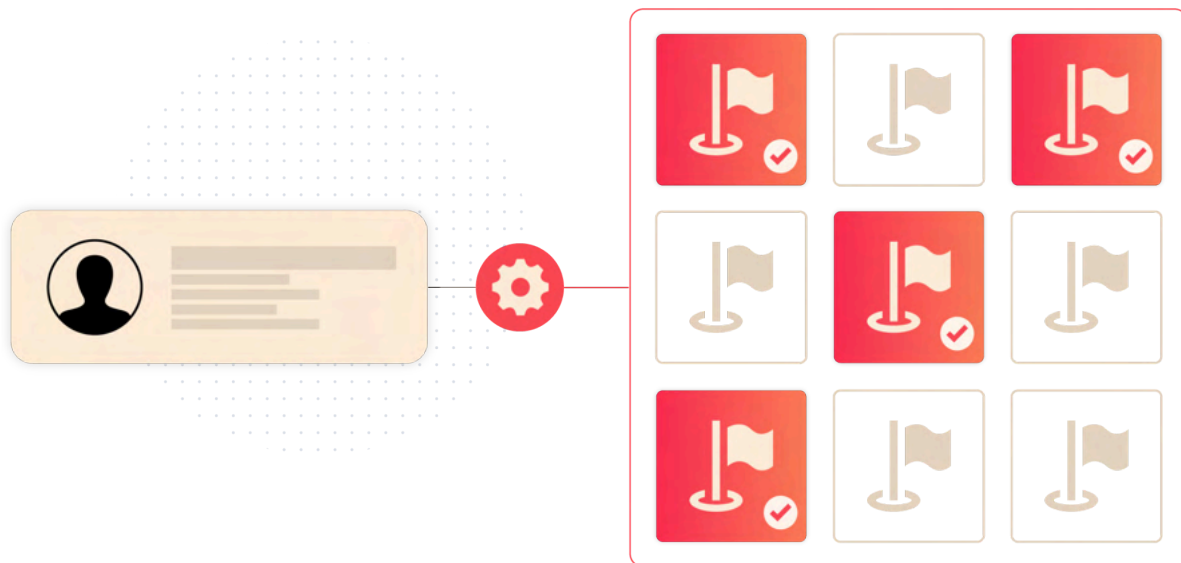
The ATS runs on redundant, scalable servers with load balancing and firewall services.

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.

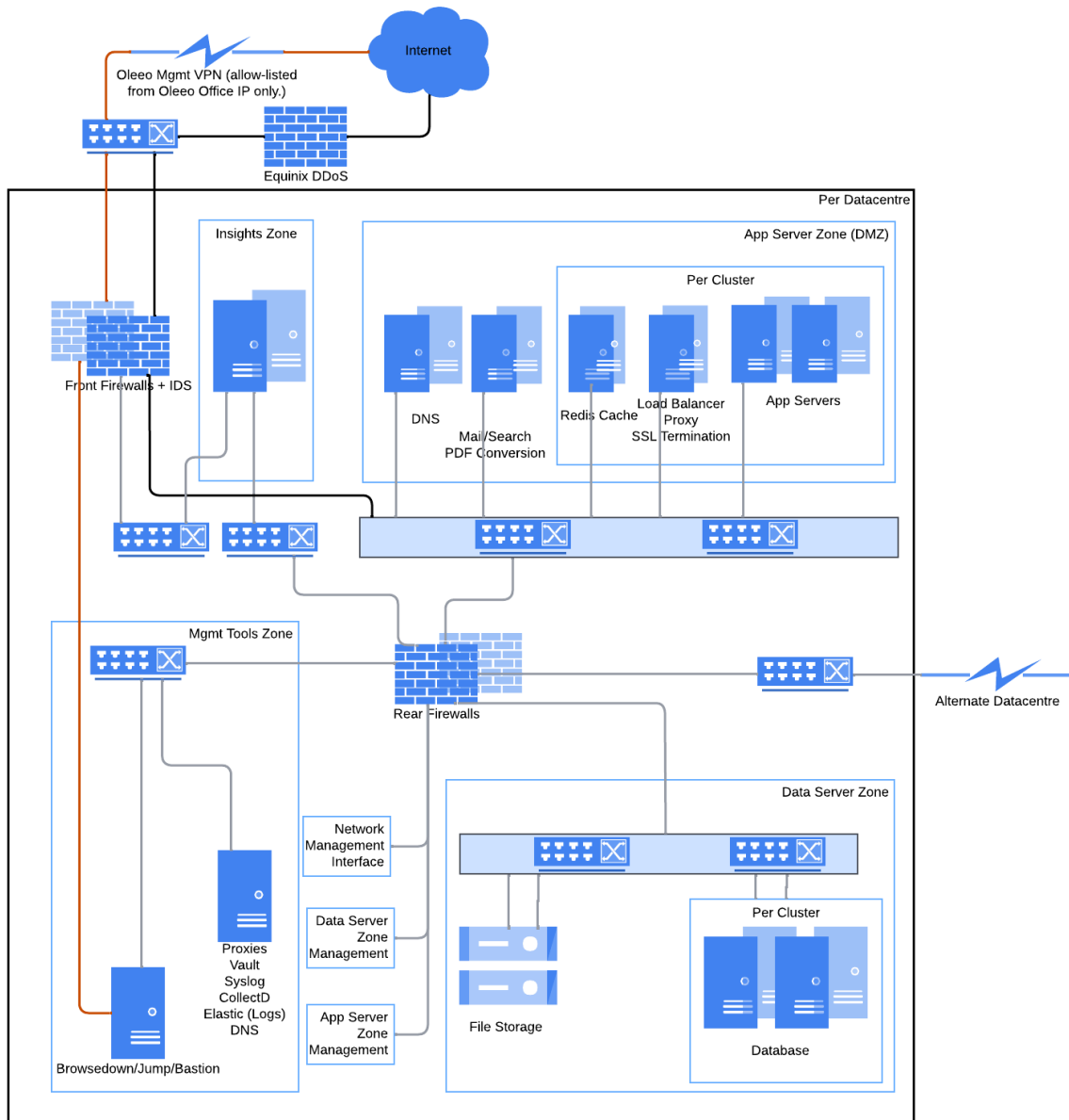


Fig: ATS Network Architecture Summary.

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.

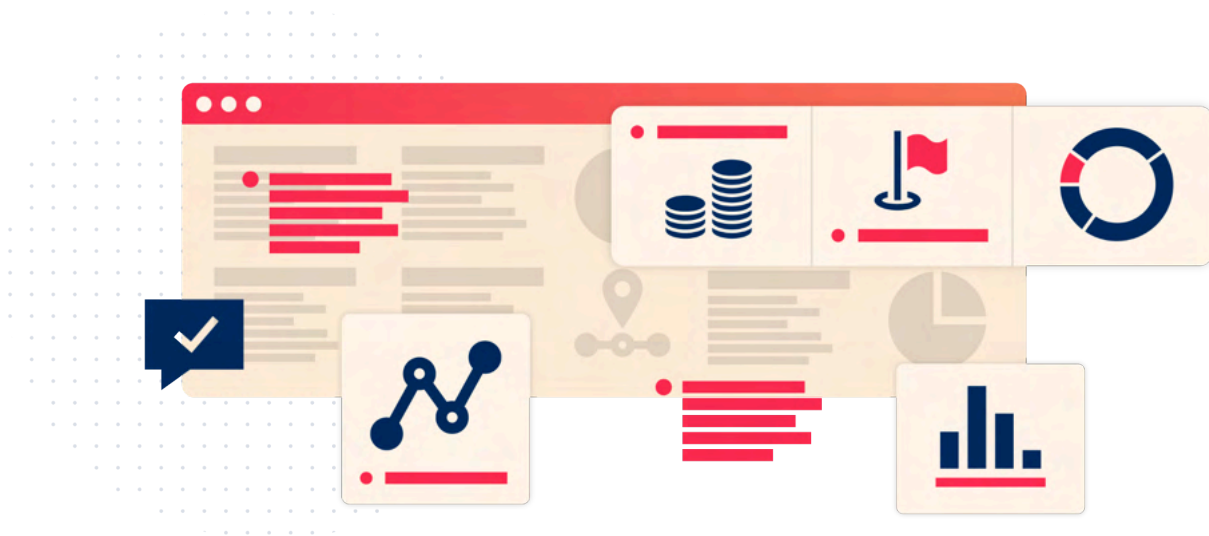
A recruiter should be able to use any supported desktop browser to process applications unless components within the application process require specific browser restrictions which are communicated to the client in advance.

SECTION 16:

TRIAL SERVICE AVAILABILITY

Free trials are not available for these solutions.

For existing Oleeo clients, Oleeo manages an Early Adopter Programme prior to the wider release of some new modules, please speak to your Customer Success Manager if you are interested in joining this.



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