



**Workpro Complaints Management Software**

**G Cloud 15 Service Definition**

December 2025

Workpro case management system is developed by CAS  
- an employee-owned technology company.  
[www.workpro.com](http://www.workpro.com)

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## Document Information

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### Intended Purpose

This is a service definition document for our G-Cloud 15 service to supply Workpro Complaints management software under Lot 2b: Cloud Software

### Document Sections

**Section 1 - [Service Information](#)** contains essential information about our Workpro Complaints service, including functionality and security.

**Section 2 - [G-Cloud Alignment Information](#)** details how to buy, configure and consume our service, and how to leave our service should the need arise.

**Section 3 – [Why Workpro?](#)** provides information about our company, our experience and why Workpro makes a good choice for your case management requirement.

### How to Use This Document

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process.

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## 2 Section One – Service Information

### 2.1 Service Overview

Workpro is a specialised case management system for complaints handling and reporting. It enables you to efficiently track, report and analyse all complaints and enquiries using one secure, integrated system. FOI (Freedom of Information), EIR (Environmental Information Regulation), DPA (Data Protection) and SAR (Subject Access Request) cases can be managed in the same system.

#### 2.1.1 Key Features

##### Log And Track All Casework



#### **Configurable Workflow**

'Out-of-the-box' complaint and data request workflows, configurable to your processes and terminology.



#### **Multi-channel Case Capture**

Quickly record all complaint details, however they come in (email, letter, web, phone, text etc.).



#### **Document Management**

Store all documentation in the case record and easily bundle for sharing. Optional PDF editing and redaction.

##### Respond & Resolve



#### **Alerts and Reminders**

Highly visible alerts, reminders and tasks drive action, while any vulnerabilities or risks are flagged.



#### **Auto-populated Templates**

Email and letter templates are auto-populated with case data, with full MS Word integration.



#### **Case and Task Ownership**

Allocated case owners ensure accountability. Manual and system generated tasks. Re-assign as necessary.

##### Management Information



#### **Reporting and Analysis**

Built in standard reports library and flexible report writing tools. Rich data accumulates for ad-hoc analysis.



#### **Performance Monitoring**

Track casework using comprehensive dashboards, case and task views, with any issues highlighted.



#### **Quick and Advanced Search**

Everything is searchable, down to document level, with flexible filtering. Linked Case or Precedent Case tagging.

##### Security & Maintenance



#### **Access and Audit**

Authorised access only, with case level restrictions. Full audit trail. Data encryption. Single Sign On options.



#### **User Admin Tools**

Key system elements are maintainable by authorised administrators. e.g. lookup lists, KPIs, fields, permissions.



#### **Data Protection**

The integral file management utility lets you manage data and records according to your data protection policies

For more information on each feature, see [Functionality](#).

### 2.1.2 Key Benefits

#### Consistency

- Everything in one place improves case coordination and eliminates duplication.
- Built-in workflow steps ensure consistency and fairness in issue resolution.
- Templates reduce errors, save time, and ensure professional correspondence.
- One source of the truth, enables colleagues to quickly pick up cases and queries.
- Reliable data collection and meaningful categorisation feeds accurate reporting.

#### Control

- Case status and team performance can be monitored in real-time against targets.
- Clear visibility of who needs to do what, with alerts and reminders to prompt action.
- Dashboards highlight issues so that remedial action can be taken.
- Cases can be easily re-assigned due to staff absence or to balance workload.
- Spot trends and analyse root causes for improvement initiatives.

#### Compliance

- Clear workflow guides staff, so regulation and policies are always correctly followed.
- Notifications and alerts ensure vital information and deadlines are not missed.
- File management tools ensure compliance with data protection and data access laws.
- A chronological audit trail guarantees full accountability and transparency.
- Management reports are easily generated from the built-in standard reports library.

## 2.2 Security

Workpro Cloud Hosting comes with best-in-class data security and disaster recovery as standard:

- UK-based, ISO 27001 accredited, state of the art data centres.
- Cyber Essentials Plus certified
- 24/7/365 Managed Cyber Security Service
- Double Encrypted rolling data backups
- Full Disaster Recovery (DR) to a second standby data centre.

#### Private or Public Cloud

We set up your own separate instance of Workpro Complaints in the Workpro Cloud. We have a Private Cloud option with VPN (Virtual Private Network) connections if required.

#### Access Controls

Workpro is a web browser based product, accessible from any web enabled device, subject to security/access permissions. See [System Requirements](#) for supported browsers.

Data is protected by access controls and data access is only permitted to authenticated users. [See Access and Audit.](#)

## Managed Cyber Security Service

All Workpro hosted systems benefit from a full Managed Security Service (iMMS). Artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by cyber security experts, identify and protect you from all the threats you face.

For further details on Security, see [Appendix B.](#)

## 2.3 Functionality

Workpro Complaints comes pre-configured with a number of features ready to use “out of the box”. These standard tools deliver proven, good practice complaint management processes and are designed to get you up and running quickly.

Workpro is also extremely flexible, customisable and scalable. [Optional Modules](#) and [Additional Services](#) can be purchased with your system, or added at a later date.

### 2.3.1 Configurable Workflow

Workpro comes with a pre-built Complaints case type, with a best practice three stage process, adjustable targets, and a starter set of templates and reports.

- FOI and DPA (Data Protection Act) case types also included as standard. These include GDPR compliance, EIR (Environmental Information Request) and SAR (Subject Access Request) sub-types.
- The standard workflows can be adjusted or added to, if required, to reflect your policies and processes - see [User Administration Tools](#) and [Configuration Services](#).

### 2.3.2 Multi-channel Case Capture

Cases and enquiries can come from a variety of sources: phone, letter, email, [webform](#), [social media](#) etc.

- A unique case record is created for every case received, with case type selected at case creation.
- Multiple contact types can be stored in the case record and details can be quickly selected from core admin records.
- Context sensitive, easy to use forms and lookup lists minimise keying and avoid duplication of effort.
- Workpro has a responsive design and can be accessed by mobile devices, e.g. tablets.

### 2.3.3 Document Management

Workpro has an integrated document management system. All documentation is stored within the case record - searchable, secure and backed up.

- Each case record contains a document summary of all incoming and outgoing documentation, all clearly visible and easily accessible from a single view.
- All electronic document types are supported, including Word, Excel and other MS Office documents, scanned items, images, PDFs etc.
- Emails with attachments can be sent and received within Workpro, or uploaded via drag and drop functionality from Outlook, and stored against the case record. A Quick
- Notes function allows users to record status updates or other notes.
- Multiple documents can be uploaded to a case at one time.
- Multiple case documents can be combined into a single multipage PDF for sharing.
- An optional full feature, integrated [PDF editing and redaction module](#) is available.

### 2.3.4 Alerts and Reminders

Highly visible prompts, validation rules and threshold alerts guide staff, ensuring timescales and processes are adhered to.

- Highly visual alerts to tasks and deadlines ensure due process is followed.
- Red/Amber/Green traffic lights highlight priorities and approaching deadlines.
- User Notification section at the top of every screen gives users a constant visual indicator of incoming emails and task status.
- Auto-generated messages can be sent by email to alert staff and prompt action.
- Validation rules define mandatory or advisory information that needs to be entered before a case can be closed or progressed.
- Notifications can be added to any case, for example to make staff aware that a client is hard of hearing, or visually impaired so needing additional support.

### 2.3.5 Auto Populated Templates

Workpro is deployed with a set of standard email and document templates. Templates can be added and amended as required by users with appropriate permissions.

- Correspondence is automatically populated with case data, e.g. name, address, case reference number, using simple merge fields.
- Seamless integration with Microsoft Word gives users full editing capabilities, so correspondence can be personalised.

### 2.3.6 Case and Task Ownership

A named person is allocated for every case to promote accountability and ownership.

- Authorised individuals can re-assign cases and tasks as required, e.g. staff absence.
- Tasks are automatically generated at key workflow stages, e.g. acknowledgements.
- Manual tasks can also be set at any stage in the case workflow.
- Tasks have target dates and (optional) reminder dates.

- Bulk action functionality saves time spent re-assigning or amending owners, tasks and core records.

### 2.3.7 Real-Time Performance Monitoring

Monitoring can be done by individual case, staff member, team caseload or across the whole organisation. Staff can see exactly what stage any case is at, at a glance.

- Dashboards and real-time case and task views track performance.
- Users are able to see their own individual cases and tasks, and those of their team.
- Managers can view the status of all cases at individual, team or organisational level.
- Drill-down facilities allow you to investigate the data further.

### 2.3.8 Reporting and Analysis

All data and documents in the system can be interrogated to produce reports. Everything is available for analysis. Reports can be automatically scheduled or created on demand.

- A library of common reports is supplied with the standard system. This library can be built up over time.
- The SQL Report Writer within Workpro is a powerful tool, and users can create their own ad-hoc reports at any time.
- All reports can be exported to other applications and formats, e.g. Excel, Word, PDF.
- Optional [Power BI reporting](#) (there is an additional charge for this functionality)
- Categorisation fields (e.g. complaint type, organisation, outcomes) are supported by look up lists that you can maintain.

### 2.3.9 Quick and Advanced Search

Workpro accumulates a wealth of information, forming a flexible and comprehensive database. The data in Workpro can be queried in any way you want.

- Quick Search facility to find cases quickly.
- Hyperlinks take you straight to the relevant case, task or document.
- Advanced Search allows users to tailor their search.
- Cases can be 'related' or 'linked' together, for combined processing or to highlight possible trends, clusters or repeat issues.
- Cases can be marked as Precedent or Landmark cases to improve the consistency of decisions. Lessons learned can be shared with the team.

### 2.3.10 Access and Audit

Workpro is extremely configurable in setting user security roles and controlling who has access to cases and data.

- Every user has their own user name and password, and user roles determine what they can access e.g. Editor, Reader, Administrator.



- Your nominated system administrators control access to areas of the system, determining individual user permissions – right down to case level.
- Security Groups can be used to control access to specific data / workflow sections.
- Every detail and action on a case is recorded in the Case History. This full audit trail shows exactly what has been done, by whom, when.
- You can choose to add SSO (Single Sign On) and 2FA (Two Factor Authentication) to your system.

More information on [Workpro Security](#).

### 2.3.11 User Administration Tools

Many elements of the system can be maintained by your own authorised “super users” (System Administrators). We provide System Administrator training in how to maintain lookup lists, fields, targets, templates, user permissions etc. All can be easily amended to suit your policies and terminology as required.

See [Training](#) for more information.

### 2.3.12 Data Protection

Workpro is designed to be compliant with the Data Protection Act and includes appropriate data validation and file management tools.

- For GDPR compliance, workflow validation includes checks on personal data.
- File management utility ensures data, files and documents are not retained longer than their required purpose dictates.
- Personal case data can be anonymised and later deleted as required.
- Administrators control the schedule and which documents and cases are targeted.

See also [Access and Audit](#).

## 2.4 Optional Modules

You can choose to add a number of optional features to your Workpro system, including:

### 2.4.1 Workpro Connect

Workpro Connect is a self-serve portal which provides an online channel for the submission and tracking of complaints.

Portal users can:

- Fill in forms and create cases
- View a list of their open and closed cases
- Review case statuses
- Upload, exchange and download documents on a case

- Respond to tasks and messages.

### 2.4.2 Workpro Webform

A simple one-page interface for easy logging of cases by external parties or frontline staff.

- Shows same categorisations and lookup data used by Workpro.
- Submitting the form creates a case in Workpro with case details auto-populated.
- APIs can also be used to embed the form in your website – see [Integration Services](#).

### 2.4.3 Workpro PDF Editor

A full feature, integrated PDF editing and redaction module for Workpro software:

- Edit and save documents without leaving Workpro
- Search for text requiring redaction
- Add, change and remove text, images and pages
- Add comments and sticky notes
- Copy/paste from PDF.

### 2.4.4 Outlook Plugin

Ability to file emails and their attachments directly into Workpro case folder from Outlook.

### 2.4.5 Power BI Reporting

A dedicated Power BI workspace that allows you to create Power BI reports from your Workpro case data or share data to your own Power BI tenancy. Your organisation will require Power BI Premium per User licences for users who will access the Workpro Power BI tenancy to create reports.

## 2.5 System Requirements

Much of Workpro's functionality is accessed from a web browser. Workpro supports current versions of Microsoft Edge and Google Chrome.

Workpro also supports the creation of Microsoft Word documents, which can be edited and saved directly back into Workpro using Microsoft Office 2010 (32-bit version) or newer.

You may also require a PDF viewer tool. Any application capable of reading PDF documents can be supported (Adobe Acrobat / Microsoft Edge / Google Chrome).

We offer an optional [Workpro PDF editor](#) module which allows you to save changes to PDF documents directly back to Workpro.

## 2.6 Accessibility

We perform accessibility testing internally as part of our development process. Workpro contains an accessibility statement which is updated to reflect the latest findings of accessibility reviews and testing.

## 3 Section Two - G-Cloud Alignment

### 3.1 How to Buy our Services

Workpro Complaints management software is listed under Lot 2b (Cloud Software) of the G Cloud 15 framework.

Please note our additional Supplier Terms and Conditions which are published under the above service listing.

On receipt of your order, we will issue a “Getting Started with Workpro” document which details all key project contacts, the service you have purchased and next steps.

### 3.2 Service Pricing

We endeavour to be transparent in our pricing and to provide our service in the most cost effective way possible.

- **Annual Running Costs** - include Licencing, Hosting and Support, plus any [Optional Modules](#) you may choose.
- **Deployment Costs** - these one-off costs include initial setup of your own Workpro instance, training and any [Optional Services](#) you may (or may not) require.

Please refer to our pricing document and SFIA Rate Card published under our service listing.

### 3.3 On-Boarding Process

Our standard Workpro product is designed to be used ‘off-the-shelf’, with default settings that are quickly adjusted to make the system your own. From targets and fields, to lookup lists and templates, Workpro can be fine-tuned to match your processes and policies.

The Workpro Implementation Team is very experienced – we have been delivering and supporting case management solutions for over 20 years. Our aim is to make onboarding as smooth as possible for you and our Chief Projects Officer will oversee the entire project from start to finish.

Our tried and tested 4-step deployment process includes:

#### 1. Planning

A kick-off meeting to review project scope and agree implementation plan. We set up your Workpro instance in our hosted environment, using the standard product configuration with your chosen security and email settings.

#### 2. Implementation

In one or more workshops we walk you through Workpro, discuss your processes and help you map them to Workpro. We conduct system administrator training sessions to ensure your administrators can customise lookup lists, templates and field captions to

suit your business. We conduct user training sessions to ensure your case workers are confident and competent with the main system features.

If you have selected our optional configuration service, we work with you to understand your requirements and deliver any non-standard functionality. You will conduct user acceptance testing to confirm we have delivered as agreed. This option can include bespoke configuration, integration or migration services. Building on the standard product platform ensures we can do this efficiently and cost-effectively. Quotes will be provided and timelines agreed prior to this work commencing. See [Optional Services](#).

### 3. Go Live

We release your live Workpro system for operational use and close the onboarding project.

### 4. Handover to Support

We transition you to our standard [support and maintenance service](#). Finally we conduct report writer training – using real data from your new system optimises results.

See [Training](#) for more information.

## 3.4 Optional Services

The following section describes additional services we can provide to enhance your system. We would be happy to discuss what would be most suitable for you and the associated costs at any time.

Please refer to our pricing document and SFIA Rate Card published under our service listing.

### 3.4.1 Configuration Services

Workpro offers the best of both worlds. Standard tools for a rapid start, plus complete flexibility if you need a more tailored approach.

The Workpro Implementation Team will work with you to ensure your system reflects any unique organisational requirements. We always aim to work as closely to the standard product as possible so that customisation can be achieved quickly and cost-effectively.

Configuration services include:

- Changes or additions to [standard case types](#)
- Creation of bespoke reports to augment the [standard reporting capabilities](#).

### 3.4.2 Integration Services

Workpro can be integrated with other client systems, for example, payroll, CRM, scanning systems and SMS text messaging.

- Import Core data (for example customer or employee information) automatically from a wide range of other systems, ensuring this data remains in sync with your primary data source.

- Partnership with StackOne allows easy integration with a range of HRIS systems, via their middleware service. This avoids the need to involve your IT team in manual data extraction and upload.

### 3.4.3 Migration Services

- Data migration – import existing case data into Workpro using agreed format. We provide a template you can use to extract data from the original system.
- Document import – we can work with you to import existing case documents into Workpro using an appropriate, structured folder format.

### 3.4.4 Training and User Help

Our standard training package includes training for System Administrators, Users and Report Writers.

Training is delivered online in manageable modules. Sessions are recorded so that users can refer back to them, and notes and exercises are provided to help users consolidate their learning. All sessions are in groups of 8 attendees.

A Workpro User Guide is also supplied with the system, accessible by an on-screen help link.

System Administrators training covers:

- Core record management including automated tasks
- Case permissions, case unlocking and user management (access and roles)
- Dashboard and report management
- Templates, document folders and file management
- Form and list management.

User training includes:

- Overviews and monitoring caseload
- Process, workflow, tasks and alerts
- All document actions
- All case actions, including adding participants, linking cases, closing and re-opening.
- Search.

Report Writer training covers report administration, development, creation and subscriptions.

## 3.5 Support and Maintenance

We operate an ITIL compliant support operation comprising of manned help desk with backup technical resource as required.

- 24/7/365 online support portal, for logging and monitoring issues, requests and billing

- Support is also available by email or telephone through our helpdesk
- Remote support can be carried out via dedicated link if required.
- Workpro is an evolving product and one system upgrade is available per year.
- Standard Workpro application support hours are Mon-Fri 9-5, excluding the Christmas and New Year period. Out of hours cover is available – this is charged at 1.5 times our standard rate. Please refer to our SFIA Rate Card.

### Response Times

Our target resolution time for support tickets, from date of receipt, is:

|  | Priority | Fault Level Description                                                  | Target                                                      |
|--|----------|--------------------------------------------------------------------------|-------------------------------------------------------------|
|  | 1        | System non-operational and affects the majority of (>50%) users          | Resolve within 5 hrs                                        |
|  | 2        | System non-operational and only affects a minority (<50%) of users       | Resolve within 12 hrs                                       |
|  | 3        | Identifiable fault but system still operational, minor faults and advice | Resolve within 30 days                                      |
|  | 4        | Cosmetic issues which do not affect the operation of the system          | Resolve within 60 days                                      |
|  | 5        | System enhancements, new and additional features                         | Resolve – agree delivery date on approval of change request |
|  | 6        | Request for advice                                                       | Resolve within 10 days                                      |

## 3.6 Offboarding Process

If a client wishes to leave before the official end of the G Cloud contract, we require three months' notice of termination in writing (on letterheaded paper, by email or post). An exit plan will be agreed including data extract arrangements.

Data and document extraction is included in the price of the contract:

- We would provide client data in the form of a spreadsheet when the contract ends. We would also transfer any stored documents to a client drive.
- Provision of data extracts in other formats would be chargeable.
- After contract termination, we will take the client system down and delete all client data. This will happen within a week from the client notifying us that they have extracted their data as required. We can selectively remove customer specific data sets at any point.

## 4 Section Three – Why Workpro?

### 4.1 Why Choose Us?

Workpro is developed by Computer Application Services Ltd (CAS). We specialise in case management systems for complaints handling, employee relations, information requests (FOI, GDPR, SAR, EIR) and other regulatory casework.

We supply our trusted Workpro software to public and private sector organisations throughout the UK and overseas. Product development is ongoing, and we actively seek user input to the product roadmap.

Examples of Workpro UK clients include:

- Employment Agency Standards Inspectorate
- Financial Regulators Complaints Commissioner
- Housing Ombudsman Service
- NHS England
- Public Services Ombudsman offices in England, Scotland, Wales and Northern Ireland

### 4.2 Why Choose our Service?

Workpro is designed to give you a world-class system that is right for you without the cost (or time) of a bespoke system. It can be used ‘off-the-shelf’, with default settings that are quickly adjusted to [make the system your own](#). It is also highly [customisable](#) should you need it now or in the future.

Workpro is a flexible system which reflects the complex reality of complaints management, especially in regulated sectors. The user interface is clear and easy to use, guiding staff through the correct procedure, but without imposing unnecessary constraints to enable professional caseworkers to apply their experience where applicable.

*"Workpro empowers us to do the things we need to do as an organisation and as individuals. It mirrors our approach to casework. You are free to use your own initiative, while keeping to the things that have to be done. It's so flexible but we can really funnel use of the system through validation and field labels. Workpro allows us to be as consistent and directive as we want to be."*

**Chris Harrison, Housing Ombudsman Service**

### 4.3 About Us

We are an employee-owned technology company based in Edinburgh, Scotland. The company has been developing software since 1969 and we became employee owned in 2014. A growing company, we are proud of our heritage while looking forward to the future.



As an employee owned company, every team member takes a personal interest in the delivery and successful implementation of your solution. Friendly, professional and approachable, our aim is that your solution is exactly what you really need.

We endeavour to be a good corporate citizen, employer and supply partner. Appendix A provides more detail on our [Social Values](#).

## 5 Appendix A – Social Value

We endeavour to be a good corporate citizen, employer and supply partner. Our Social Values align with the UK government's Procurement Policy Note PPN 06/20 as follows:

| Theme                        | CAS Social Value                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Covid-19 recovery            | <ul style="list-style-type: none"> <li>Covid-19 saw an increase in enquiries from dispersed teams struggling to maintain visibility of caseload activity, with data security concerns about the use of multiple devices in remote locations. Workpro is online software that enables new ways of working as it ensures teams can collaborate efficiently on cases wherever they are, with data stored centrally in a system with robust security measures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Tackling economic inequality | <ul style="list-style-type: none"> <li>We have invested heavily in cyber security monitoring for all Workpro systems. All Workpro hosted systems benefit from a fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by cyber security experts, to identify and ensure protection from threats.</li> <li>Workpro tools helps caseworker teams deliver better service to their customers with reduced case turnaround times and consistent responses. Workpro reporting gives management teams the ability to analyse and learn from case data so they can identify product and service improvements, and address any systemic issues.</li> <li>Scotland is experiencing a skills shortage in software development. Our team continues to grow and our new hybrid way of working has enabled us to recruit software developers and project managers from other areas of the UK.</li> <li>We regularly invest in staff training, including funding courses for recognised qualifications. Recent examples including funding the achievement of Professional Diploma in UX Design for our UX Designer, and an Open University Project Management course for one of our senior developers.</li> </ul> |
| Fighting Climate Change      | <ul style="list-style-type: none"> <li>Our hosting platform uses 100% renewable energy to power their data centres and supports an initiative to convert waste heat into energy.</li> <li>Workpro includes a file management tool that promotes the timely removal of data and files. A robust document management regime reduces unnecessary e-storage and associated cloud infrastructure emissions, while promoting best practice data protection.</li> <li>Workpro enables organisations to move to more 'paperless' ways of working with the ability to send and receive correspondence electronically.</li> <li>We have ISO 14001 certification which helps us promote team awareness and action in reducing our environmental impact.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Equal Opportunity | <ul style="list-style-type: none"><li>• We have a long-standing Equality Policy and taking its natural course recruitment has seen a broad base of nationalities, backgrounds and interests represented in CAS.</li><li>• We are Employee Owned, meaning every employee has a stake in the business either directly or via our Employee Benefit Trust.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Wellbeing         | <ul style="list-style-type: none"><li>• Our staff are supported by a comprehensive Employee Assistance Programme with access to medical, legal, and counselling support.</li><li>• All managers have undergone Menopause training and we have an appointed Menopause Wellbeing Champion.</li><li>• The team has undergone DiSC Profiling and training to promote understanding of different communication and work styles and needs.</li><li>• Regular VIP Awards (Values In Practice) recognise commitment to our company values. These are peer group awards, recognition of team members by the team.</li><li>• We support local schools, providing IT equipment and work experience as needed.</li><li>• Charitable donations are made throughout the year to employee nominated causes.</li><li>• We operate an employee volunteering scheme, making 2 hours per week/1 day per month available during work time to help their choice of charity.</li></ul> |

## 6 Appendix B – G Cloud Security Principles

The following gives an overview of how our Workpro service complies with G Cloud Security principles. More detail is available on request.

| Principle                          | Workpro compliance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 1. Data in transit protection      | Data in transit is encrypted using https / SSL encryption with TLS 1.2 to completely encrypt case and document data, database logs and backups.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2. Asset protection and resilience | <p>UK based data centres, designed to be robust and resilient to most foreseeable risks.</p> <ul style="list-style-type: none"> <li>• Full redundancy across all hosting components.</li> <li>• 24 x 7 x 365 manned security &amp; monitoring systems</li> <li>• Standby Disaster Recovery (DR) environment</li> <li>• Your service includes overnight backups, 3-month rolling retention period and hourly transaction logs.</li> <li>• Adding an additional safety net, encrypted data backups are securely stored off site to a UK based data centre.</li> <li>• All retired storage media is wiped to DOD standards where appropriate or alternatively physically destroyed.</li> <li>• Annual penetration testing carried out.</li> </ul> |
| 3. Separation between consumers    | <p>Workpro cloud hosted systems use a common hardware platform, but each Workpro application is customer specific and uses a pair of SQL Server databases for data storage.</p> <ul style="list-style-type: none"> <li>• All processing is done in your own application instance.</li> <li>• All services and entry points require authentication.</li> <li>• Your Data is encrypted with a key that is unique to you.</li> <li>• Each staff member has an individual login on to the system</li> <li>• Group membership and selective security controls access.</li> </ul>                                                                                                                                                                    |
| 4. Governance framework            | <p>Both CAS and our hosting partner:</p> <ul style="list-style-type: none"> <li>• Are ISO 270001 accredited, with fully documented policies for our ISMS (Information Security Management System).</li> <li>• Are Cyber Essentials Plus accredited.</li> <li>• Are registered with the ICO to handle personal data in the performance of our businesses in accordance with the UK Data Protection legislation.</li> </ul> <p>Data is protected by access controls and data access is only permitted to authenticated users. Access to individual cases, case documents and other data is protected by role-based security controls.</p>                                                                                                        |

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|                         | <p>You remain the Data Controller at all times. CAS acts as a Data Processor only under your instruction. We would only look at your system under an authorised service request ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5. Operational security | <p>All Workpro hosted systems benefit from a fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by cyber security experts, to identify and protect you from all the threats you face.</p> <p>Workpro Cloud Hosting includes:</p> <ul style="list-style-type: none"> <li>• Encryption of Data in Transit and at Rest</li> <li>• Abnormal Access Prevention</li> <li>• Intrusion Detection and Prevention</li> <li>• Malware and Ransomware Protection</li> <li>• Vulnerability Scanning</li> <li>• Distributed Denial of Service Mitigation (DDoS)</li> <li>• Data Loss Prevention (DLP)</li> <li>• Application Defence</li> <li>• Penetration testing</li> <li>• Accredited change management procedures</li> <li>• Regular software patching and hardware maintenance.</li> </ul> <p>CAS has a documented incident reporting process that includes action steps to handle critical incidents.</p> |
| 6. Personnel security   | <p>All staff are subject to formal identification and employment checks, including requirements for Baseline Personnel Security Standard.</p> <p>The CAS Company Handbook includes published policies regarding data security and breaches, individual responsibilities, and the disciplinary process.</p> <p>Both CAS and our hosting partner operate within our formal security and quality management accreditations: ISO 27001 and ISO 9001</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7. Secure development   | <p>We use an agile development approach based on the Microsoft Secure Development Lifecycle. We conduct annual reviews against the OWASP Top 10 and address any findings or proposed improvements.</p> <ul style="list-style-type: none"> <li>• Penetration testing of Workpro on an annual cycle</li> <li>• Data is protected by access controls, authenticated users only.</li> <li>• Development leads conduct technical reviews of specifications and application designs.</li> <li>• Code changes are subject to review to identify security and other issues.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| 8. Supply chain security          | Our hosting provider does not process, store or transmit any personal identifiable information (PII) on behalf of clients. Their accredited controls and service measures relate to hosting-side management and monitoring covering organisational controls, physical controls, and platform controls. These include data centre policies, firewall policies, intrusion detection, encryption, vulnerability assessment, SIEM, and so on.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9. Secure consumer management     | <p><a href="#">User Admin Tools</a> enable nominated system administrators to control access to areas of the system, determining individual user permissions – right down to case level. You may wish to restrict access to a particularly sensitive case, or only allow a manager to view his own team’s cases.</p> <p>All accounts are managed within a secured Windows domain, in a single group to which only the system administrators have access.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10. Identity and authentication   | <p>Workpro is a web browser based product, accessible from any web enabled device, subject to security/access permissions. Data is protected by <a href="#">access controls</a> and data access is only permitted to authenticated users.</p> <p>Workpro supports Single Sign On authentication methods, including Azure AD, Shibboleth, ADFS and Okta, many of which can provide MFA (Multi-Factor Authentication). It also supports app-based 2FA (Two Factor Authentication), for example with Google Authenticator.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11. External interface protection | <p>Both CAS and our hosting partner have well-established ISO27001 certifications, showing that procedures and processes exist to manage risks, including security incidents and breaches. We conduct regular risk assessments as part of our continual improvement.</p> <p>All Workpro hosted systems benefit from a fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by cyber security experts, to identify and protect you from all the threats you face.</p> <p>Workpro Cloud Hosting includes:</p> <ul style="list-style-type: none"> <li>• Cisco Firewalls</li> <li>• Restricted access to Workpro via VPN (private cloud only)</li> <li>• Encryption of Data in Transit and at Rest</li> <li>• Abnormal Access Prevention</li> <li>• Intrusion Detection and Prevention</li> <li>• Malware and Ransomware Protection</li> <li>• Vulnerability Scanning</li> <li>• Distributed Denial of Service Mitigation (DDoS)</li> <li>• Data Loss Prevention (DLP)</li> <li>• Application Defence</li> </ul> |

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| 12. Secure service administration             | <p>Workpro is designed to be compliant with the Data Protection Act and GDPR, and implements appropriate data archiving and extensive security controls. See <a href="#">GDPR compliance</a>, <a href="#">User Admin Tools</a> and <a href="#">Access and Audit</a>.</p> <p>All Workpro hosted systems benefit from a fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by UK Security Cleared experts, vetted to NPPV level 3, to identify and protect you from all the threats you face.</p> <p>All administrative and maintenance functions require VPN access, only available from a controlled list of locations, and granted by individual credentials. Separate credentials are then required for individuals to access admin functions within target systems. Role-based access ensures that individuals have the appropriate level of access.</p> |
| 13. Audit information provision to consumers  | <p>All case activities are recorded in the case history record of each case. System logs also record activities like authentication attempts and errors.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 14. Secure use of the service by the consumer | <p>Please see our Acceptable Use Policy for Workpro software, published in the footer on our website: <a href="http://www.workpro.com">www.workpro.com</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |