



Recruitivive Service Level Agreement

We pride ourselves on the high level of client care we deliver, providing both rapid and quality support, which is backed by friendly and helpful staff that truly value your business.

We positively detest automated ticket systems and help lines! We deliver good old fashioned quality client care with real people on the other end of the phone that always respond immediately.

We aim to deliver the best client service in the market which is why we appoint a dedicated Account Manager who, from day one, will ensure every aspect of your account is running smoothly. As your business grows, so will our support. We also provide unlimited training and immediate technical support as and when required.

Our award winning service is why so many of our clients choose us over our competitors.

1. HELPDESK TECHNICAL/SERVICE SUPPORT

1.1 Recruitive shall provide the Customer with support during normal business hours 09.00 - 17.00 GMT Monday to Friday excluding Bank Holidays.

1.2 The Administrators of the account will be the authorised personnel who contact Recruitive for technical/service support. Recruitive shall provide support services only to those specified set of users. Recruitive shall provide a designated Account Manager who will be assigned to the Customer's account and be responsible for all service/technical related matters.

1.3 Recruitive operate the below Service Levels, although we work to a much higher standard and endeavour to exceed all targets set;

- Emails Responses to general system queries: 1 - 6 hours
- Telephone Calls: 10 - 15 seconds

*All calls are handled by our friendly receptionists and are transferred to your designated Account Manager. If they are not available, your call will be transferred to another member of the Client Services Team.

- Account Amendments/Updates such as adding a new User or Job Board: 1 - 6 hours
- Posting Failures: Checked Daily

*All postings are monitored continuously and we aim to rectify any issues without contacting you wherever possible.

- Full System/Service Failure. Example: Cannot access account

Recruitive commits to 99% system uptime availability during normal business hours. QA can request Service Credits for monthly availability less than 99% at a proportional rate to the monthly service fee.

Monthly Availability	Service Credit
99 – 100%	£0
< 99%	$(100\% - \text{Monthly Availability } \%) \times \text{Monthly } \text{£Fee}$

- Part Service/System failure: Example: User specific or isolated account issue

Recruitive will inform your Account Administrator within 2 normal business hours of an expected time for resolution of any critical service issue. Should the service issue continue longer than the original

estimation, further updates will be provided every thirty minutes until the service issue has been rectified”

- Minor Service/System Issues: Example: Logo not displaying correctly

Recrutive will inform your Account Administrator within 2 normal business hours of an expected time for resolution of any critical service issue. Should the service issue continue longer than the original estimation, further updates will be provided every thirty minutes until the service issue has been rectified”

- 1.4 The Customer's Account Administrators may contact Recrutive service team in order to report system issues that they cannot resolve themselves after they have performed a reasonable level of diagnosis. On reporting a defect, the Customer shall supply a detailed description of the defect and the circumstances in which it arose and shall submit sufficient material and information to enable us to duplicate the problem, for example a full screen-shot. We will operate to the same response times highlighted in section 1.3.
- 1.5 If for any reason Recrutive cannot fully resolve the reported issue within a specified period of time then Recrutive will give notification of the anticipated completion time and ensure that the customer is aware of progress.
- 1.6 The Account Administrator will also be provided with the Service Manager's contact details to be used in the event that a Technical/Service issue requires escalation, see section 2.

2. HELPDESK TECHNICAL/SERVICE CONTACTS

Support Telephone Number = 0345 60 00 550

Escalation route for all enquiries are as follows:

First Line: Account Manager - Steph Spillman/ Steph@recrutive.com

Second Line: Service Manager - Helen Jankowski/ helen@recrutive.com

Third Line: Head of Technical Services – Matt Willetts/ matt@recrutive.com

If your Account Manager is unavailable when you call you will be transferred to another member of the Client Services Team. Should all lines be busy then our receptionists will pass a message onto the team for immediate call back. The Service Manager is always copied into telephone messages and you should expect a call back within 1 hour

3. SERVICE AVAILABILITY

- 3.1 Subject to any force majeure as specified in our main terms and conditions, Recrutive will endeavour to maintain the services on a twenty-four hour, seven day per week basis. This will be subject to any essential maintenance of Recrutive systems. Recrutive will inform the client by telephone and in writing, within 48 hours in advance of any scheduled maintenance. From time to time emergency maintenance is required which may make it impractical to give the Customer

notice. The Company reserves the right to close down the hosting service without notice in the case of emergency maintenance.

- 3.2 Should these services not be available, to the Client, for a minimum period of twenty-four hours in any one period, then, without prejudice the Service Provider will extend any active agreement by the same period, without any financial compensation.
- 3.3 Should this period extend beyond five working days then, at the discretion of Recruitive, a pro rata rebate may be issued but is limited to not exceed the original order value.
- 3.4 System downtime is measured from the time that Recruitive is notified by the customer or vice versa to the time the Customer is once again able to access the Recruitive Recruitment System.

4. AVAILABILITY MEASUREMENT

All services are monitored by engineers 24/7 NOC. If any service is operating outside of predefined constraints, the engineer is alerted, 24 hours a day, 7 days a week, 365 days a year at the data centre to investigate and resolve. Recruitive also regularly review our Disaster Recovery Plan.

5. SYSTEM MAINTENANCE

- 5.1 Recruitive understand that uptime is critical and shall at all times endeavour to keep any service interruptions to a minimum.
- 5.2 System Maintenance that may require interruption to the services shall not be performed during normal business hours unless otherwise agreed.
- 5.3 Recruitive may interrupt the services to perform emergency maintenance at any time. In addition, Recruitive may interrupt the services for scheduled maintenance, for example to perform major system upgrades, provided that it has given the Customer reasonable advance notice.
- 5.4 Maintenance includes all regularly scheduled error corrections, software updates and those upgrades limited to improvements to features.
- 5.5 Recruitive shall use all reasonable endeavours to accommodate any reasonable changes in the services that may be requested by the Client, subject to the Client's acceptance of any related reasonable changes to the fees that may be due as a result of such changes.
- 5.6 Recruitive shall maintain and update the services. During maintenance periods, Recruitive may, at its discretion, upgrade versions, install error corrections and apply patches to the services. Recruitive shall use all reasonable endeavours to avoid unscheduled downtime for Services maintenance.

6. THIRD PARTY SUPPLIERS

Recruitiv are not responsible for the availability of any third-party Job Boards, Websites or independent software suppliers, although Recruitiv will liaise and assist in resolving any service issues in relation to any third-party suppliers.

Recruitiv are responsible for the accessibility and operation of the hosting and support platform upon which our systems are hosted and operated. In the event of an incident please refer to Recruitiv's agreement outlined in Section 1, point 1.3

7. BACK UP SERVICES

All candidate CV's are stored within the customer's own database. Website data and databases within our cloud storage facility are backed up multiple times per day and stored in a separate, off-site facility. Our cloud platform system is bespoke, we retain backups for 30 days and can restore individual files or databases either through our online interface or directly in the centre. In the unlikely event of a complete server failure, we can restore the entire system from backups efficiently and expediently. Any claims for financial losses and damages in relation to the loss of data or in respect of the software solutions and services of Recruitiv Limited will be dealt with via our Professional Indemnity Insurance Policies.