Service Level Agreement

Sustainable Direction Ltd
25 The Steadings Business Centre
Maisemore, Gloucester, GL2 8EY
Tel: 01452 382218
Service Level Agreement
Sustainable Direction Limited

Dated
26/08/2012

Version
0.2

Remarks
Final for GPS G Cloud 2
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1 Service Level Agreement (SLA) Document History

1.1 Document Location
J:\SDL Projects\eMM\GPS eSourcing

1.2 Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Summary of Changes</th>
<th>Status (Draft/Approved)</th>
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<tbody>
<tr>
<td>0.1</td>
<td>13/08/12</td>
<td>Created</td>
<td>Draft</td>
</tr>
<tr>
<td>0.2</td>
<td>26/08/12</td>
<td>Integrated</td>
<td>Approved</td>
</tr>
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</table>

1.3 Distribution
This document has been distributed to:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Date</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDL</td>
<td>Originator</td>
<td>30/8/12</td>
<td>0.2</td>
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<tr>
<td>eMM</td>
<td>Originator</td>
<td>30/8/12</td>
<td>0.2</td>
</tr>
<tr>
<td>Piandi</td>
<td>Originator</td>
<td>30/8/12</td>
<td>0.2</td>
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</table>

2 Agreement Overview
This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between ‘The Client’ and Sustainable Direction Limited for the provisioning of emission management and reporting services as described in SDL’s Description.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the client and SDL. Changes will be recorded in an Amendments section of this Agreement and are effective upon mutual endorsement by the client and SDL.

Effective Date: 1st September 2012

3 Service Description

3.1 Service Scope
The following Services are covered by this Agreement;

1. Provision of Infrastructure-as-a-Service (IaaS):
   a. Hosted environment
   b. Installed energy monitors (with support agreement)
2. Provision of Software-as-a-Service (SaaS)
3.2 Service Overview
- The provision of compute resource and storage
- Connectivity to the internet for client access
- Service Desk for reporting of service incidents

3.3 Service Availability

3.3.1 Network, Datacentre & Host
SDL guarantees 99.8% availability in any given month, excluding scheduled maintenance.

3.3.2 Installed Monitors
SDL guarantees forecast a maximum of 5% failure for installed infrastructure in anyone year.

3.3.3 Software as a Service
SDL guarantees 99.8% availability in any given month, excluding scheduled maintenance.

3.4 Service Security
Your services will be delivered in line with Impact Level 1, but is guaranteed to IL0.

4 Service Incidents

4.1 Support Service
As standard, SDL provides a Service Desk to deal with any issues.

4.2 Service Levels and Response Times
The SDL shall use reasonable endeavours to provide a response to Service Incidents in accordance with the following Issue Levels and Response Times:

<table>
<thead>
<tr>
<th>Issue Level</th>
<th>Impact Description</th>
<th>Response Time (site)</th>
<th>Response Time (site)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Software availability</td>
<td>Installed hardware</td>
</tr>
<tr>
<td>Critical</td>
<td>Service is unavailable due to platform failure</td>
<td>3 Hour</td>
<td>2 days</td>
</tr>
<tr>
<td>Urgent</td>
<td>Service is degraded causing widespread disruption</td>
<td>4 Hour</td>
<td>2 days</td>
</tr>
<tr>
<td>Important</td>
<td>Service is degraded causing isolated occurrences of disruption</td>
<td>6 Hour</td>
<td>3 days</td>
</tr>
<tr>
<td>ASAP</td>
<td>Service is degraded causing inconvenience</td>
<td>10 Hour</td>
<td>4 days</td>
</tr>
</tbody>
</table>

4.3 Reporting Service Incidents

4.3.1 Phone Request
Contact Number: 01452 382218
**Operating Hours:** Standard support is available 0900 – 1700, Monday to Friday excluding public holidays (‘Working Hours’).

An Answerphone will be available to log all issues so they can be dealt with during standard business hours.

4.3.2 Email Request
Contact Address: e-MM.support@sustainabledirection.com
Operating Hours: Email requests can be submitted 24/7/365. Emails will be responded to between 0900 – 1700, Monday to Friday excluding public holidays.

5 Additional Works
Work outside the scope of the contract will be charged at the following rates:

<table>
<thead>
<tr>
<th>Hosting &amp; Network Service</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineer</td>
<td></td>
</tr>
<tr>
<td>0800 – 1800 Monday to Friday</td>
<td>£80</td>
</tr>
<tr>
<td>Engineer</td>
<td></td>
</tr>
<tr>
<td>1800 – 2200 Monday to Friday</td>
<td>£110</td>
</tr>
<tr>
<td>0800 – 1800 Saturday</td>
<td></td>
</tr>
<tr>
<td>Engineer</td>
<td></td>
</tr>
<tr>
<td>2200 – 0800 Monday to Saturday</td>
<td>£160</td>
</tr>
<tr>
<td>All Day Sunday</td>
<td></td>
</tr>
</tbody>
</table>

6 Roles & Responsibilities

6.1 Roles

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Title</th>
<th>Role</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Manager SDL</td>
<td>Manager</td>
<td>Primary Senior Contact for business and contract issues</td>
<td>Tel: 01452 382218 <a href="mailto:info@sustainabledirection.com">info@sustainabledirection.com</a></td>
</tr>
<tr>
<td>John Henry Looney SDL</td>
<td>Director</td>
<td>Director Contact</td>
<td>Tel: 01452 382218 <a href="mailto:jh.looney@sustainabledirection.com">jh.looney@sustainabledirection.com</a></td>
</tr>
</tbody>
</table>

6.2 Client Requirements & Responsibilities
- The Client will conduct business in a courteous and professional manner with SDL and its suppliers eMM and Piandi.
- Provide license and configuration information as required.
- Provide administrative access to all systems that require support.
- Any issues with service delivery should be brought to the attention of SDL for eMM and Piandi as soon as possible to ensure that issues can be dealt with promptly.

6.3 SDL Requirements & Responsibilities
- SDL and suppliers will conduct business in a courteous and professional manner with the Client.
- Allocate and provide access to the contracted Cloud services.
- Ensure services are delivered in accordance with the requirements of the SLA.
- Provide a Service Desk for the reporting of service incidents.

Review the services regularly with the Client to ensure they are meeting their current and future needs

7 Escalation
If you are not satisfied with the level of service on a request please contact the SDL Director to discuss re-prioritisation.

8 Limitations
This SLA does not cover (without limitation): (a) network performance to Client's physical location or internet access point (such as a local ADSL/Leased Line); (b) failures due to denial of service attacks; or (c) network performance due to software or operating system bugs or other issues.

9 Periodic Review
This Agreement is valid from the Effective Date outlined herein and is valid until the Date of Termination of the contract it relates to. The Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Document Owner is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Document Owner: John Henry Looney, SDL
Review Period: Annually
Previous Review Date: N/A