

SCHEDULE 2

Service Level Agreement

About this Schedule

The Service Level Agreement (**SLA**) set out in this Schedule is specifically incorporated by reference into the Master Services Agreement between the Customer and Supplier to the extent it relates to the Supplier's provision of the Services.

1. Software Updates

- 1.1 Supplier may, in its sole discretion, make enhancements, updates or new releases of Kinatico Compliance available through the Service from time to time in order to enhance or improve the functionality or operation of Kinatico Compliance or comply with legislative requirements (**'Software Updates'**).
- 1.2 Supplier will upload any Software Updates onto the Server for access and use by the Customer through the Service as soon as reasonably practicable following the creation and general release of such Software Updates by Supplier.
- 1.3 The Customer acknowledges that additional downtime for the Service over and above the levels specified in clause 3.3 of this SLA may apply if Supplier is required to upload Software Updates.
- 1.4 The Software Updates will be provided to the Customer through the Service free of charge, subject to all due and owing Service Fees having been fully paid by the Customer.

- 1.5 Use of Software Updates by the Customer through the Service will be subject to the same terms and conditions as use of Kinatico Compliance under the Master Services Agreement.

2. Software availability

Supplier will ensure that the Kinatico Compliance web application is available to the Customer and functioning without service disruptions at least 99.9% of the time during the Term, exclusive of scheduled updates and maintenance notified to the Customer in accordance with clause 3 of this SLA, below.

3. Service maintenance

- 3.1 Supplier will perform such routine maintenance services as it considers necessary to ensure the proper functioning of the Service during the Term, including:
 - (a) reviewing Kinatico Compliance and the Service on a regular basis and applying Software Updates where appropriate; and
 - (b) performing regular security and maintenance checks for evidence of security

breaches, software malfunction and resource limit warnings.

3.2 The Customer acknowledges that it is solely responsible for the support and maintenance of any computer hardware and software other than Kinatico Compliance.

3.3 The Customer acknowledges that, with reasonably notice by Supplier, the Services may be interrupted, from time to time, outside of normal business hours, for scheduled maintenance and that such interruption of Services by Supplier will not constitute a breach of this SLA. The scheduled maintenance duration will be no greater than three (3) hours and Supplier will provide no less than 24 hours' notice of the scheduled maintenance.

4. Breakdown and incident response

4.1 If the Services break down or become unavailable (outside of any planned scheduled maintenance), on such interruption of Services, Supplier will:

(a) take all steps necessary to restore the Services immediately upon becoming aware of such interruption; and

(b) subject to clause 4.3 below, not charge for any costs associated with restoration of the Services.

4.2 Subject to clause 4.3 below and/or any Force Majeure Event, if the Services break down or become unavailable (outside of any planned scheduled maintenance), and outage is greater than 2% of the uptime expected through the Term, such interruption of Services will constitute a breach of this SLA.

4.3 The Supplier will not be deemed in breach of the Master Services Agreement where the Services break down or become unavailable as a result of the Customer's systems or the Customer's actions or omissions, and in that event, the Supplier reserves its right to pass on any reasonable costs associated with restoration of the Services.

5. Service levels for Verification Services

Ref	SLA Description	SLA Measure
4.1	Completion of the initial identity document verification. <i>Please see notes 1 to 4 and 6.</i>	85% 1 business day
4.2	Submission of a request to a third-party vendor. <i>Please see notes 2, 5 and 6.</i>	85% 1 business day
4.3	Third-party Vendor Processing times. <i>See note 5</i>	No SLA

4.4	Publication of third-party vendor result to portal (once received back from Vendor). <i>Please see notes 2, 5 and 6.</i>	85% 1 business day
4.5	Processing of (non-ID) verification results. <i>Please see notes 2, 5 and 6</i>	85% 2 business days
4.6	Client email requests and enquiry- initial response <i>Please see note 6.</i>	85% 1 business day

Clarification notes:

1. The SLAs commence once a Worker has successfully redeemed their invitation and submitted all ID and Requirement document requirements. The app sends a series of reminders to Workers, however, we are not responsible for Worker redemption and requirement completion delays.
2. Delays beyond our control with contracted third-party vendor systems are minimal and managed by our own SLA agreements and contracts with those vendors.
3. The “identity verification” of identity documentation provided by Workers is completed through a combination of AI (where possible) and manual visual inspection by our expert team.
4. We employ best endeavours to ensure SLAs are met through proactive resource management, vendor management and contracts, offshore processing (where appropriate) and ongoing training and development of our team. From time-to-time we may seek exemption from a given SLA for extraordinary circumstances including unplanned technical issues, unexpected high Requirement volumes, unforeseen resourcing issues or other unforeseen local or global factors ie pandemic.
5. The time taken for third-party vendors and private organisations or individuals are not measured (SLA 3), depending on the type of Requirement the turnaround times will vary. Whilst multiple system reminders are sent, the responses are out of our control, particularly with government agencies, international providers, qualification providers, private referees, and former employers.
6. We employ best endeavours to ensure SLAs are met through proactive resource management, vendor management and contracts, offshore processing (where appropriate) and ongoing training and development of our team. From time-to-time we may seek exemption from a given SLA for extraordinary circumstances including unplanned technical issues, unexpected high Requirement volumes, unforeseen resourcing issues or other unforeseen local or global factors ie pandemic.

6. Definitions and Interpretation

6.1 Unless the context otherwise requires, all terms used in this Schedule that are defined in the Master Services Agreement bear the meaning ascribed in the Master Services Agreement.

6.2 In this Schedule, unless the context otherwise requires:

- (a) **Software Update** is defined in clause 1.1, above.

Version history

This is version 2.0 of this Schedule.

Version	Approved	Effective	Notes
1.0	16/06/2025	16/06/2025	First version published
2.0	16/09/2026	13/10/2026	Nomenclature changes