Docusign Envelope ID: 0C2D21E1-41CE-4B89-8820-A385EDA032EA

|  |  |  |
| --- | --- | --- |
|  | Order form | Greenhouse Software, Inc.  228 Park Avenue S.  PMB 14744  New York, New York  10003-1502 US |
| **Customer:**  UK Shared Business Services Ltd Queensway House West Precinct Billingham, TS23 2NF  United Kingdom |  | **Billing frequency:** Annual **Payment terms:** Net 30  **Purchase order required?**  **PO number:** |

Sales rep Primary contact Billing contact

Akshay Mourya Katie Matthews Billing

[akshay.mourya@greenhouse.io](mailto:akshay.mourya@greenhouse.io) [katie.matthews@dsit.gov.uk](mailto:katie.matthews@dsit.gov.uk) [ap@uksbs.co.uk](mailto:ap@uksbs.co.uk)

*Please send purchase order documents and any questions about invoicing to* [***ar@greenhouse.io***](mailto:ar@greenhouse.io)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Subscription products** | **Annual price** | **Start date** | **Term (Months)** | **End date** | **Total** |
| Greenhouse Recruiting - Expert - up to 150 employees | $24,644.00 | 8/7/2025 | 12 | 8/6/2026 | **$24,644.00** |
| Greenhouse Customer Success Services - Strategic | $0.00 | 8/7/2025 | 12 | 8/6/2026 | **$0.00** |

All prices are in USD unless otherwise specified.

Greenhouse software subscription prices above are based on customer Employee Headcount of 140 employees.

|  |  |
| --- | --- |
| **Recurring fees contract total:** | $24,644.00 |
| **Billing Frequency:** | Annual |
| **Grand total:** | **$24,644.00** |

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**General Terms  
Tax Information**

Greenhouse reserves the right to assess sales and certain transactional taxes (“Taxes”) as required by local laws. Greenhouse fees

are quoted and shown exclusive of Taxes. Taxes are calculated based on Licensee’s billing address and shown separately on Licensee’s Greenhouse invoice, when applicable.

**General Terms**

Agreement Terms: Licensee’s use of the Greenhouse services ordered under this Order Form is subject to the terms of

Greenhouse’s Master Subscription Agreement, which is posted at <https://www.greenhouse.com/master-subscription-agreement> (the “MSA”). The MSA contains, among other terms, payment terms, warranty and liability disclaimers, and the indemnification terms. In the event of a conflict between this Order Form and the MSA, this Order Form will prevail to the extent of the conflict. Professional Services Addendum Terms: Licensee’s use of the Professional Services ordered under this Order Form is subject to the terms of Greenhouse’s Professional Services Addendum, which is posted at [https://www.greenhouse.com/de/professional-services-addendum](https://www.greenhouse.com/professional-services-addendum) (the “PSA”) and the Statement of Work(s) attached hereto.

Service Level Agreement: As described in the MSA, Greenhouse makes its services available to Licensee in accordance with the Greenhouse Service Level Agreement, which is available at [https://www.greenhouse.com/service-level-agreement.](http://www.greenhouse.io/service_level_agreement)

Greenhouse Recruiting Subscription Pricing: Price for Greenhouse Recruiting subscription is based on Licensee's current Employee Headcount and is guaranteed for the term of this Order Form. Upon renewal for subsequent terms, the price is subject to change to reflect any increases in Licensee's Employee Headcount.

Innovation Index: Upon each renewal, Licensee's fees shall not increase by more than 8% of the fees applicable to the preceding

term, provided that: (i) Licensee’s Employee Headcount has not increased to more than 150; (ii) Licensee is not upgrading its product tiers or purchasing new product subscriptions; and (iii) the renewal term is the same length or longer than the previous term

Autorenewal: Subject to the Innovation Index described herein, Licensee’s subscription for the services will automatically renew at Greenhouse’s then-current subscription fees at the time of renewal. If Licensee would like to opt out of the autorenewal or change any of the terms of the subscription prior to renewal, Licensee must notify Greenhouse in writing at least 30 days before the renewal term is to start.

Redacted Clause 44 of the FOIA

**Greenhouse Software, Inc. UK Shared Business Services Ltd**

Signed: Signed:

Name: Name:

Redacted

**STATEMENT OF WORK – Greenhouse Customer Success [Strategic tier]**

This Statement of Work (“**SOW**”) is hereby incorporated into the Order Form to which this SOW is attached (“**Order Form**”) entered into by and between Greenhouse Software, Inc. (“**Greenhouse**”) and UK Shared Business Services Ltd (“**Licensee**”). This SOW is subject to the terms of the Professional Services (the “**PSA**”) referenced therein (collectively, the “**Agreement**”). This SOW will be effective on the last date set forth in the signature block on the Order Form (the “**SOW Effective Date**”), and will govern the provision by Greenhouse’s professional services personnel (“**Greenhouse Services Team**”) of certain services purchased by Licensee pursuant to the Agreement and described herein. By executing the Order Form that incorporates this SOW by reference, Licensee agrees to the terms of this SOW.

**Success Team**

Greenhouse will provide:

* An Account Manager and Customer Success Manager to work with Licensee
* Technical Support available via chat and email during business hours

**Ongoing Partnership**

Upon completion of Licensee’s implementation, Licensee’s Senior Account Team will consist of an Account Manager, and a Customer Success Manager. The Account Team will act as Licensee’s primary points of contact and will assist Licensee with company-wide adoption of Greenhouse and evolving hiring strategies using Greenhouse’s tools, services, and best practices.

Licensee’s interactions with the Senior Account Team may include, but are not limited to:

* Holding a strategic partnership kick off to establish Licensee’s goals and objectives for the year
* Creating an account plan to memorialize and manage Licensee’s goals
* Helping Licensee drive adoption throughout its organization via delivery of education and learning resources
* Working with Licensee on strategic initiatives to improve hiring maturity
* Conducting health checks and executive business reviews to celebrate wins, untangle blockers, and check-in on the overall progress of Licensee’s goals
* Teaching Licensee about new features, products, and functionality
* Providing contract and logistical support
* Assisting in day-to-day challenges and escalations

**Technical Support**

In addition to the Senior Account Team, Greenhouse has an international Technical Support group that acts as the first line of defense for any issues Licensee may encounter with the Software. The Technical Support team will provide Licensee with resources, help articles, or troubleshoot any challenges via ticket support and chat functionality.

**Support Targets**

Greenhouse provides support 24 hours per day, 5 days per week with specific targets listed below. The targets listed are time frames during which Licensee will receive the first response.

The targets provided below ***are not*** an expected time to resolution.Greenhouse will use commercially reasonable efforts to resolve any issues as quickly as possible.

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**Strategic Support Targets**

