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Contract Number: 120597
Issued Date: 7/21/2021
Issued By: [REDACTED]
Offer Valid Through: 8/20/2021

Customer Information

Customer: Public Health England
D-U-N-S® Number: 223347629

Attn: [REDACTED]
Address: Manor Farm Road
SALISBURY, United Kingdom SP4 0JG

Terms and Conditions

Related Contract: Not Applicable
Contract Start Date: 14 days from Execution
Contract End Date: Determined upon execution
Initial Term: 3 Years

Payment Terms: Net 30
Billing Frequency: Annually, in advance
Initial Invoice Due: 30 days from Execution
Annual Price Adjustment: 3.0%

EHS Management - 800 Employees

Professional Services

Item	Qty	Year 1	Year 2	Year 3
[REDACTED]				

Subscriptions

Item	Qty	Year 1	Year 2	Year 3
Base Subscription - Group	1	[REDACTED]		
Audit & Inspection - Group	1			
Compliance Management - Group	1			
Job Safety Analysis - Group	1			
Management of Change - Group	1			

Compliance Solutions

Professional Services

Item	Qty	Year 1	Year 2	Year 3
Training & Learning Onboarding Fee	1	£0.00		

Subscriptions

Total		[REDACTED]		
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Item	Qty	Year 1	Year 2	Year 3
A [REDACTED]	75	[REDACTED]		
Total		[REDACTED]		

This Customer Order Form, including all Exhibits, and the Services provided hereunder are governed by the terms and conditions of the VelocityEHS Master Subscription and Services Agreement, as posted on <https://www.ehs.com/mssa>, which is hereby incorporated into this Customer Order Form (the "Agreement"). By signing below, Customer agrees to be bound by such terms and conditions as of the date of signing. VelocityEHS may deem this Customer Order Form null and void if the executed agreement is not received by VelocityEHS by the "Offer Valid Through" date listed above, or if the document is returned with handwritten changes.

Public Health England

Signature: [REDACTED] _____

Name: [REDACTED] _____

Title: Lead QA and Functional Safety Manager _____

Date: Jul 21, 2021 _____

VelocityEHS

Signature: [REDACTED] _____

Name: [REDACTED] _____

Title: Director of Sales _____

Date: Jul 21, 2021 _____

Off the Shelf Implementation Service: VelocityEHS will provide onboarding services that includes the following:

- An assigned Onboarding Specialist who will be your main contact during the onboarding process for the following modules: Audit & Inspection, Compliance Management, Job Safety Analysis and Management of Change.
- Consulting on how to achieve EHS program goals using VelocityEHS
- Assistance with setup of your users, the permissions and access they need in the application, and the notifications they receive from the application
- An interactive user manual including task-based training videos, FAQs and tools to help navigate through the VelocityEHS application
- Help maximizing user adoption of the application by applying industry best practices in software change management.
- Please see additional terms of service and a full description of Implementation process [here](#).

Custom Online Training: VelocityEHS will conduct online training using a hosted teleconference service for a flat fee of £0 GBP.

- Online training will include the following modules: Audit & Inspection, Base Subscription, Compliance Management, Job Safety Analysis and Management of Change.
- Training sessions will be scheduled to accommodate Customer's availability.
- Training session content is tailored to suit Customer's specific setup and/or configuration. Content focuses on Customer's key objectives and business needs.
- Each session will include a learning component followed by Q&A.

EHS Group Model subscription pricing includes:

- One annual Group model subscription(s) for the Customer and its employees included within the Coverage of this agreement.
- This subscription will include access to the following modules: Audit & Inspection, Compliance Management, Job Safety Analysis and Management of Change.
- Unlimited access for the Customer for up to 800 employees.
- Guaranteed annual uptime of 99% excluding planned outages. Restoration of service during unplanned outages is guaranteed within 72 hours in case of catastrophic hardware, network or infrastructure loss.
- 20 hours annually of Customer/Technical Support. Support requests may be submitted via email 24/7/365, by phone 8:00 AM – 8:00 PM EST (excluding US and Canadian holidays). Emergency requests may be made by phone any time.
- Response times to immediate priority issues within 4 hours, all other priority issues in 8 hours, and general inquiries within 16 hours.
- Annual third-party Data Privacy and Security certification of VelocityEHS systems for SSAE 16 SOC 2 Type 2 (US), CSAE 3416 Type 2 (Canadian) and ISAE 3402 Type 2 (International) service organization control standards.
- Daily differential backups for 7 days, full backups weekly. Backup includes Production data and is stored offsite in a redundant data center.
- Data storage includes up to 50 gigabytes of live production data storage (does not include backups). Average customer storage size is 5 gigabytes. Should customer exceed 50 gigabytes, an annual overage fee will be assessed as follows: 1,000 USD per year for 50-100 gigabytes, 2,500 USD per year for 100-500 gigabytes, and 5,000 USD per year for 500 gigabytes+.

Onboarding Services: VelocityEHS will provide onboarding services that includes the following:

- Welcome communication from a customer success manager including an outline of the onboarding journey and a getting started guide.
- Self-guided onboarding tools to set up the organizational hierarchy, and to manage users, notifications and system settings.
- Setup and configuration assistance for the following products: Advanced Training & Learning.
- Help maximizing user adoption through change management best practices.
- Progress monitoring based on target onboarding timelines to notify you of onboarding progress and incomplete steps.
- Access to our customer support team to answer any questions.
- Access to training and support resources including interactive guides, videos, e-learning courses, help center materials and FAQs.

Advanced Training & Learning (without library) includes:

- One annual subscription to the Advanced Training & Learning (without library) product for up to 100 users. Customer may purchase additional users for an additional annual fee.
- No content is included with this product subscription. Customer may purchase content for an additional fee.
- Technical & Customer Support is included.

Fees:

Unless otherwise noted, all fees are in GBP and Year One (1) fees become due within 30 calendar days of the execution of this Customer Order Form. The Base Subscription period will commence on the Contract Start Date, as noted on page one (1) of this agreement; the Contract Start Date will become the subscription "anniversary date". Subsequent yearly fees, determined by adding the annual price adjustment to the preceding year's recurring fees, will be invoiced between 45 and 60 days before each anniversary date, with payments due prior to each anniversary date. Customer may at its discretion pre-pay the full term of the agreement. Sales tax associated to this Order will appear on the invoice, where applicable. All EHS Services Fees, including Implementation, will be invoiced as detailed in the milestones listed below. Each milestone invoice becomes due within 30 calendar days of the creation of the invoice. All Year One (1) fees are in GBP.

Off the Shelf Implementation Services

Total Off the Shelf EHS Implementation Services Fees: £0 GBP

Milestone #	Description	Percentage
1	Contract Signing	100%