LEARNNOW SUBSCRIPTION SERVICE LEVEL AGREEMENT

MHR Learning Services

© MHR International UK Ltd. 2026. Company Confidential

Contents

DOCUMENT CONTROL **3**
DEFINITIONS **4**
1. Service Level Agreement Introduction **4**
2. About MHR LearnNow Subscription **5**
3. Service Description **5**
Raising a query or incident 5
4. MHR LearnNow Subscription **6**
5. Hours of Operation **7**
5.1 Bank Holiday Operation 7
5.2 Set Closed Periods 7

© MHR International UK Ltd. 2026. Company Confidential

DOCUMENT CONTROL

AMENDMENT HISTORY

Version	Date	Author	Comments
1.0	1st April 2021	Cheryl Miles	Published – adapted from V1.2.1 of MHR Hosted Core SLA
2.0	21st February 2023	Laura Robson and Simon George	Terminology changes, small changes to product
3.0	16th August 2023	Simon George	Updated in readiness of standardisation and as per feedback from legal.
4.0	5th August 2026	Simon George	Updated 'Working Day' definition and example LearnNow content. Updated the contact email address. Updated details on how to raise a query or request support. Some minor wording and terminology changes

© MHR International UK Ltd. 2026. Company Confidential

DEFINITIONS

Expressions within this document shall have the same meaning as in the Agreement or shall have the following meanings unless inconsistent with the context:

Expression	Meaning
Communication	Main communication channels will be defined, although these can be varied to suit the Customer and /or Company. Where communication channels are not defined the default communication channel for both Customer and Company will be email.
Company	MHR International UK Limited ("MHR")
Working day	A Working Day for the purposes of the service is Mon-Fri 09.00 to 17.30 (excluding Bank Holidays). Additionally, there is support shutdown period between Christmas and New Year – see section 5.2
LMS	MHR's Learning Management System

REQUESTS FOR SERVICES NOT COVERED UNDER THIS AGREEMENT

This Agreement covers only the areas stated, i.e. the LearnNow platform. Anything not detailed will not be covered as standard. Requests for services not covered under this Agreement should be referred to the MHR Project Manager or Account Manager. The following are examples of areas not covered under this Agreement:

- Additional eLearning courses, video content or documentation provided by MHR unless otherwise stipulated as part of the offering.
- Additional training courses or consultancy services provided by unless otherwise stipulated as part of the offering.

1. Service Level Agreement Introduction

This Service Level Agreement defines the Services provided and managed by MHR to the Customer, as well as each party's respective responsibilities and obligations. The objective is to deliver a timely and defined service.

The Service Level Agreement defines the service and the service level with the objective of:

- Clearly defining responsibilities
- Ensuring effective management of content, including core updates as appropriate
- Defining effective communication channels
- Documenting problem resolution and escalation processes

© MHR International UK Ltd. 2026. Company Confidential

The services to be delivered as part of the agreed Customer's obligations and the Company obligations are denoted by the symbol "✓" in the relevant tables of this document.

2. About MHR LearnNow Subscription

The LearnNow Subscription boasts a growing library of content/resources related to MHR HCM solutions. This will be securely hosted on MHR's market leading LMS. Subject to contract, and the product which LearnNow has been purchased for, this will comprise of some/all the following which support the ongoing use of our iTrent and People First platforms.

- Formal eLearning courses
- A library of bite-size videos
- Process
- Digital content showcasing new functionality as part of our product updates and releases.

3. Service Description

This subscription offering is hosted by MHR unless otherwise stipulated. The fee covers access to the corresponding subscription content, updates, and new material where appropriate during the subscription term and maintaining the underlying environment if hosted by MHR.

MHR LEARNING SERVICES SUPPORT

Raising a query or incident

The method of contacting the MHR Learning Services team is to raise a query or a support case by email.

- Simply send an email to customer.training@mhrglobal.com detailing:
  - Company name
  - Instance of LearnNow (iTrent or People First)
  - Username
  - Full details of anomaly, error, or inaccuracy

IT SERVICE AVAILABILITY

SERVICE	AVAILABILITY	RTO	RPO
LIVE environment, Additional Service Items, and Interfaces	98.8% 24 x 7 x 365	12 Hours	4 Hours

© MHR International UK Ltd. 2026. Company Confidential

INFRASTRUCTURE RESPONSIBILITIES AND OBLIGATIONS	Company	Customer
Provide and maintain all IT Cloud Infrastructure required for the running of Learn Now	✓	
Provide and maintain all computer hardware, software (with the exception of the Product) and associated equipment situated on the Customer premises such as equipment to meet as a minimum the specification required to operate the Product.		✓
The Company and Customer will make each other aware of any changes or issues that will impact the consumption of content.	✓	✓

4. MHR LearnNow Subscription

	MHR	Customer
Work Request Permissions - The Customer will nominate no more than **two** employees who are permitted to provide delegate details to MHR and raise queries with MHR.		✓
Release cycles – In the event of a significant functionality change, appropriate content related to the product shall be updated and released whilst a subscription is still in place no later than 12 weeks from the date of release, keeping the update within that release window. Changes which do affect functionality or processes may be updated outside of this window. Any updates to content will be supplied to the Customer via agreed means.	✓	
Version Control – Updates to content should be subject to appropriate version control	✓	
Content variations – The content Library (where it forms part of the subscription) will be based on a generic builds, and therefore some functionality may differ based on specific customer build.	✓	

© MHR International UK Ltd. 2026. Company Confidential

5. Hours of Operation

The following table outlines the Hours of Operation for MHR Learning Services. Please note that any reference within this document or any subsequent document to 'Working Days' will mean those days as outlined below.

	Start Time	Finish Time
MONDAY	9.00 am	5.30 pm
TUESDAY	9.00 am	5.30 pm
WEDNESDAY	9.00 am	5.30 pm
THURSDAY	9.00 am	5.30 pm
FRIDAY	9.00 am	5.30 pm
SATURDAY	CLOSED	CLOSED
SUNDAY	CLOSED	CLOSED

No services will be provided outside of these hours of operation unless pre-agreed.

5.1 Bank Holiday Operation

Please note that MHR Learning Services does NOT currently provide any service(s) on any the statutory public/bank holidays observed in England. This includes any additional bank holidays that may occur from time to time, but currently includes as standard the following:

- New Year's Day
- Good Friday
- Easter Monday
- The First Monday in May
- The Last Monday in May
- The Last Monday in August
- Christmas Day
- Boxing Day

5.2 Set Closed Periods

Access to the LMS platform will remain live for the period between Christmas Day and New Year's Day, with no or reduced levels of support, Normal service will usually resume on the first working day in January (statutory public/bank holidays are not classed as working days).

© MHR International UK Ltd. 2026. Company Confidential