

Service Specific Terms and Conditions:

Business Traveller Services - Data Review

A. Scope of Services

Vialto will cleanse and analyse Client's travel data sets to develop an interactive diagnostic dashboard, allowing Client users to assess the data. As part of this analysis, Vialto will identify immediate compliance risk areas, key travel patterns and recurring traveller populations.

The dashboard will allow Client to access data driven insights, including tabs as stated in the Fee Schedule.

Vialto will provide initial access for up to an agreed number of Client users via a secure online server. Reports will be shared with Client via a secure file sharing platform, such as myMobility. Excel data reports can be extracted by Client directly from the dashboard as required.

Ahead of undertaking the data review, Vialto will perform a compatibility check of the travel data provided and confirm with Client whether the data is suitable for the analysis or whether improvements/additional data is required.

Vialto will join a call/meeting to talk through the data insights and compliance risks highlighted through the data review.

B. Timing

Vialto will begin working with Client in collaboration once approval has been received. Vialto anticipates this will take 3-4 weeks from the date the complete travel data is received to prepare and provide the agreed deliverables, or as otherwise agreed. As required, Vialto will keep Client informed of progress and will highlight if we believe there are any issues that will cause this timeline to extend.

Where the data review is delivered on an ongoing basis, Vialto will agree with Client the frequency for delivery thereafter.

C. Assumptions, exclusions and limitations

For the duration of the Services covered by this Schedule, assumptions are: There are no Client specific information security requirements yet to be shared with Vialto;

- 1. Setup of Single Sign On federated access between Client and Vialto environments, where needed, will be configured to enable secure access without the need for username/password entry.*
- 2. That Client will provide Vialto with a full upfront data of traveller information;*
- 3. That Client will undertake all liaison necessary with its appointed travel provider with regards to the data shared with Vialto for the data review services;*
- 4. Vialto will place full reliance on the information shared via the travel provider, HRIS, Client and/or traveller, and will not verify the accuracy of the data;*
- 5. That Client and/or your preferred travel provider and/or HRIS will provide Vialto with complete data in Vialto's native or requested format;*
- 6. That if Client requests Vialto to make any risk based amendments to the activities or duration of stay in a country AND / OR request Vialto to assign specific activities to a different configuration than that advised by Vialto, that Vialto shall not be liable for guidance provided against the amended requirements;*
- 7. That Client may rely only on the final versions of materials and not on oral advice or draft materials;*
- 8. That billing will be centralized i.e. Vialto will raise one invoice from the legal entity that is party to this contract to an agreed Client entity.*

Vialto will use these as broad assumptions when delivering advice unless specifically instructed by the Client to the contrary.

D. Complex or out of scope matters

Matters considered to be complex/non-standard, and which are, as a result, out of the scope of this Schedule, may include, but are not limited to the following:

- 1. Complex or non-standard data source (those that do not meet Vialto's data requirements);*
- 2. Any significant changes to the standard reporting and/or provision of any reporting beyond those specified in the scope outlined;*
- 3. Chasing, auditing, reconciling, correcting, manipulating and interpreting Client provided data;*
- 4. Chasing travellers or Client for missing information, beyond any chasers explicitly specified in the scope outlined;*
- 5. General advice regarding immigration, tax, social security and/or PWD matters; and*
- 6. Specific projects requested of Vialto.*

If Client requests assistance with matters involving any of the above, or which Vialto have notified Client as being complex, Vialto will quote relevant separate fees in advance of the services in accordance with the hourly rates as set by the Agreement or, if not included within the Agreement, within the Pricing Schedule.

E. Client's Responsibilities

With respect to the Services described in this Schedule, Client agrees to do the following:

- 1. Provide timely responses to any queries raised by us including any requests for additional information or documentation;*
- 2. Provide access to Client subject matter experts, for example the Client business travel team, cyber and risk teams, user acceptance testing teams, to support the smooth running of the services;*
- 3. Work with your third party providers to ensure availability and accuracy of the travel and/or HRIS data;*
- 4. Provide all information requested as agreed with Vialto to allow for invoicing. Client and Vialto will undertake a joint activity to determine agreed invoicing processes as part of the implementation process.*