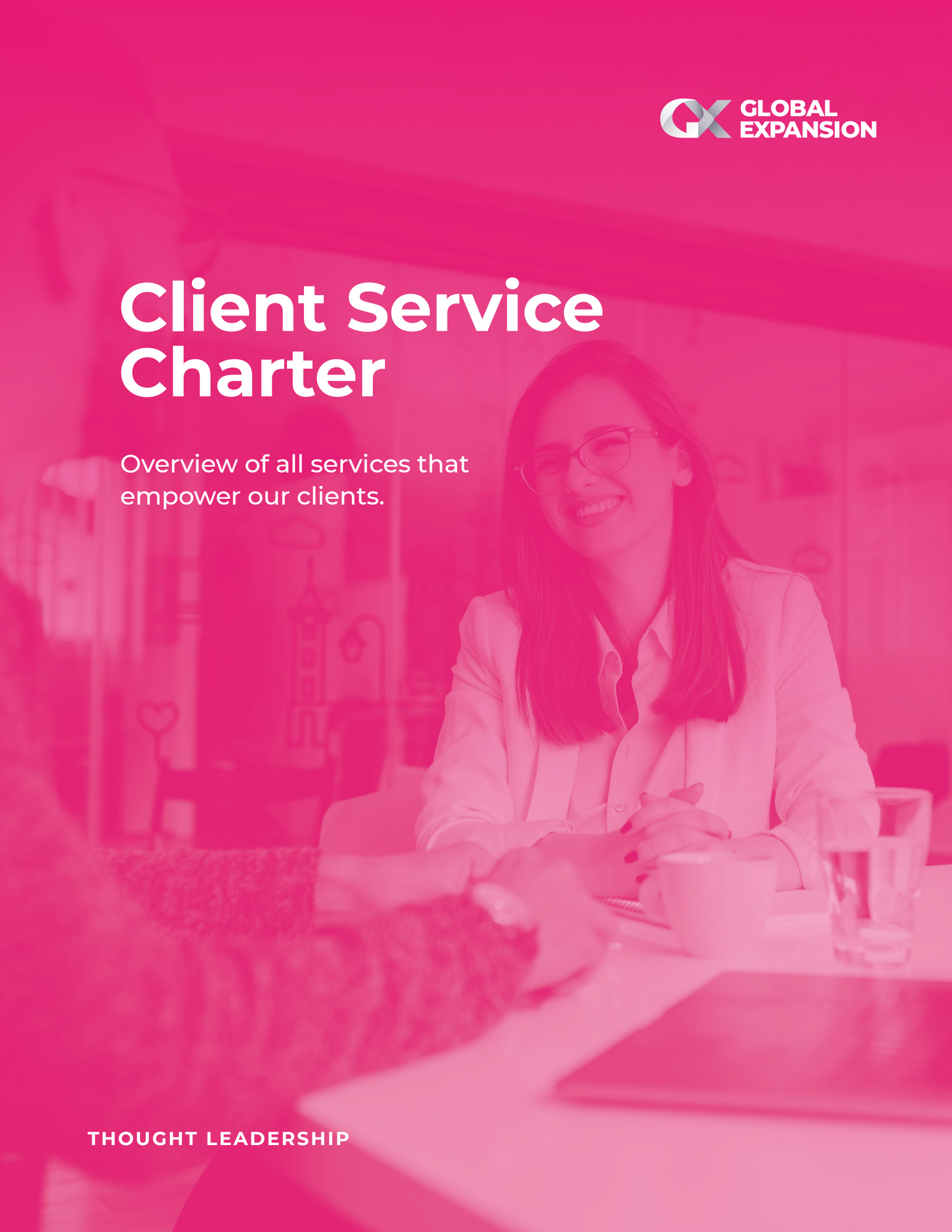
GLOBAL EXPANSION

Client Service Charter

Overview of all services that empower our clients.



THOUGHT LEADERSHIP

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i. GLOSSARY

Client Service Charter	The Client Service Charter, also referred to as CSC.
Global Expansion	Global Expansion is the service provider also referred to as GX.
Client	Refers to the client who is utilizing the PEO Services provided by GX.
Master Services Agreement	Master Services Agreement is the contractual agreement between the service provider and the client, also referred to as the MSA.
Professional Employment Overseas	The employment and management of employees on behalf of the client. Also referred to as PEO or PEO Services.
Onboarding	The process of onboarding a new employee and their setup as an employee in their country of work.
Sales Information Request Form	The form that the client will complete to start the onboarding process of a new employee. It is also referred to as the SIRF.
Offboarding	The process of ending an employee's contract in their country of work, as confirmed by the client.
Offboarding Information Request From	The process of ending an employee's contract in their country of work, as confirmed by the client.
Variable Payments	These are the monthly, quarterly, bi-annual, or annual bonus or commission payments, payable to an employee, that are not salary or fixed monthly payments.

i. GLOSSARY

GX Monthly Fees	This is the fixed fee agreed between GX and the client for providing the PEO Services that apply to each employee per month.
Payment Calendar	The GX client payment calendar outlines the flow of funds, invoicing and payment deadlines per month, between GX and the client. GX will issue a new payment calendar to the client for each new calendar year
Foreign Exchange	This refers to foreign currency exchange. Invoices may be issued to the client in one set currency while the employee may be paid in the currency of the working country. In this situation, a foreign exchange transaction will be involved in this process. Foreign Exchange may be part of the monthly invoice to the client. Also referred to as FX.
In-country	Refers to the country of work that the PEO employee is working and employed.
Local Entity	Refers to Global Expansion's local company or local employer in-country.
Deposit	Refers to the deposit required for each new PEO employee onboarded.
Service Level Agreements	These are the targets set by Global Expansion and the service levels targets we aim to provide to our clients. Also referred to as SLAs.
Escalation Management	The process of escalating a service issue to a higher level of management within GX when service levels have not been met or are forecast not to be completed.

The Essential Components of the Client Service Charter

I.A Purpose

This Client Service Charter outlines the key contacts, processes, and minimum standards we strive to deliver for our clients. It details the service elements and target service levels to be provided by Global Expansion to the client.

I.B Validity & Status

The CSC is intended to be a working document. The CSC incorporates information that may be covered elsewhere in the Master Service Agreement. If there is any conflict between the CSC and the MSA, the MSA will prevail.

As a working document, this CSC will be reviewed regularly to maintain its effectiveness and GX reserve the right to amend the document should any of the services change.

I.C Ownership

GX owns the CSC. Proposals for changes to the contents of this document by either party are subject to change control and shall be made to GX. The request shall be discussed in the Service Review meeting between GX and the client. Subject to a mutual agreement, changes to the CSC can be made where they do not contradict the MSA.



II. Employee Onboarding Process

II.A Process



Sign MSA
Once the client has signed the MSA, onboarding new employees can proceed on our human resources platform called GX[1].

Request for Information
Client to complete the *Employee Request for Information Form.*

Account & Profile
GX Client Services to create client account and employee profile in GX[1].



Draft Contracts Prepared
GX to proceed to prepare draft employee contracts for new employee.

GX1 Access Granted
New employee to access GX[1] platform and complete personal information and upload required documentation.

Introductions
GX Client Services team to contact the new employee and introduce GX PEO services, by phone and email.



Contract Review
Draft employment contracts issued and reviewed by GX and the client.

Contracts Approved
Once contracts are approved, they will be issues to employee on GX[1] for review and signature.

Stored Signed Contracts
Signed employment contracts are shared with the client and stored in GX[1]



Prep for Start Date
GX Client Services team to prepare for the employee start date and first salary payments.

Copies Issued to Client
Fully signed copies of the Local Annex and Schedule issued to the client.

Documents Released
Local Annex and Schedule prepared by GX and released to the client for signature; then countersigned by GX.

III. Employee Offboarding Process

III.A Purpose

Employee offboarding is the process of the PEO employee finishing their employment in their country of work. The client will advise the GX team about any employees that need to be offboarded.

III.B Roles & Responsibilities

The Client Services team will manage and coordinate the employee offboarding process to make sure that offboarding is a smooth and seamless process, for the employee and client alike. The Client Services team will work closely with the client to provide the financial and contractual information required to finalize the employment and make sure that the employee can seamlessly transition either directly to the client's own employment or elsewhere.

Please see an overview of the offboarding process and steps below.



Informed of Offboarding
Client will advise GX of any employees that need to be offboarded and intended offboarding dates.

Offboarding Form
GX Client Services team will issue the *Offboarding Form* to client so that this be completed and returned to Client Services to action.

Review Form
GX Client Services will review the completed *Offboarding Form.*

Prep for Last Working Day
Preparations with the local team in-country will start to finalize resignation or termination letters, confirm notice periods, final employment dates, final salary, expenses, holiday accrual, severance pay and any other legal or final statutory payments that need to be made to employee on or before last working day.

IV. Billing & Payments

IV.A Structure of Monthly Invoices

The Finance team will invoice the client month for the following elements:



Gross Base Salary
Employee monthly gross base salary (plus any fixed allowances: car, medical, etc.).

In-Country Taxes
Employer's taxes in the working country.

Variable Income
Any variable bonus or commission payments as advised by the client (by cut off times specified on payment calendar.



GX Monthly Fees

Foreign Exchange
(FX) if applicable.

Approved Expenses
Business expenses approved by client (by cut off times specified in payment calendar).

IV.B Payments, Expenses & Variables

- Monthly payroll consists of the fixed elements of the employees' monthly payments, which don't change month-to-month. These are typically basic salary, fixed monthly allowances, such as car allowance, medical allowance, or other fixed payments.
- Expenses are typically accrued throughout the month by the employee and claimed back by the employee. The employee will need to keep original receipts for any business-related expenses incurred. The cut-off date for expense approval is the 5th of each month. The client will need to approve the employee's monthly expenses on or before the 5th of each month. Details of the expense system for both employee and client will be issued separately. Please note that the cut of date for approval of employee expenses may need to change from the 5th, due to local legislation in certain countries. GX will advise the client of any changes on a case-by-case basis.
- Variable is the non-fixed payments to the employee for a commission or bonus, typically made on a monthly, quarterly, bi-annual, or annual basis. The cut off for variable notification to GX is 5th of each month

IV.B Payment Calendar

- The GX payment calendar is an overview of the invoicing and payment dates to outline the flow of funds, between the client, GX, local teams in-country and the employee.
- The payment calendar outlines the cut-off dates for variable payments, cut off for expenses approval, GX invoicing dates to the client, client payment dates to GX, GX payment dates to the local In-country team and payment dates to the employee.

IV.B Payment Calendar

As outlined in the payment calendar, GX requires invoices to be paid within ten working days after receipt from GX to allow for the flow of funds to reach the employee in their working country in time for salary payment at month-end.



V. Deposit Process

V.A Process

GX requires a deposit for each new PEO employee that is onboarded. The deposit is held by GX and will be used if necessary to make sure that the employee's monthly salary, expenses or variable payments are always paid on time in line with local statutory laws in the country of work.

V.B Timescales

- Deposits will be invoiced to the client by GX within 5 working days of the employee's start date.
- Deposits will be returned to the client once the offboarding is completed and final salary, expenses, or bonus payment has been made to the employee.
- Deposits will be returned to the client within 4 weeks of the final payment(s) being made.

Please see an overview of the deposit process and steps below.



Agreed Upon Deposit
The deposit amounts agreed upon between the customer and GX will be outlined in the MSA and then detailed in the schedule and signed between both parties.

Guarantee of Payment
If there are any delays in invoices being paid or issues that prevent an invoice being paid, the deposit will be used in this scenario to guarantee that the employee will receive the salaries and monthly payment as stipulated in the employee employment contract.

GX Invoice
GX will invoice the client for the agreed upon deposit at the start of employment.

Return of Deposit
GX will return the deposit to the client at the end of employment, once final payments of salary, expenses or bonuses have been paid to the employee.

VI. Service Level Agreement Targets

VI.A Service Descriptions & Service Level Targets

Service Description	Service Levels & Targets
Incoming client email	95% of all incoming email responded to within 2 hours
Incoming client telephone calls	95% of all incoming telephone calls answered by GX team and the first response given to the client on the call
Incoming client queries by email & telephone	95% of all incoming client questions and queries answered within 48 hours of receipt
Employee onboarding	Employee onboarding process completed within 3-10 working days *(subject to client and employee information availability)*
Employee Offboarding	Employee offboarding process completed within 3-7 working days *(subject to client and employee information availability)*
Local annex and schedule contracts	Prepared and issued to the customer for signature within 3 working days of the employee start date
Deposit Invoicing	Agreed deposits to be invoiced to the customer within 5 working days of the employee start date

VI. Service Level Agreement Targets

VI.A Service Descriptions & Service Level Targets *Continued)*

Service Description	Service Levels & Targets
Deposit return	Agreed deposits will be returned to the customer within 4 to 6 weeks of the final pay run being made to the employee
Salary and other fixed monthly invoicing	As per the payment calendar, monthly fixed salary invoices will be issued to the client by 1st of each month for processing
Variable commission or bonus invoicing and payment	All variable payments to be communicated to GX by 5th of each month for payment with the following month salary
Expenses invoicing	All expenses to be approved by the client by 5th of each month for payment with the following month salary
Escalation Management	If any of the service level targets identified in this section are exceeded or are predicted to be exceeded, the escalation process described in *Chapter 7 Escalation* of this Client Service Charter should be followed

VII. Escalation Management

VII.A Description of an Escalation

Escalation concerns the transfer of ownership of an activity to a higher responsibility level when the agreed service levels are likely to be exceeded. An escalation will result in a higher level of management attention, thus ensuring that every effort is made to achieve the shortest possible resolution or outcome for the activity.

Additionally, the escalation procedure serves to inform both organizations about the scope of the issue escalated, the status, the progress made, the time needed to resolve it and any corrective measures or actions that must be taken. The escalation procedure applies to all aspects of the Global Expansion service.

VII.B Procedure

If any of the service level targets outlined are exceeded or predicted to exceed, please escalate this to the following within the Global Expansion Team.

After the resolution of an issue that has been escalated, either Global Expansion or the client may call an evaluation meeting, involving both parties, to identify any lessons to be learnt, process and communication that may need to change and how similar escalations can be avoided in the future.

Escalation Point of Contact

If an activity is likely to exceed the SLA, please contact

> **Nikki Sohal**
> nikki.sohal@globalexpansion.com
> +44 0738 8671 042
> *Team Lead - Client Services.*

If a further escalation is required, please direct your query as necessary;

> **Sarah Stott;**
> sstott@globalexpansion.com
> +44 0777 5092 880
> *Director of Client Services.*



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