

KEY PERSONNEL TO PERFORM THE SERVICES

25/7, 365 DAYS

Our Team	Escalation Level	Timing
Helpdesk	Primary	Between 8.30 AM to 6PM
Sales/Service Coordinator	Primary	Between 8.30 AM to 6PM
Technical Support – Maintenance	Primary	Any time After 6PM
Technical Support- Projects	Primary	Any time After 6PM
Project Manager	Secondary	Any time After 6PM
Operations Manager	Final	Final

Service Provider undertakes to always comply with Client Policies and standards, which Client will provide to the Service Provider.

1. The Service Provider shall perform the Services:
 - (a) With the standard of skill, care and attention expected of an experienced and competent service provider of the same type of Services exercising good industry practice.
 - (b) In an efficient, professional, and cost-effective manner.
 - (c) In accordance with all applicable laws, permits, consents, licenses, regulations, and industry codes.
 - (d) As per Client's directions and this Agreement; and

2. Service Provider shall:

- (a) Regularly consult with Client regarding the Services.
- (b) Fully co-operate with, and co-ordinate the Services with the work and services of Client and Client's consultants, contractors, and agents working in the vicinity of where the Services are being performed.
- (c) Ensure that each person who performs any part of the Services complies with all applicable Client Policies, including those relating to security, safety, site induction, environmental, and community relations; and
- (d) Employ the Key Personnel to perform the Services

3. Management & Supervision by Service Provider

- (a) The Service Provider shall provide a dedicated manager as a single point of contact for the delivery of services commensurate with the requirements of the Agreement. The manager shall have years of experience in a similar environment at the same level who can demonstrate the specific skills necessary for the successful delivery of the services.
- (b) The Service Provider shall provide supervisors to a level and standard commensurate with the requirements of the Agreement and the properties operational requirements. Supervisors shall have supervisory experience commensurate with their roles and be knowledgeable in the delivery of the services for which they are employed.
- (c) The Service Provider shall ensure that the health and welfare of all its employees are always maintained in accordance with Dubai laws, rules, and regulations as a minimum.
- (d) The System Integrator shall fully pro-actively support PULLMAN in sorting out issues related to Product Supplier for the Products such as Software, DVRs, in terms of following up and updates etc. However, the System Integrator should not be held responsible for any delays caused by Supplier Support.
- (e) Maximum call attendance time-period shall be 24 hours to a maximum of 48 hours in all Emirates.
- (f) In case where Mall Permits and other Permission are required, the client will arrange the same and the call login date/time would be considered from the date/time of mall permits.



SLA

EMERGENCY (P1) - Any issues wherein life, property, environment and/or business continuity at risk. Significant impact has occurred or has the potential to occur to the owner / occupant / building operation. Occupational Health & Safety issue. Injury has occurred or an immediate threat of injury is present. Significant damage to property has occurred. Any Environmental problem that presents an immediate risk of significant contamination of the residence, workplace or environment. Issues such as the following mentioned below:

URGENT (P2) - Any issues which non-emergency; cannot wait until next scheduled visit without having a negative impact to the owner / occupant / building / outlet operation. Minor impact has occurred or has the potential of occurring to the client /business operation. Potential Occupational Health & Safety issue presenting possible threat of injury. Environmental issue presenting potential risk of minor contamination of the residence, workplace, or environment. Issues such as the following mentioned below:

NORMAL (P3) - Any issues wherein services that can wait until a regular visit without having a negative impact to the owner / occupant / building operation. Minor presentation issue. Potential Occupational Health & Safety issue. No threat of injury is present. Issues such as the following mentioned below: