

Exit Management Plan

PHX065

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Policy Statement

Purpose Of This Document

This document has been created to communicate to interested parties the approach Phoenix take to offboarding a customer.

Commencement

The Exit Management Plan will become effective as soon as notice of termination is issued by one party to the other or three (3) months prior to the expiry of the Agreement, whichever occurs first.

The parties will, within ten (10) Business Days from the Exit Plan becoming effective, jointly establish an Exit Group comprising staff from both parties to manage disengagement of the Agreement and to implement the provisions of the Exit Management Plan.

Coverage

The standard Exit Management Plan will be presented by Phoenix Software. Any additions or omissions to the plan are to be agreed by both parties at the commencement of the Exit Group. The standard plan coverage for service offerings include:

- Timescales
- Identify key service outputs
- Review all current work in progress
- Identify any related Sub Contractor agreements
- Operational documentation – including warranties and guarantees
- Data identification – not limited to asset register, specifications, software licences, digital certificates
- Data transfer procedures and/or removal of data
- Data protection review

Due to the limited engagement and data held for the provisioning of license agreements from third-party vendors, a limited plan is in place:

- Data protection review

Exit Group

Each party is to make available enough resources to meet the requirements of the Exit Group. The Exit Group will manage all the activities needed for the transfer of the Agreement from Phoenix Software to a New Provider ensuring a seamless transition.

Interface With The Customer

During the Exit Management Plan and execution of transition, the

- Project Manager for service delivery
- Account Manager for licence procurement

will act as the primary interface for all key stakeholders.

The Project Manager will be further supported by a Project Team whose specific brief will be to ensure a successful Exit Strategy.

Plan

In the event of Services, the Exit Management Plan is a "live working document" which will be used as an effective tool by the Project Manager to communicate the Exit status to all involved parties. The Exit Management Plan will highlight individual tasks, ownership of tasks and key milestones, together with projected timescales for completion.

In the event of license agreement exit, no Exit Plan will be required due to the limited nature of data and delivery lifecycle. In this event, the Account Manager will notify the Data Protection Team to ensure appropriate data and record handling.

Review And Revision

This policy is reviewed as it is deemed appropriate, but no less frequently than every 12 months. Policy review will be undertaken by the Governance team with any subsequent changes authorised by the Managing Director

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
MSC	1.0	01/04/2020	Original Document
MSC	2.0	01/05/2021	Amendments following annual review
MSC	2.0	08/02/2023	Annual review – no changes

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	01/04/2020	Managing Director
Sam Mudd	2.0	01/05/2021	Managing Director
Clare Metcalfe	2.0	20/03/2023	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 20/03/2023