

HR105

Department

Descriptions

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Document Control

The electronic version of this document is recognized as the only valid version.

Approval History

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| APPROVER(S) | TITLE/DEPARTMENT | APPROVED DATE |
| Shamira Jaffer | CEO | December 23rd, 2021 |
| Shamira Jaffer | CEO | June 24th, 2021 |
| Shamira Jaffer | CEO | December 30th, 2020 |
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Document Sensitivity Level

Confidential

Signifi Department Descriptions

Finance:

Oversight of all day-to-day processing, receivables, payables. Monthly and annual financial reporting including analysis and insights. Our CFO manages the planning and financing including government and bank relationships.

Engineering:

New product development as well as ongoing work on value engineering and continuous improvements.  The team also provides manufacturing support.

Sales

Responsible for new business development as well as ongoing account management of direct and partner sales. The account managers support the executive sales staff.

Pre-Sales

The team is responsible to understand the clients needs and provide solutions. They work closely with the sales team.

Support/Customer Service and Field Services:

Responsible to manage all incoming support requests. Proactively monitors customer solutions and provide phone and remote support for installation and any issues.

Manufacturing/Production:

Responsible for assembling and building solutions to meet customer orders. The production team also manages orders, and inventory required to complete orders and does overall QC prior to packing units. Includes the Logistics unit.

Software QA:

The quality assurance team are responsible for testing and finding bugs in software released by the development team.

They are also responsible for performing QA of the software hardware prior shipments.

Software Development:

Responsible for designing and development of the Vision platform as well as fulfilling ongoing requirement from clients.

Project Delivery:

Responsible for all post sales to deployment activities related to successful delivery of solutions for clients.

They manage the project from kickoff to delivery and work closely with the client, production team and logistics.

Logistics:

Responsible for making sure all products are delivered globally on a timely basis. Ongoing work with agents and customer brokers as needed.

IT, Privacy and Security:

The IT department provides systems and applications management and support for the computing resources (networking, servers, workstations, other devices) used by Signifi, including security, compliance, and governance. IT also manages and supports the phone, access control and video surveillance systems.

Operations:

The operations department encompasses Development, QA, IT and Project Management departments.

Marketing:

Responsible for creating and developing marketing materials, managing the company web site, web site and all rendering.

HR/ Talent:

Responsible for hiring new talent and staff. Ensures policy compliance and maintain relations with current staff.

Counsel:

Provides legal services, including audit committee investigations, shareholder derivative lawsuits and corporate risk analyses. In addition to the specialized knowledge that outside counsel brings to these subjects, its independent position in relation to the corporation is a valuable legal asset.

Product Management

The Product Management department encompasses the Purchasing, Engineering and Software Development departments.

New Product Development/Strategy

The Strategy department consists of the CEO and VP, Sales.

Go to Market

The Go to Market department encompasses the Marketing, Sales and Pre-Sales departments.

Revision History

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| --- | --- | --- | --- |
| VERSION | DATE | SUMMARY OF CHANGE | CHANGED BY |
| 1.0 | 2020-12-29 | First version | Sameen Shaikh |
| 1.1 | 2021-06-23 | Updated to current status | Caroline Martin |
| 1.02 | 2021-12-12 | Annual review | Hadeel AlZuhairi |