

## **SERVICE LEVEL AGREEMENT (SLA) – EXHIBIT B**

This Service Level Agreement (“SLA”) defines service standards, response expectations, priority handling, escalation procedures, and responsibility allocation governing Envision’s HR consulting & advisory, employee benefits administration support, payroll administration support, and EnvisionSOLA platform services.

This SLA is intended to set service objectives, not guarantees, and to establish clear operational boundaries consistent with Envision’s SaaS Agreement and, where applicable, Business Associate Agreement (“BAA”).

### **Purpose of This SLA**

This SLA defines:

- Service categories and response expectations
- Priority levels and escalation paths
- Included vs. out-of-scope services
- Client responsibilities and dependencies
- Communication standards
- Seasonal exceptions and third-party impacts
- Remedies and limitations related to SLA performance

This SLA applies to all Clients receiving HR consulting, benefits administration support, compliance guidance, payroll administration support, or EnvisionSOLA platform services.

### **Definitions**

#### **Business Day**

Monday through Friday, excluding United States federal holidays and any additional holidays observed by Envision Benefits Group.

#### **Acknowledgment**

Written confirmation by Envision that a request related to human resources administration, employee benefits administration, payroll administration, or related operational support has been received and logged for action.

#### **Completion**

Delivery of the final output, resolution, or response associated with a request, which may include documentation, guidance, system updates, communications, filings, or meeting follow-up related to HR, benefits, payroll, or employment administration.

#### **Urgent Request**

A time-sensitive matter requiring expedited attention that may materially impact legal or regulatory compliance, employee relations, employee benefits coverage, payroll accuracy or timing, employee terminations, audits, or potential financial or legal liability.

**Standard Request**

A routine request involving day-to-day HR, benefits, payroll, or compliance administration that does not rise to the level of an Urgent Request.

**Task**

A discrete, standalone action item that can be completed independently.

**Project**

A multi-step initiative requiring planning, milestones, coordination, and ongoing collaboration.

**Service-Level Summary Table**

<b>Service Category</b>	<b>Acknowledgment</b>	<b>Standard Completion Time</b>	<b>Notes / Scope Clarification</b>
General Communications (Email / Voicemail / Text)	Within 1 business day	Case-specific	Applies to HR, employee benefits, and payroll administration inquiries. Urgent items acknowledged within 2–4 hours.*
Urgent HR, Benefits, or Payroll Issues	Within 2–4 hours	Same business day when feasible	Must be clearly identified as “urgent.” Includes compliance deadlines, payroll timing errors, benefit eligibility issues, or employee relations matters with potential liability.
HR Policy Drafting & Updates	Within 1 business day	2–4 business days	Includes HR, benefits-related, and payroll-adjacent policies using standard templates. Extensive rewrites may be treated as a Project.
Job Descriptions & Role Documentation	Within 1 business day	2–4 business days	Covers HR administrative documentation for new or revised roles.
Offer Letters, Employment Changes & Termination Documentation	Same business day	1 business day	Client must provide final compensation, benefit eligibility, and payroll details. Includes benefits continuation and payroll timing notices.
Employee Handbook Review (HR, Benefits & Payroll Sections)	Within 1 business day	10–15 business days	Full handbook review. Major rewrites, multi-state updates, or benefits redesign treated as a Project.
Compliance Checklists & Audit Summaries	Within 1 business day	5–7 business days	Covers HR, benefits (e.g., ERISA, COBRA), and payroll

			compliance. Dependent on completeness of client data.
Meeting Follow-Ups (HR / Benefits / Payroll)	Within 1 business day	Within 2 business days	Includes meeting summary, action items, and administrative follow-up.
Project Plan Updates	Within 1 business day	Within 3 business days	Applies to onboarding or approved HR, benefits, or payroll projects only.
Custom HR, Benefits, or Payroll Strategy Documents	Within 1 business day	7–10 business days	Scope-dependent. May include benefits strategy, payroll process optimization, or HR planning.
Training Materials (HR, Benefits & Payroll)	Within 1 business day	5–10 business days	Includes customization for HR processes, benefits administration, and payroll workflows.
Webinar / Training Scheduling	Within 1 business day	Minimum 2 weeks' notice required	Applies to HR, benefits, and payroll training sessions. Additional time required for custom content.
Payroll Onboarding & Setup Support	Within 1 business day	5–7 business days	Dependent on payroll vendor timelines, client data accuracy, and third-party integrations.
Leave Tracking Documentation (HR, Benefits & Payroll)	Within 1 business day	2–4 business days	Covers leave policies, benefit coordination, and payroll tracking documentation.
Leave Management Communications	Immediate	2–4 hours	Includes employee and employer notices related to leave administration, benefits continuation, and payroll coordination.
System Tutorials (ENVISIONSOLA / Benefits / Payroll Platforms)	Within 1 business day	Within 5 business days	Virtual sessions only. Covers HR, benefits, and payroll workflows.
Platform Setup & Configuration Changes	Within 1 business day	5–7 business days	Dependent on client data submission, carrier requirements, payroll vendor dependencies, and volume constraints.

\*Completion timelines are estimates and may vary based on data completeness, regulatory requirements, third-party vendor response times, and Client approvals.

## Priority Levels & Escalation Path

### Priority 1: Urgent (Expedited Handling)

Requests involving immediate legal, regulatory, financial, payroll, benefits, or employee relations risk.

**Service Alignment:**

Acknowledgment within 2–4 hours; resolution same business day when feasible.

### Priority 2: High (Accelerated Handling)

Requests materially impacting operations or employees but not immediately time-critical.

**Service Alignment:**

Acknowledgment within **1 business day**; completion per applicable SLA category.

### Priority 3: Standard (Routine Handling)

Administrative, informational, or strategic requests.

**Service Alignment:**

Acknowledgment within **1 business day**; completion per standard SLA timelines.

\*Priority level governs urgency and handling, not guaranteed completion outside the SLA table.

## Escalation Path

1. Primary HR Consultant
2. Senior HR Consultant / Team Lead
3. Director of HR Services
4. Executive Client Support (reserved solely for critical, business-impacting matters)

Escalation does not reset SLA timelines and does not create additional obligations.

## Communication Standards

**Client to Envision:** Clients must:

- Submit requests via designated channels
- Clearly flag Priority 1 (Urgent) requests
- Provide complete and accurate information
- Respond to follow-ups within two (2) business days, where practicable

Failure to do so may extend timelines.

**Envision to Client:** Envision commits to:

- SLA-consistent acknowledgment
- Timely communication of delays or dependencies
- One (1) round of reasonable revisions
- Professional and confidential handling

**Client Responsibilities:**

- Accuracy and completeness of provided information
- Timely approvals and responses
- Maintaining required system access
- Notifying Envision of material organizational changes
- Using designated intake tools and processes

Failure to meet Client responsibilities may adjust timelines without penalty to Envision.

### **Scope of Services**

Envision provides advisory, administrative, and operational support related to:

- HR administration and compliance guidance
- Employee relations documentation
- Policy drafting and maintenance
- HR audits and strategy
- Training and development support
- Employee benefits administration guidance
- Leave management communication
- EASE and Employee Navigator platform support

### **Out-of-Scope Services**

Envision does **not** provide:

- Legal advice or legal representation
- Direct payroll processing, tax filing, or wage payments unless expressly contracted
- Medical or mental health advice
- Licensed workplace investigations
- Software development or engineering
- Services requiring licensure not held by Envision

Out-of-scope requests require separate written agreement.

## **Compliance Responsibility Allocation**

Envision provides compliance-related guidance based on Client-provided information. Client retains sole responsibility for compliance with all employment, benefits, payroll, tax, and labor laws, including implementation of recommendations.

## **Exceptions & Seasonal Delays**

Service timelines may be extended during:

- Benefits open enrollment
- Regulatory deadlines
- Year-end payroll and benefits cycles
- Holiday weeks

Envision will communicate anticipated delays when applicable.

## **Third-Party Dependencies**

Envision is not responsible for delays caused by:

- Payroll vendors
- Benefits carriers
- Technology platforms
- Government agencies
- Client internal approvals

## **Revisions, Changes & Feedback**

- One (1) revision included
- Additional revisions may extend timelines
- Scope changes constitute new Tasks or Projects

## **Expedited Services**

Expedited requests:

- Are evaluated within 1 business day
- Are discretionary and availability-based
- May incur additional fees
- Do not override SLA standards unless agreed in writing

## **No Guarantee of Outcome**

This SLA reflects service targets only. Envision does not guarantee outcomes, regulatory compliance, or avoidance of disputes. Failure to meet an SLA target does not, by itself, constitute a breach.

### **Exclusive Remedy for SLA Failure**

Client's sole remedy for failure to meet an SLA target is re-performance of the affected service, where commercially reasonable. SLA failures do not entitle Client to refunds, credits, termination, or damages.

### **Order of Precedence**

This SLA is governed by and subordinate to the Master Services & Software-as-a-Service Agreement ("Master Services & Software-as-a-Service Agreement") and any applicable Business Associate Agreement ("BAA"). In the event of conflict, the Master Services & Software-as-a-Service Agreement and BAA control.

### **PHI & BAA Coordination**

To the extent services involve Protected Health Information, obligations are governed exclusively by the BAA. This SLA does not expand Envision's PHI obligations.

### **Version Control**

This SLA may be updated periodically. Updates shall not materially reduce service levels during the then-current Term without prior written notice to Client. The current version will be provided upon renewal or material scope change.

This Exhibit is incorporated into and governed by the Master Services & Software-as-a-Service Agreement. All obligations under this SLA are subject to the Disclaimer of Warranties, Limitation of Liability, and Indemnification provisions of the Master Agreement.