

Rules on Certification of Support and Sales Staff in the Datalab Group

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Definition of Terms

- i. **Team members** are active employees, contractors, or part-time employees who are performing PANTHEON support or sales on behalf of a Subsidiary or Partner company.
- ii. **Datalab SUB** is a company that has concluded a Subsidiary Agreement with Datalab HQ.
- iii. **Partner** is a company that has concluded a Partner Agreement with Datalab HQ.

HQ/SUB Certification Organization

- i. Standardized Certification System
 - i. From 1 July 2020 Datalab HQ will perform all standardized certifications.
 - ii. Standardized certification includes testing all Datalab SUB and Partner team members.
- ii. Personnel Responsible for Test Creation:
 - i. Tests are created by authorized personnel from HQ.
 - ii. Tests for support staff (Datalab employees and Partners) are prepared by Product Managers or Assistant Product Managers, and by the Corporate Head of USD for process-level questions.
 - iii. Tests for sales staff (Datalab employees and Partners) are prepared by the CSO and persons authorized by him.
- vii. Language and Translations:
 - i. Tests are created in three languages: English (EU), Slovene (SI), Adriatic (HR/SR). SI is the source language.
 - ii. Translations to EU and other languages are prepared by authorized HQ translators.
- viii. Quality Control and Certification Execution and Results Control:
 - i. Quality control of tests is conducted by HQ.
 - ii. Tests are controlled for their content and language adequacy. Authorized HQ employees are responsible for quality control of the tests.
 - iii. Execution of certification is in the SUBS' domain:
 - i. SUBs are responsible for overseeing the execution of certification.
 - ii. Candidates enter the HQ certification system in a controlled environment provided by the SUB.
 - iii. SUBs may use their own classroom and equipment for this purpose or rent it. The classroom and equipment must be checked by the SUB in advance.
 - iv. Candidates are overseen by a SUB employee or an external contractor authorized by the SUB. SUBs are responsible for proper oversight and ensuring that cheating does not happen.
- ix. HQ Certification Organization:
 - i. Datalab Community DEV (DCD) is responsible for organizing certification and issuing certificates on the HQ level.
 - ii. DCD is responsible for coordinating authorized personnel, entering questions into the online system, assigning permissions and access to candidates, and issuing all certificates.

- iii. Employee and Partner certification is conducted biannually and scheduled for terms approved by HQ Management.
 - iv. Questions for certification prepared by HQ are available online in a system designated by HQ.
- x. Costs and Invoicing:
- i. HQ invoices SUBs for costs arising from certification. The total number of all certificates (for Employees and Partners) completed for each localization is billed to SUBs according to the price list or internal work hours.
 - ii. SUBs divide/post the costs of certification that were invoiced by HQ to two line items: the cost of Employee certification is posted under 'Cost of internal plp', and the cost of Partner certification under 'Other cost of services'.
 - iii. SUBs invoice the costs for Partner certification to partners. SUBs bill the cost of individual certificates in accordance with SUB certification prices. On the level of the SUB, this is reflected as SUB USD revenue. SUBs post and plan it in the 'Certification RWN' line item. The number of planned certificates is recorded also quantitatively in the 'No. of certificates' line item.
 - iv. All certifications are billable.

Competency Matrix and Related Tests

The competency and related tests matrix lists available competencies and related tests that individual team members must pass in order to attain a competency.

Competencies	Subject matters (tests) within the competency
Accounting and Finance	Financials*
	General_Registers_System
	Goods
	VAT
	ZEUS
	eBussines_Basics
PANTHEON Sales	Sales*
HR Management	Personnel and Travel Management*
	ZEUS
	eBussines_Basics
	General_Registers_System
Payroll Management	Payroll*
	Personnel and Travel Management
	Financials
	ZEUS
	eBussines_Basics
	General_Registers_System
Development	General_Registers_System
	ARES*
	eBussines DEV

Goods Management	General_Registers_System
	Goods*
	Orders
	POS X
	ZEUS
	eBussines_Basics
	Service
Manufacturing	General_Registers_System
	Orders
	Goods
	ZEUS
	eBussines_Basics
	Manufacturing*
System Administration	General_Registers_System*
	ZEUS system administration
	eBussines system administration
PANTHEON Web	PANTHEON Web Light*
PANTHEON Support (only for DL/USD employees)	Support Processes*

***Main subject** matter within a given competency

Obligations of Datalab SUB Team Members and Partner Companies

Obligations of Partners

Partner Status	Attained Competencies/Partner
RESELER	PANTHEON Sales
PARTNER	PANTHEON Sales + 1
PREMIUM PARTNER	PANTHEON Sales + 3

To get the **Reseller status** at least one person at a partner company must pass all tests required to attain the PANTHEON Sales competency.

To get the **Partner status** 2 different competencies must be attained:

- One PANTHEON Sales competency
- One Competency chosen by the partner

To get the **Premium Partner status** 4 different competencies must be attained:

- One PANTHEON Sales competency

- 3 competencies chosen by the partner

To successfully attain a competency (regardless of the partner's status) the same person must pass all tests listed for a particular competency.

Obligations of Datalab SUBs

DATALAB SUBs must attain all competencies. To successfully attain a competency the same person must pass all tests listed for a particular competency.

All team members must attain the PANTHEON Support competency.

Passing Grades

The passing grade for each test/certificate is $\geq 51\%$ except for the **main subject matter** for which the passing grade is $\geq 75\%$.

To successfully attain a competency the same person must pass all tests listed for a particular competency.

Validity Period

The **validity period** of each **competency** is determined by the **validity of individual tests**. **Tests/certificates** are **valid for 24 months** after the result of the certification is recognized.

Partners and Datalab SUBs must attain all competencies required by their status.

When entering a new fiscal year, Partners and Datalab SUBs must attain all missing certificates for the required competencies within the first two terms scheduled by HQ.

Depending on the results of the certification the status of a partner changes- If they don't attain the minimum required competency, the partner status is rescinded.

If a Datalab SUB fails to complete the required certificates and attain the relevant competencies, they must hire an adequately certified person from another SUB or Partner company who can cover the missing subject matter competencies. That person is assigned by HQ.

Only a person with the relevant competencies can ask questions or submit tickets to Development.

New Subject Matters

If HQ develops a new independent module/segment, a test for the new subject matter may be added to individual competencies.

Partners and Datalab SUBs must pass the new test in order for the relevant competencies to stay active.

Certification System and Results

Certification System

Certification tests are available online in a web tool specifically developed for that purpose by HQ.

Certification tests are automated, consisting of multiple-choice questions, and don't require manual grading.

Certification is executed in a controlled environment provided by the Datalab SUB or rented for that purpose by the SUB.

Certification is overseen by a person authorized to do so by the Datalab SUB (controller) or a person hired by the Datalab SUB to do so.

Certification Results

Candidates receive the results of the certification immediately after submitting their online test. Results are generated automatically and transparently.

Once a candidate finishes the certification session, they will no longer have access to the certification system. Messaging Product Managers and other staff after certification is over is forbidden. Candidates will receive results automatically and immediately after completion

The automatically generated certification results are not considered valid until the certification results are checked.

Within 14 days after taking the test and after the results of a Datalab SUB or Partner are reviewed, candidates receive the official results and the certificate, provided there were no irregularities during the test.

If a candidate fails a test or is dissatisfied with the result, they have the right to retake the test within one fiscal year. Each candidate may take an exam for the same subject matter twice within one fiscal year.