



Exhibit 1: CUSTOMER SUCCESS AND SUPPORT POLICY

Customer's Order Form specifies the Support Level and Customer Enablement that Customer is eligible to receive, which are subject to the following policy.

Customer Success

Staffbase pairs the customer with the Customer Success Team, as outlined below. Customer Enablement, Customer Success and support is limited to the Customer's teams Group Administrators (as described in the Support Documentation).

Continued Growth. Following onboarding, Customer will continue to receive periodic support designed to evolve their employee engagement program.

Our enablement and support may be delivered remotely (via a group or one-to-one setting) via the web, over the phone, or via web session, or in person at the nearest Staffbase office. Onsite sessions at Customer's location may be arranged for an additional fee (to be agreed in advance between Staffbase and the Customer).

Travel Expenses. Staffbase invoices in arrears for actual travel expenses incurred. Staffbase will follow any agreed travel expense policy of the Customer if provided in advance of the travel.

Per year services. Any Customer Enablement and related services that are "per year" must be used within each relevant 12 months of the Customer's Subscription Term. Any unused *per year* services expire at the end of the relevant 12 months unless otherwise agreed in a written amendment signed by both Customer and Staffbase. If the Customer's Subscription Term is not an even multiple of 12 months, the "per year" services above will be pro-rated up or down to the nearest quarter.

Consulting & Implementation Services. Customers within the Premier Success and Premier Success Plus plan can use various Consulting & Implementation Services provided by trained staff, based on individual availability. Consulting & Implementation Services may include additional admin and content training, the implementation of smaller changes (such as CSS, HTML, Javascript, custom fonts), and (where relevant) guidance on API implementations. Consulting and Implementation Services might be provided by any Staffbase Affiliate located globally.

Customer Enablement and related Services	Customer Enablement & Services Plan		
	Standard Support	Premier Success	Premier Success Plus
Customer Success & Enablement			
Customer Success Manager & Enablement	Access to tailored e-Learning materials via https://campus.staffbase.com Digital Customer Success Services*	Access to tailored e-Learning materials via https://campus.staffbase.com Customer Success Services	Access to tailored e-Learning materials via https://campus.staffbase.com Designated Customer Success Manager
Customer Support			
Advanced Support	-	Prioritized Premier Success ticket queue + Phone support + Extended support hours as described below (24x5 availability)**	Prioritized Premier Success ticket queue + Phone support + Editor Support*** Prioritized access to a Technical Support Engineer
Emergency On-Call	-	-	24x7 availability for Severity 1 Incidents, for a limited amount of admins****
Support Analytics	-	-	Access to a dashboard with relevant support metrics (response times, ticket status, open & closed tickets)
Product Specific Accelerator Services			
Product	Accelerator Services (provided services depend on the purchased Staffbase product)		
Employee App, Front Door Intranet, Employee Email, Communications Control	-	8 hours technical services + 8 hours design services + 8 hours advisory, per year Separate test app for mobile devices for Employee App & Front Door Intranet	16 hours technical services + 16 hours design services + 16 hours advisory, per year Separate test app for mobile devices for Employee App & Front Door Intranet, as well as free additional updates for the regular app as necessary

* Digital Customer Success Services delivered by Staffbase Customer Success Team include ongoing monitoring of Staffbase platform adoption, providing best practices and recommendations to increase delivered business outcomes.

** Not applicable for Communications Control. Unless otherwise communicated to Customer, Staffbase does not provide 24x5 availability in relation to Communications Control.

*** The following user roles with limited administration rights, as further described in the Documentation, may also raise tickets: managing editors, system-wide editors, and space administrators (together "Editor User Roles").

Tickets submitted by Editor User Roles are expected to be Severity Levels 3 or 4. Severity Levels 1 and 2 tickets must be submitted by Admin Users.

**** A limited number of admins (up to five) are eligible in creating tickets out of business hours (24x7) with Severity 1 which will be handled by our Team on an on-call basis.

Support Policy

Staffbase offers the following plan for Admin Users to access technical support for the Staffbase Service.

Standard Support	Assigned one region for support based on the hosting location of the Staffbase Service (EMEA or Americas). Standard Support is then only available for that region. The EMEA region offers German language support in addition to English.
	Provided during Available Working Hours for the assigned region.
	Tickets may be raised via email to support@staffbase.com or via the web at https://support.staffbase.com/
	Tickets may be submitted in German or English depending on the assigned region for support.
Premier Success	<p><i>Everything included in Standard Support, plus:</i></p> <ul style="list-style-type: none"> - Tickets may be raised additionally via phone, depending on the assigned region, to the following numbers: Numbers with local availability (German): +49 800 371 0001 Numbers with local availability (English): EMEA English +49 800 371 0002, Canada +1 (844) 406-0643, USA +1 (844) 989-0323 - Expedited First Response Times as set out in the table below.
Premier Success Plus	<p><i>Everything included in Standard Support and Premier Success, plus:</i></p> <ul style="list-style-type: none"> - Support will be delivered by all Staffbase Affiliates in English to ensure 24x5 availability.* - Tickets may be raised additionally via phone to the following numbers: Numbers with local availability (German): +49 800 371 0001 Numbers with 24x5 availability (English): EMEA English +49 800 371 0002, Canada +1 (844) 406-0643, USA +1 (844) 989-0323 - Expedited First Response Times as set out in the table below.

* Staffbase can only offer 24x5 support with the support of our Staffbase Affiliates located globally. Tickets should be submitted in English. We may not be able to provide 24x5 when a customer has specifically requested support from a specific region. For these customers the "Standard Support" will apply.

Assigned Region	Available Working Hours	
	Standard Support	Premier Success & Premier Success Plus
EMEA (Germany)	Monday - Friday, 09:00 to 18:00 CET/CEST, excluding holidays in Saxony and Rhineland-Palatinate, Germany.	Monday - Friday, 00:00 to 23:59 CET/CEST, excluding US Federal holidays and holidays in Saxony and Rhineland-Palatinate, Germany.
Americas (USA & Canada)	Monday - Friday, 09:00 to 20:00 EST/EDT, excluding US Federal holidays.	Monday - Friday, 00:00 to 23:59 EST/EDT, excluding US Federal holidays and holidays in Saxony and Rhineland-Palatinate, Germany (24x5).

Incident Submission (applicable to all plans).

Admin Users on Customer’s account may report errors or abnormal behavior in the Staffbase Service (“Incidents”) through the communication channels specified on the Order Form or subsequently designated by Staffbase.

Customer must provide information and cooperation to Staffbase as reasonably required for Staffbase to provide Support, which includes:

- Severity of the issue based on below definitions
- Aspects of the Staffbase Service that are unavailable or not functioning correctly.
- Start time of the Incident and the Incident’s impact on users.
- List of steps to reproduce the Incident.
- Relevant log files or data (if available).
- Wording of any error message (if available).

Having this information can allow Staffbase to investigate the issue and work with the Customer to resolve it.

Incident Response.

Customers must assign an initial severity level to each Incident they submit. Staffbase then reviews the Incident report and assigns a final severity level to the Incident (the “Severity Level”) and prioritizes its responses and updates based on the Severity Level, as set out below and in accordance with Customer’s support plan. Premier Success Plus will be supported from both the EMEA and the Americas regions to expedite handling of the Incident depending on location of the Admin User and the Severity Level of the Incident.

Severity Level	Description	First Response Time*		
		Standard Support	Premier Success	Premier Success Plus
1 - Critical	Staffbase Service is unusable or unresponsive. Staffbase Service is unusable or unresponsive, and Customer is persistently unable to continue essential operations and no temporary workaround exists.	2 hours	2 hours	1 hour
2 - Urgent	Key features of the Staffbase Service are unusable. The Staffbase Service is persistently not operating in accordance with the Documentation. Performance of key features is degraded for the majority of Customer’s users. No reasonable workaround is available.	4 hours	4 hours	2 hours
3 - High	Normal usage of the Staffbase Service is affected The Staffbase Service is not operating in accordance with the Documentation. Performance of non-business critical features are degraded for the majority of Customer’s users.	8 hours	6 hours	4 hours
4- Minor	Low-impact issue / request for information. Enquiry regarding a non-critical technical issue or request for information on Staffbase’s capabilities; a minor bug; or any issue with a reasonable workaround available.	16 hours	12 hours	8 hours

**First response time refers to the timeframe in which a customer submits an Incident request and the Staffbase team responds with a solution or with clarification questions. All First Response Times are calculated during Available Working Hours.*



Exclusions

Staffbase is not responsible for, and Staffbase's Customer Enablement and Support do not cover, issues or Incidents arising from: **(i)** Customer's equipment, software, network connections, or other infrastructure; **(ii)** use of the Staffbase Service in a manner not consistent with the Documentation; **(iii)** modifications to the Staffbase Service by any party other than Staffbase; **(iv)** third party systems, acts, or omissions; **(v)** general Internet problems, force majeure events (as described in the Agreement), or other factors outside of Staffbase's reasonable control; **(vi)** Third-Party Services; or **(vii)** Trial Subscriptions or Beta Releases. All terms and conditions of the Agreement between Customer and Staffbase apply fully to Customer Enablement and Support. Terms not expressly defined here have the same meanings as in the Agreement.