



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

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1. Definition of Terms

1. **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.
2. **Datalab SUB** is a company that has concluded a Subsidiary Agreement with Datalab HQ.
3. **Partner** is a company that has concluded a Partner Agreement with Datalab SUB.

2. HQ/SUB Certification Organization

2.1 Standardized Certification System

1. From 1 July 2020, Datalab HQ will perform all standardized certifications.
2. Standardized certification includes testing all Datalab SUB and Partner team members.

2.2 Personnel Responsible for Test Creation

1. Tests are created by authorized personnel from HQ or SUBs.
2. Tests for support staff (Datalab employees and Partners) are prepared by Product Managers or USD certified specialists.
3. Tests for Sales staff (Datalab employees and Partners) are prepared by the CSO and persons authorized by him/her.

2.3 Language and Translations

1. Tests are prepared in the following languages: English (EN), Slovene (SI), and BCS (HR/SR/BA).
2. Translations and localization to EU and other languages are prepared by authorized HQ translators and SUB authorized persons.
3. **Exception:** Localization tests for Payroll, VAT, and POSX are prepared in accordance with local legislative requirements and are available in the local languages for SI, HR, BA, SR, and MK.

2.4 Quality Control and Certification Execution and Results Control

1. Quality control of tests is conducted by HQ and authorized persons.
2. Tests are controlled for their content and language adequacy. Authorized HQ employees or USD certified specialists are responsible for quality and quality control of the tests.
3. Execution of certification is in the SUBs' domain:
 - a. SUBs are responsible for overseeing the execution of certification.
 - b. Candidates enter the HQ online certification system in a controlled environment provided by the SUB.
 - c. 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.

2.5 HQ Certification Organization

1. Datalab Community DEV (DCD) is responsible for organizing certification and issuing certificates on the HQ level.
2. DCD is responsible for coordinating authorized personnel, entering questions into the online system, assigning permissions and access to candidates, and issuing all certificates.
3. Employee and Partner certification is conducted annually on an ongoing basis and takes place according to the schedule approved by HQ Management.
4. Questions for certification prepared by HQ or USD certified specialists are available online in a system designated by HQ.

2.6 Costs and Invoicing

1. HQ invoices SUBs for costs arising from certification, training, and maintenance of the LMS system. These costs are charged monthly. This is reflected as SUB cost under "Royalties to HQ – Academy Fee". The fee amount is defined in advance in the annual plan for each SUB.
2. SUBs invoice HQ for the costs of preparing certification and training materials in accordance with the budget defined by HQ. This is reflected as SUB revenue under "Work for DEV, DCD & DLA – Academy".
3. 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.
4. **All certifications are billable.**

3. 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 (WEB and PA)	Financials*
	General_Registers_System
	Goods
	VAT
	ZEUS
	eBussines_Basics
PANTHEON Sales	Sales*
HR Management (Web and PA)	Personnel and TravelManagement*
	ZEUS
	eBussines_Basics
	General_Registers_System
	Personnel and Travel Management in WEB and Granules
Payroll Management (Web and PA)	Payroll*
	Personnel and Travel Management
	Personnel and Travel Management in WEB and Granule
	Financials
	ZEUS
	eBussines_Basics
	General_Registers_System
Development (Web and PA)	General_Registers_System
	ARES*
	PAWS
	eBussines DEV
Goods Management (Web and PA)	General_Registers_System
	Goods*
	Orders
	POS X
	ZEUS
	eBussines_Basics
	Goods management in WEB and Granules
Service Management (Web and PA)	Service*
	Field Service Granule
Manufacturing (Web and PA)	General_Registers_System
	Orders
	Goods
	ZEUS
	eBussines_Basics

	PANTHEON Web Terminal
	Manufacturing*
	General_Registers_System*
System Administration (Web and PA)	ZEUS system administration
	PANTHEON Web and Granules system administration
	eBusiness system administration
eBusiness (Web and PA)	eBusines_Basics*
	eBusiness system administration
	eBusiness DEV
	DMS and MailRoom
VET	VET
PANTHEON Support (only for DL/USD employees)	Support Processes*
Legal	PANTHEON Web Legal*

* Main subject matter within a given competency

** Only for Datalab employees

*** Not mandatory for DL and partners

4. Renewal of competencies

If a partner or a Datalab team member has valid competencies, they can renew them when they expire. This means that they have to pass renewal exams for the specific competency. The renewal exam means that the candidate takes the exam only on new developments in the field every 24 months. In case they pass the renewal exam, the candidate is recognized as competent for it for a further period of 24 months. If they do not renew a competency, it expires.

If a competency has been complemented with a new subject matter (e.g. DMS, Mailroom, PANTHEON Web with PANTHEON Granules), a new exam is added and the competency must be achieved as a whole in order for it to be recognized.

A competency is recognized only when the candidate passes either a new exam or a renewal exam (when the competency is about to expire).

5. Obligations of Datalab SUB Team Members and Partner Companies

5.1 Obligations of Partners

Partner Status	Attained Competencies/Partner
RESELLER	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 or renew the PANTHEON Sales competency.

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

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

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

- One PANTHEON Sales competency
- 3 competencies chosen by the partner

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

5.1.1 Competency Ownership and Continuity

Competencies are assigned to and owned by individual certified persons, not by the partner company as a legal entity.

A partner company's status is determined based on the competencies held by its certified employees. If a certified person whose competency is used to fulfil the requirements for the partner company's current status leaves the company, the partner company must ensure that another employee obtains or renews the required competency at the next available certification session organized by Datalab.

Until the next certification session, the partner company retains its current partner status. If the partner company does not replace the lost competency or if its employee does not successfully complete the required certification, the partner company's status shall be reviewed at the beginning of the next business year and adjusted according to the competencies held by its active certified employees at that time.

5.2 Obligations of Datalab SUBs

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

All team members must attain or renew the **PANTHEON Support competency**.

5.3 Passing Grades

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

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

5.4 Validity Period

The validity period of each competency is determined by the validity of individual tests (renewed or new). 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 or renew 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.

5.6 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.

6. Certification System and Results

6.1 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 DCD & WFC controller.

6.2 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 Examiners, 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 60 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.