



SMP 365 Support Policy

Effective Date: 9 May 2026

This Support Policy applies to SMP 365 software products, services, applications, APIs, and Microsoft Marketplace offerings provided by SMP 365 SAAS Pty Ltd.

Systems Covered

- Permit to Work
- Learning Management System (LMS)
- ICAM + AI Assisted Investigations
- Contractor Management
- Risk Management
- Incident Management
- Environmental Management System (EMS)
- Psychosocial Risk Management
- Hazardous Goods Management
- Travel Management
- Action Management
- Dashboards & Analytics
- Safety Mobile Applications

1. Support Contact Information

Support requests may be submitted through:

- Email: support@smp365.com
- Website: SMP 365

Customers should provide: organisation name, system affected, issue description, screenshots where applicable, urgency classification, and relevant user or tenant information.

2. Standard Support Hours

Standard support hours are:

Monday to Friday

8:00 AM – 5:00 PM

Western Australia Time (AWST)

Support availability may vary on public holidays, regional holidays, planned maintenance periods, or emergency operational events. After-hours support may be available for critical enterprise issues subject to commercial agreements or support arrangements.

3. Support Scope

SMP 365 support services may include: deployment assistance, onboarding guidance, licensing assistance, configuration support, issue triage, bug investigation, operational troubleshooting, Microsoft integration guidance, and platform update notifications.

Support does not include: customer Microsoft tenant administration, third-party software support, customer network troubleshooting, unsupported custom modifications, customer-written code, or unmanaged external integrations unless agreed separately.

4. Service Level Targets (SLA)

SMP 365 targets commercially reasonable response times based on issue severity.

Priority	Description	Target Initial Response
Critical (P1)	Complete production outage or major operational failure affecting core functionality	Within 4 business hours
High (P2)	Significant operational impairment with no practical workaround	Within 1 business day
Medium (P3)	Partial functionality issue or non-critical operational impact	Within 2 business days
Low (P4)	General inquiries, cosmetic issues, enhancement requests, or minor defects	Within 5 business days

Response targets are goals only and are not guaranteed service commitments unless separately agreed in writing.

5. Critical Incident Handling

Critical incidents may include: system-wide outages, licensing failures, investigation platform failures, widespread workflow disruption, major security concerns, or Microsoft integration failures.

Where reasonably practicable, SMP 365 will prioritise critical issue assessment, provide status communications, and investigate remediation options.

6. Software Updates & Maintenance

SMP 365 may periodically release bug fixes, security improvements, feature updates, and Microsoft platform alignment updates.

Updates may occur through SharePoint package updates, Microsoft Marketplace updates, or Azure backend updates. Planned maintenance may occasionally require temporary service interruptions.

7. Microsoft Platform Dependencies

SMP 365 systems rely on Microsoft technologies including Microsoft 365, SharePoint Online, and Microsoft Azure. Support availability and system functionality may be affected by Microsoft outages or API changes.

8. Customer Responsibilities

Customers are responsible for: maintaining valid subscriptions, user management, Microsoft licensing, and data backups. Customers should maintain appropriately trained personnel to review investigations, permits, and AI-assisted outputs.

9. AI-Assisted Functionality Support

AI-generated outputs are assistive only and may contain inaccuracies. Human review and verification remains the responsibility of the customer.

10. Security & Responsible Use

Customers must promptly report suspected security incidents or unauthorised access. SMP 365 may temporarily restrict access where necessary to protect platform integrity.

11. Changes to This Support Policy

SMP 365 may update this Support Policy periodically to reflect operational changes or Microsoft ecosystem updates.

SMP 365 SAAS Pty Ltd

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