

# Product Description Addendum

02/16/2024

This Product Description Addendum (the “Product Addendum”) will become part of the executed agreement between Lever and Customer that references this document. The Product Addendum describes the licensing limitations and functionality of the Services identified on an Order Form entered into between Lever and Customer.

This Product Addendum was updated August 25, 2023. Lever reserves the right to periodically modify the Product Addendum, and such modification will automatically become effective in the subsequent Renewal Service Term. Product Descriptions for Order Forms executed before August 25, 2023, are available [here](#).

## I. Definitions and Licensing:

### 1.1 Definitions.

*“Employee Limit” shall mean the total number of employees employed by Customer at the time of the Order Form Effective Date.*

*“Expires On” shall be the date by which the Order Form must be signed by the Customer to be valid. Jobvite may, at its option, honor Order Forms signed by the customer after the Expires On date.*

*“Quantity” shall have the meaning ascribed to “Employee Limit” in the Agreement. If no definition is included in the Agreement, Quantity shall mean the total number of employees employed by Customer at the time of the Order Form Effective Date.*

### 1.2 Licensing.

*1.2.1 Renewal Cap. Fees for each subsequent Renewal Service Term will be subject to a price increase to be made effective upon the effective date of the Renewal Service Term not to exceed the change in the U.S. Department of Labor’s Bureau of Labor Statistics Consume Price Index – All Urban Consumers (“CPI”) during the most recent twelve (12) month period plus five percent (5%). Notwithstanding the forgoing, Lever may implement new fees or adjust pricing for a Renewal Service Term to the extent Customer renewal*

*decreases unit, volume, term or products from the immediately preceding Service Term, or by providing at least six (6) months notice of Fee changes prior the end of a Service Term. For the avoidance of doubt, no price increase will apply during a Service Term unless a Customer exceeds licensing limits or as mutually agreed between the Parties. This section 1.2.1 will not apply to the extent the Agreement or Order Form explicitly indicates an alternative Fee cap.*

*1.2.2 Multiyear Excessive Use. Notwithstanding any master subscription agreement, terms of service or other similar agreement governing use of the Lever Services by Customer made between the Parties, in the event of a multi-year Service Term, Lever will assess actual total Customer employee volume at the anniversary of the Effective Date of the Order Form in excess of the Employee Limit (“Excess Use”) and may apply a prorated increase in pricing for use in excess of the Employee identified in the Order Form solely to the extent that the prorated increase in Fees for Excess Use exceeds any annual price increase present in the Order Form not attributable to increased Employee Limit or additional product offerings. Fees charged for Excess Use will be invoiced automatically in accordance with the Agreement. For the avoidance of doubt, there will be no other price increase during a Service Term for the same products and services. This section 1.2.2 will not apply to the extent the Agreement or Order Form explicitly indicates an alternative price or process for Excess Use.*

## **II. Products**

*LeverTRM – Core Lever talent relationship management product, including the following features:*

- Connect Lever instance with up to five Customer owned email domain for employee login;
- Lever CRM – candidate relationship management database integrated into the product.;
- Lever Nurture – Lever candidate email interaction functionality, including automated individual candidate email campaigns, individual recruiter templates, email tracking, ‘by user’ report, send for another Customer employees functionality and Rediscovery Engine providing recommendations for past candidates to contact;
- Custom Careers Page – configurable career page with customizable job postings branded with Customer logo;
- EEO Data Collection and Reporting – functionality to collect required EEO data;
- Social Referrals – permits employees to refer friends through links identifiable to the referring employee;

- Internal Candidates – functionality to support applications from and hiring of internal employees, including internal job site;
- Reporting – in application reporting of with Customer Data;
- Diversity Survey;
- Chrome Extension – import prospective candidate information to the Lever CRM with a Google Chrome extension;
- Agency Portal – provide portal for third party recruiting agencies to submit candidates;
- 2-way email and calendar sync – integration with Google, Office365, and Microsoft Exchange;
- Easybook – self scheduling functionality for candidates;
- Custom Recruiting Pipeline – configure Lever pipeline to align Customer’s recruiting process; including blocking repeat applicants;
- Comprehensive interview kits – Customize Customer interview process to match each role;
- CSV export – extract data in .csv format;
- GDPR Compliance – functionality to support Customer EU GDPR requirements, including insertion of privacy policy links to application workflow, consent links, and data subject request workflows;
- Data API and Webhooks;
- Job Boards Syndication Integrations (defined below);
- LinkedIn Recruiter – link LinkedIn to Lever;
- Premium Sourcing Integrations (defined below);
- Onboarding Integrations (defined below);
- Communications Integrations (defined below);
- Background Check Integrations (defined below);
- Candidate Assessment Integrations (defined below);
- HRIS Integrations (defined below);

- Recruiting Coordination & Scheduling Integrations (defined below);
- Zoom Integration – *provides* Customer functionality to add zoom links to interviews scheduled through Lever application;
- Fast resume review;
- Unlimited configurable roles and permissions.

*LeverTRM for Enterprise* – Core Lever talent relationship management product, including the following features:

- All functionality included in LeverTRM;
- Connect Lever instance with up to 10 Customer owned email domains for employee login;
- Posting Approvals;
- Headcount Restrictions – prevent offers from being extended without open headcount;
- Offer Approvals – customize offers process with required approvals;
- Requisition Management – manage requisition data and progress to fill;
- Automation Hub including Auto-screening – create automated workflows based on prebuilt triggers;
- Confidential Postings;
- Custom requisition fields – Structure fields to align with Customer HRIS;
- Multi-domain Support – share one Lever instance across multiple email domains;
- Slackbot – post recruiting updates in Slack directly from Lever;
- Electronic Signature – Electronic signature integration partners identified at <https://www.lever.co/ecosystem>;
- Single Sign On Integrations (defined below);
- Custom Jobsite Analytics – track applicant sources and conversions on a custom job site.
- Post approval field overrides;
- Block repeat candidates and configure timeline for candidate to reapply;

- Candidate experience surveys;
- Proxy approval – approvals on behalf of others;
- Custom analysis – schedule, share, send, store (Data explorer).

*Advanced HR* – Lever available to add on to LeverTRM, including the following features:

- Custom requisition fields – Structure fields to align with Customer HRIS;
- Headcount Restrictions – prevent offers from being extended without open headcount;
- Requisition Management – manage requisition data and progress to fill;
- Posting approvals;
- Offer Approvals – customize offers process with required approvals;
- Post approval field overrides – configure specific offer fields so that they can be edited without requiring re-approval.
- HRIS integration (defined below)
- Background Checks – automate background screening
- Onboarding Tracking – share and track the completion of onboarding forms and tasks

*Advanced Nurture* – Lever available to add on to LeverTRM, including the following features:

- Set of Nurture reports, including statistics by user, by sender, by campaign, and by posting;
- Bulk Nurture campaigns;
- Shared Template between employees;
- Sourcing reports.

*Advanced Automation (formerly Startup Toolkit)* – Lever available to add on to LeverTRM, including the following features:

- Automation Hub including Auto-screening;
- Slackbot – post recruiting updates in Slack directly from Lever;
- Electronic Signature Integrations (defined below);

- Candidate experience surveys;
- Knockout questions.

*Advanced Analytics (formerly Lever Talent Intelligence)* – Data analytics product providing additional reporting capabilities for Customer Data, including the following features:

- Seat based pricing, usage not based on Employee Limit. Includes two (2) named user logins with purchase;
- Fourteen (14) pre-built visual dashboards;
- Create and share reports automatically for faster insights;
- ‘Data Warehouse Sync’ – allows Customer to connect to Lever to access Customer Data;
- Schedule and share dashboards;
- Shared group folders;
- Time-to-fill calculation;
- Recruiter Operations dashboard;
- In-depth DEI reporting;
- Talent Analytics consultant services;
- Snowflake – Real-time reporting.

*Advanced Analytics (formerly Lever Talent Intelligence) Additional Analyst Seat*

- Additional seat license for Advanced Analytics;
- Requires license to Advanced Analytics.

*Candidate Texting* – SMS Recruitment product that provides additional SMS capabilities for Users, including the following features.

- Seat based pricing, usage not based on Employee Limit. Includes one (1) named user logins with purchase;
- Candidate Texting is subject to the terms outlined at <https://www.lever.co/agreements/text-addendum/>;
- Unlimited SMS messaging for each Candidate Texting user;

- Attachments, scheduled messages.

*Career Site Builder* – Configurable career site with customizable branding including logo, font, images, videos, and copy using predefined templates. Easy to use drag-and-drop, WYSIWYG (what you see is what you get) designer. The number of users will be limited to five (5) users.

*Standard Career Site Builder Subscription* – Core Career Site Builder template, including the following features:

- A pre-populated one-page career site template and job description template;
- Pre-configured integration to automate display of jobs on Career Site Builder from Lever TRM;
- Usercentrics consent management platform plugin;
- Library of stock images and icons;
- Access to self guided onboarding support articles.

*Premium Career Site Builder Subscription* – Expanded Career Site Builder template, including the following features:

- All functionality included in Standard Career Site Builder Subscription;
- Full text search on published postings;
- General interest candidate application;
- Configurable micro site sub pages;
- Orientation of Career Site Builder platform via included Professional Service hours (up to 2 hours). Please Note: Service hours must be used within six (6) weeks of the *Premium Career Site Builder subscription* date, or they expire.

*Lever Basic* – Reduced product offering only available to certain Customers where an industry-wide economic event has had a material and measurable impact on the Customer's business. The number of users will be limited to ten (10) users. This product will include Care support only, and will include the following features only:

- Maintain candidate database;
- Import prospective candidate information to the Lever CRM with a Google Chrome extension;
- Maintain a job site, job postings, and accept applications;

- Maintain historical reporting data;
- Limited number of hiring managers and interviewers may:
  - retain ability to interview, schedule, and collect candidate feedback,
  - collaborate with other hiring managers and recruiting team,
  - manage internal mobility (candidate must be a named user).
- Subscription to Lever Basic and/or Lever Basic, Admin Only shall be for a maximum of one (1) year, and any subsequent renewal shall require an upgrade to Lever TRM at the then current rate.

*Lever Basic, Admin Only* – Reduced product offering only available to certain Customers where an industry-wide economic event has had a material and measurable impact on the Customer's business. Access to the Lever Services will be limited to one single named user. This product will include Care support only, and will include the following features only:

- Maintain candidate database;
- Source via Lever Chrome extension and from Customer's database;
- Maintain a job site, job postings, and accept applications;
- Maintain historical reporting data.
- Subscription to Lever Basic and/or Lever Basic, Admin Only shall be for a maximum of one (1) year, and any subsequent renewal shall require an upgrade to Lever TRM at the then current rate.

*Lever Hire Starter Subscription* – Core Lever talent relationship management product, including the following features:

- Connect Lever instance to single Customer owned email domain for employee login;
- Chrome Extension – import prospective candidate information to the Lever CRM with a Google Chrome extension;
- Social Referrals – permits employees to refer friends through links identifiable to the referring employee;
- Custom Careers Page – configurable career page with customizable job postings branded with Customer logo;
- 2-way email and calendar sync – integration with Google, Office365, and Microsoft Exchange;



- Easybook – self scheduling functionality for candidates;
- Custom Recruiting Pipeline – configure Lever pipeline to align Customer’s recruiting process;
- Comprehensive interview kits – Customize Customer interview process to match each role;
- Real-time Reporting – in application reporting of with Customer Data;
- EEO Data Collection and Reporting – functionality to collect required EEO data;
- Job Boards Syndication Integrations (defined below).

*Lever Hire Professional Subscription* – Core Lever talent relationship management product, including the following features:

- All functionality included in Lever Hire Starter Subscription;
- Connect Lever instance to up to five Customer owned email domains for employee login;
- Premium Sourcing – link Lever to sourcing tools identified at <https://www.lever.co/ecosystem>.
- LinkedIn Recruiter – link LinkedIn to Lever;
- HRIS Data Exchange – sync new hire details with integrations partners identified at <https://www.lever.co/ecosystem>;
- Slack integration – post recruiting updates in Slack directly from Lever;
- Electronic Signature – Electronic signature integration partners identified at <https://www.lever.co/ecosystem>;
- Offer Approvals – customize offers process with required approvals;
- CSV export – extract data in .csv format;
- Requisition Management – manage requisition data and progress to fill;
- Headcount restrictions – Prevent any offers from being extended without open headcount;
- Multi-domain support – Share one Lever instance across multiple email domains.

*Lever Hire Enterprise Subscription* – Core Lever talent relationship management product, including the following features:

- All functionality included in Lever Hire Professional Subscription;
- Connect Lever instance to up to ten Customer owned email domains for employee login;
- Multi-domain support – Share one Lever instance across multiple email domains;
- Single Sign On Integrations (defined below);
- Data API and Webhooks;
- Custom requisition fields – Structure fields to align with Customer HRIS.

*Lever Nurture Subscription* – Lever candidate email interaction product available to add on to Lever Hire Starter, Lever Hire Professional, and Lever Hire Enterprise, including the following features. Includes automated bulk candidate email campaigns, shared recruiter templates, email tracking, reporting functionality, send for another Customer employees functionality and Rediscovery Engine providing recommendations for past candidates to contact

### **III. Support:**

*Care Service & Support* – Provides Customer the support services for the Services as defined in the support policy located at <https://help.lever.co/hc/en-us/articles/360004708312-Lever-Support-Policy>. Applicable where identified in the Order Form or where no support offering is identified on an Order Form.

*Preferred Service & Support* – Provides Customer the support services for the Services as defined in the support policy located at <https://help.lever.co/hc/en-us/articles/360004708312-Lever-Support-Policy>.

*Premium Service & Support* – Provides Customer the support services for the Services as defined in the support policy located at <https://help.lever.co/hc/en-us/articles/360004708312-Lever-Support-Policy>.

*Workday Technical Support & Maintenance w/Code Base Subscription* –

Applicable where identified in the Order Form. There are three main components to the Workday Technical Support & Maintenance w/Code Base Subscription:

1. Workday related Technical Support – Submit support Workday related tickets through Lever’s Support service and your issue will be first triaged by Lever Support and if needed, escalated to Lever’s Workday Consultants for further investigation and assistance.
2. Maintenance for the Workday integration – Should Lever and/or Workday make changes to their APIs that impacts the functionality of the integration, Lever Workday

Consultants will update and deploy Customer's existing Workday Code Base at no additional cost.

3. Annual Workday Code Base update – See “Workday Code Base Subscription” product description.

\*Note: (1) Any changes made by Customer to the Lever deployed Workday Studio code immediately voids the Workday Subscription. No refund or partial credit will be provided. (2) Development required to activate the provided code base update is not included in the subscription.

#### **IV. Implementation and Professional Services**

*Self Guided Implementation Schedule* – Applicable where identified in the Order Form or where no implementation offering is identified on an Order Form for a new Lever customer. Provides Customer access to implementation tools defined in the implementation exhibit located at

<https://www.lever.co/professional-services-agreement/self-guided-implementation-schedule/>

*Essential Implementation Schedule* –

Applicable where identified in the Order Form. Provides Customer access to implementation tools and services defined in the implementation exhibit located at

<https://www.lever.co/professional-services-agreement/essential-implementation-schedule/>

*Implementation Schedule Standard* – Applicable where identified in the Order Form.

Provides Customer access to implementation tools and services defined in the implementation exhibit located at

<https://www.lever.co/professional-services-agreement/implementation-schedule-standard/>

*Implementation Schedule Premium* – Applicable where identified in the Order Form.

Provides Customer access to implementation tools and services defined in the implementation exhibit located at

<https://www.lever.co/professional-services-agreement/implementation-schedule-premium/>

*Implementation Schedule Booster* – Applicable where identified in the Order Form.

Provides Customer access to implementation tools and services defined in the implementation exhibit located at

<https://www.lever.co/legal-center/implementation-schedule-booster/>

*LTI Standard* – Applicable where identified in the Order Form. Provides Customer access to tools and consultation services defined in the exhibit located at

<https://www.lever.co/professional-services-agreement/consultation-schedule-lti-standard/>

*LTI Premium* – Applicable where identified in the Order Form. Provides Customer access to tools and consultation services defined in the exhibit located at <https://www.lever.co/professional-services-agreement/consultation-schedule-lti-premium/>

Product Name	Product Description
Data Migration Tier 2	<p><a href="#">A Lever Implementation Specialist will perform the following activities: activities:</a></p> <ol style="list-style-type: none"><li><a href="#">1. Advise Customer on the best practices for preparing Customer’s legacy ATS data prior to extract</a></li><li><a href="#">2. Process and prepare the source data from one (1) Customer legacy ATS into an acceptable format for import into Lever</a></li><li><a href="#">3. Perform, or advise, on up to four (4) imports of prepped source data into Lever, typically consisting of one to two (1-2) test imports, one (1) active candidate import* and one (1) historical candidate import</a></li><li><a href="#">4. Potential usage of a Lever sandbox for test imports</a></li></ol> <p>It may not be possible for Lever to migrate all information from Customer Legacy ATS based on export format or limitations in how the export format designates relationships between the data elements in the export.</p> <p><a href="https://www.lever.co/implementation-methodology/ Section 3.4">Data Migration tier definitions, fields and activities are further specified at https://www.lever.co/implementation-methodology/ Section 3.4</a></p>
Bulk Requisition Import	<p>A Lever Solutions Architect will perform the following activities:</p> <ol style="list-style-type: none"><li>1. Prepare and provide an import template accounting for Customer’s requisition configuration to be populated and provided by the Customer.</li><li>2. Perform a test import of five (5) records using the prepared file and provide Customer feedback on required modifications.</li><li>3. Perform a final import to Customer’s Lever instance.</li></ol>

## V. Recurring Professional Services

*Custom Integration Hosting and Maintenance* – Applicable where identified in the Order Form. Once the Custom Integration is in production, all questions regarding the integration can be directed via the normal support channels outlined in Customer’s support agreements to Lever Customer Support. Any Customer requested changes to the behavior of an accepted custom integration may require a separate services agreement. Lever is responsible for making changes to the developed and accepted integration where the normal operation / behavior of the module has been impacted by a change / release of LeverTRM or the Lever API and / or change to the vendor API. Lever will host all code and interactions related to the Custom Integration.

*Custom Career Site Hosting and Maintenance* – Applicable where identified in the Order Form. Once the Custom Career Site is in production, all questions regarding the customization can be directed via the normal support channels outlined in Customer’s support agreements to Lever Customer Support. Any Customer requested changes to the behavior of an accepted Custom Career Site may be developed by Customer via content management system or, if developed by Lever, may require a separate services agreement. Lever is responsible for making changes to the Custom Career Site where the

normal operation / behavior of the website has been impacted by a change / release of LeverTRM or the Lever API. Lever will host all content related to the Custom Career Site.

*Workday Code Base Subscription* – Applicable where identified in the Order Form. The Workday Code Base Subscription provides the Customer with an annual code base update for a recurring annual subscription fee. The code base update deliverable is a Workday Studio code package and would require resources and effort to customize and deploy the code.

Lever Workday Service Hours can be purchased to assist in customizing and deploying the code. Customer should reach out to their Lever Customer Success Manager to inquire about scoping and cost. Hours may vary based on Customer customizations needed.

Alternatively, Customer may choose to implement the code base themselves or by a third party. If the Customer has purchased the Workday Technical Support and Maintenance w/Code Base Subscription, doing this would immediately void any Technical Support and Maintenance as Lever cannot provide support or maintenance on work that was not implemented by Lever. No refunds or partial credit will be provided to the Customer.

\*Note: (1) Development required to activate the provided code base update is not included in the subscription.

## **VI. Service Levels:**

The Lever Services described in Section 2 of this Product Addendum will be subject to the uptime commitments made by Lever to a Lever Customer identified [here](#).

## **VII. Integration Categories:**

*Analytics Integrations* – Includes Figure, Orgnostic and Starred. For information on how integrations function, see the documentation located at [help.lever.co](http://help.lever.co).

*Background Check & Reference Integrations* – Includes Backgrounds Online, Certn, Checkr, CrossHQ, EBI, ESR, First Advantage, GoodHire, HiPeople, Hire Right, KodiakHR, Refapp, Skill Survey, Sterling, Vetty, X Ref, and Zinc. For information on how integrations function, see the documentation located at [help.lever.co](http://help.lever.co).

*Candidate Assessment Integrations* – Includes Alva Labs, Coderpad, Codesignal, CodeSubmit, Codility, Criteria, Filtered, Future Skill, Hacker Earth, Hacker Rank, Harver, Hired Assessments, iMocha, Karat, Predictive Hire, The English Quiz, WedgeHR. For information on how integrations function, see the documentation located at [help.lever.co](http://help.lever.co).

*Communications Integrations* – Includes Hirevue, Grayscale, Slack, XOR, and Zoom. For information on how integrations function, see the documentation located at [help.lever.co](http://help.lever.co).

*DEI Integrations* – Includes Bryq, Fortay, Datapeople, MeVitae, Searchlight, and Unbiasify. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co)

*Electronic Signature Integrations* – Includes Adobe Sign and DocuSign. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

*HRIS Integrations* – Includes one way integration sync for ADP, Bamboo HR, Bob, Gusto, Humana, Namely, Oracle, Paylocity, SAP, Ultimate Kronos Group, and Zenefits. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

*Job Boards Syndication & Referral Integrations* – Includes Arbeitnow, Angellist, Dream Gig, Glassdoor, Indeed, Jobbio, Jobtarget, Jopwell, LinkedIn, Otta, purpose.jobs, Seek, Trusty, and Welcome to the Jungle. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

*Onboarding Integrations* – Includes Clickboarding, Enboarder, Rippling, Sapling, UltiPro Onboarding, and Workday. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

*Premium Sourcing Integrations* – Includes A-List, Aevy, Amazing Hires, Betts Connect, CloserIQ, Connectifier, Drafted, Eightfold, Elpha, Entelo, Fetcher, Guided Compass, Hired, HireSweet, Hiretual, HumanPredictions, Interseller, Interviewing.io, HumanPredictions, interviewing.io, LinkedIn Talent Solutions, Pearl, Prentus, Roikoi, Splash, Squarepeg, Teamable, Topfunnel, Triplebyte, Underdog.io, Wayup, Whitetruffle, Woo, and Yello. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

*Recruiting Coordination & Scheduling Integrations* – Includes Abacus, Chatkick, Gem, Goodtime, Hireflix, interviewing.io, InterviewPlanner, ModernLoop, Prelude, Recruitbot, and Spark Hire, and Woven. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

*Single Sign On Integrations* – Includes GSuite, Okta, and Onelogin. For information on how integrations function, see the documentation located at [help.lever.co](https://help.lever.co).

\*Note: Integration availability is subject to change, you can confirm current availability with your Lever contact.

*Product Descriptions for Order Forms executed before the effective date identified in this Product Description Exhibit are available [here](#).*

*Please contact Lever at 1125 Mission St, San Francisco, CA 94103 with any questions regarding these Terms.*