

The Golden Thread

PAID PILOT AGREEMENT

One Site · One Month · Fixed Fee

1. PARTIES

Provider: The Golden Thread (the Provider)

Client: [Client company name, registered address, and company number]

Site: [Site address and project reference]

Agreement date: [Date of signing]

Pilot start date: [Agreed start date]

Pilot end date: [Agreed end date — 30 calendar days from start]

2. SCOPE OF THE PILOT

The Provider agrees to deliver the Golden Thread site reporting and visibility platform on a single-site basis for the duration of the pilot period. The pilot covers the following services:

- (a) Full system setup and configuration for the agreed site, including WhatsApp integration via Twilio.
 - (b) Crew onboarding session (remote, maximum 2 hours) to establish the WhatsApp reporting workflow.
 - (c) Manager onboarding session (remote, maximum 2 hours) covering the dashboard, open issue tracker, daily summaries, and Manager Q&A.
 - (d) Access to the live manager dashboard throughout the pilot period, including: daily shift summary, open issue tracker, log search and export, and AI-powered Manager Q&A.
 - (e) A final handover pack at the end of the pilot period: full project log exported as PDF and CSV.
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3. PILOT FEE

The fixed pilot fee is [as agreed in writing between the parties] ('the Pilot Fee'), payable in full before the pilot start date. The Pilot Fee covers all services described in Clause 2 for the agreed site and duration. There are no additional costs unless additional sites or extended scope are agreed in writing.

4. PROVIDER'S GUARANTEE

The Provider guarantees that if the platform does not deliver a measurable, visible improvement to the Client's site reporting and handover documentation process during the pilot period, the Provider will refund the setup element of the Pilot Fee. The setup element is defined as 30% of the total Pilot Fee.

To invoke this guarantee, the Client must submit a written request within 7 days of the pilot end date, describing specifically how the platform failed to improve reporting or handover processes. The Provider will assess the claim within 14 days and, if upheld, issue the partial refund within 30 days.

5. CLIENT RESPONSIBILITIES

- (a) The Client will designate a named Site Manager who will act as the primary dashboard user and point of contact during the pilot.
 - (b) The Client will ensure that a minimum of [___] crew members are onboarded onto the WhatsApp reporting workflow within 5 business days of the pilot start date.
 - (c) The Client acknowledges that the value of the platform is proportional to the volume of messages submitted by site workers. Low message volume during the pilot period does not constitute grounds for a guarantee claim under Clause 4.
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6. DATA & CONFIDENTIALITY

All raw site data submitted through the platform by the Client's workers — including field reports, photographs, and location information — belongs to the Client. The Provider will not share, sell, or disclose the Client's identifiable site data to any third party, other than for the purpose of delivering the services described in this agreement.

The Provider reserves the right to use anonymised, aggregated, and de-identified patterns derived from platform usage — including compliance flag patterns, document category classifications, and inspection risk signals — to improve and train the Provider's proprietary compliance intelligence models. No personally identifiable information or client-identifiable data will be used for this purpose.

Data is stored on secure, UK-based infrastructure and retained for 12 months following the end of the pilot unless the Client requests earlier deletion in writing.

Each party agrees to keep the terms of this agreement and any proprietary information shared during the pilot confidential, unless required by law to disclose.

7. INTELLECTUAL PROPERTY & OWNERSHIP

The Golden Thread platform, including all software, source code, workflows, system design, and underlying intellectual property, remains the sole and exclusive property of the Provider. The Client acquires no ownership interest in the platform, but retains full ownership of all site data and records submitted during the pilot.

8. CONTINUATION AFTER THE PILOT

At the end of the pilot period, this agreement expires automatically. There is no automatic renewal, no lock-in, and no obligation on either party to continue. If the Client wishes to continue using the platform, the parties will agree a new subscription agreement at rates to be confirmed.

9. LIMITATION OF LIABILITY

The Provider's total liability under this agreement is limited to the Pilot Fee paid by the Client. The Provider is not liable for any indirect, consequential, or business losses arising from use of or reliance on the platform.

10. GOVERNING LAW

This agreement is governed by the laws of England and Wales. Any disputes will be resolved first through good-faith negotiation, and thereafter through the courts of England and Wales.

11. SIGNATURES

By signing below, both parties confirm they have read, understood, and agreed to all terms of this Paid Pilot Agreement.

FOR THE GOLDEN THREAD (PROVIDER)

FOR THE CLIENT

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____