



Foundation Package & Humanforce Payroll

Statement of Work

This Statement of Work ("SOW") is entered into by TimeTarget Pty Ltd ("we", "our", Humanforce) and ("you", "your", or "Customer") as of the Commencement Date set forth on the Order Form. Capitalised terms used but not defined herein shall have the meanings outlined in the Agreement. This SOW sets forth the scope and specifications of the Professional Services to be performed by Humanforce for Customer in connection with the project described herein.

Scope of Services

The purpose of this document is to detail the scope of work to implement the Humanforce WFM solution.

Your Implementation Service Package includes:

- Planning to ensure the steps and journey are clear
- A pre-configured industry-specific environment
- The scoping and build of one industry award from the provided template
- The scoping and build the Humanforce Payroll environment
- Testing support for one industry award
- Standard payroll integration with Humanforce Payroll
- Humanforce Payroll Parallel Runs
- General Implementation support
- Humanforce Go-live support

Project Phases & Timeline

Project Key Phases and Timeline:

Key project phases:

- Project Initiation
 - Scope & Configure
 - Parallel Run 1 & Review & Update General Rostering Configuration
 - Award Testing, Payroll Training & Parallel Run 2
 - Operational Setup & Deployment

Implementation timeline – 20 weeks

- Timeline will be extended by 2 weeks should Onboarding be included.

Prerequisites

To commence your implementation, the following prerequisites must be completed:

- The Customer project team must be appointed, and availability confirmed.
- This SOW must be fully executed.

SERVICES INCLUDED:

1. Project Initiation:

- Creation of the project plan
- Initiate the project with a kick off call
- Confirm the project team members and roles and responsibilities
- Review the scope of the implementation
- Sign off the project plan

Project Initiation

Humanforce Responsibilities:

Your Project Manager will work with you on the below actions:

- Creation of the project plan
- Facilitate a project kick off call which will include an overview of your project plan as well as detail the support and training resources available

Customer responsibilities:

During this phase, the customer has these responsibilities:

- Participation in the kick off call
- Confirmation of the key milestone dates and resources available
- Review and acceptance of the project plan

Documentation and Material

Document / Material	Responsible Party
Humanforce Project Plan	Humanforce

Exit Criteria

The Discover Phase will be completed when the following exit criteria have been successfully met:

- The customer and Humanforce complete the kick off call
- Confirmation of resources being available to complete the project within the proposed timeframe.
- The customer signs off on the Project Plan

2. Scope and Configure

Objectives

- Scope Award requirements and Build
- Obtain key business information from the customer to build a tailored Humanforce Payroll environment.
- Review and update general rostering configuration

Humanforce Responsibilities:

Your consultant will perform the following:

- Facilitate a 1-hour Rostering Structure scoping session
- Facilitate a 2-hour Payroll Overview scoping session
- Build the Payroll Environment
- Configure GL Requirements
- Provide pre-populated Award Collection Document
- Facilitate a 2-hour award collection workshop
- Build the award as per Award Collection Document
- Connect Humanforce environments via API

Please note: It is the responsibility of the Customer to source and provide the required payroll information for the payroll build.

The Customer is responsible for providing accurate payroll business requirements and for providing cleansed data in standard Humanforce import template.

Humanforce will Import Employee records relating to leave balances, which include; annual leave (Hours for Australia, Weeks for New Zealand), personal leave (Hours for Australia, Days for New Zealand) and long service leave (Weeks for Australia).

Humanforce will configure a GL extract for the first production run, to be exported manually for import to the Customer's finance system.

Humanforce will provide access to a standard suite of payroll reports.

Humanforce will undertake the following approach for implementing payroll cycles:

- Payroll cycles 1,2,3 - Humanforce only
- Payroll cycles 4,5,6 - Humanforce and Customer work together
- Payroll cycles 7 onwards - Customer

Additional payroll cycles will need to be created and tested by the customer Super Users. Alternatively, a change request could be raised to accommodate the additional payroll cycles within Humanforce Payroll.

Customer responsibilities:

During this phase, the customer has these responsibilities:

- Participate in the 2 scoping sessions
- It is the responsibility of the customer to source and provide the required payroll information for the payroll build.
- Participate in the 2-hour award collection workshop

- Complete and sign off Award Collection Document

Documentation and Material

Document / Material	Responsible Party
Payroll Discovery Document	Humanforce & Customer
Location, Department and Role Document	Humanforce & Customer
Award Collection Document	Humanforce & Customer

Exit Criteria

The Design Phase will be completed when the following exit criteria have been successfully met:

- The customer finalises the required payroll data and structure
- The customer captures all award requirements within the Award Collection Document
- The Payroll Environment and Award have been built

3. Parallel Run 1 & Review & Update General Rostering Configuration

Objectives

The following are the key objectives of this phase:

- Validate payroll is paying correctly in Humanforce Payroll via upload of provided data
- Confirm General Ledger has been set up correctly

Please note:

2 parallel payroll runs to be performed and reconciled to the legacy payroll;

- Parallel 1 by Humanforce, and
- Parallel 2 by the Customer.

Humanforce Responsibilities

Humanforce has the following responsibilities during this Phase:

1. Reconcile Previous Pay Period:

The Humanforce Payroll Consultant will process the first parallel run and reconcile issues identified with the customer. The Humanforce Payroll Consultant will assist with reconciling the second parallel run if required.

2. General Configuration Assistance

The Humanforce Consultant will assist with general configuration queries

Customer Responsibilities

The customer has the following responsibilities in this Phase:

1. Prepare Parallel Run Data & Validate Output

The customer is responsible for preparing and supplying parallel run 1 data in the required format. Humanforce and the customer will discuss and resolve any issues identified from the parallel run.

2. Update Rostering Configuration

The customer is responsible for watching the rosters structure videos, assigning secondary Locations, Departments and Roles to employees, and reviewing Admin features and Employee Profile settings via the Humanforce Academy.

Documentation and Material

Document / Material	Responsible Party
Employee upload document	Customer

Exit Criteria

The Test Phase will be completed when the following exit criteria have been successfully met:

- The customer signs off parallel run 1
- The customer signs off General Ledger configuration
- Sign off rostering configuration

4. Award Testing, Payroll Training & Parallel Run 2:

Objectives

The following are the key objectives of this phase:

- Confirm the Award is paying correctly
- Validate payroll is paying correctly in Humanforce Payroll via a previous pay run in Humanforce WFM
- The customer has been trained on how to prepare and process pay in Humanforce Payroll

Humanforce Responsibilities:

Your consultant will work with you to complete the following activities:

- Facilitate a 1-hour Award Testing Training session
- Update Award from customer feedback
- Facilitate 2 x 1 Day payroll training sessions

Customer Responsibilities:

- Participate in 1-hour Award Testing Training session
- Test Award as per training session
- Provide Award feedback to Humanforce if changes are required
- Retest Award
- Participate in Payroll training sessions
- Process pay for a previous pay period and reconcile issues with Humanforce

Exit Criteria

The Test Phase will be completed when the following exit criteria have been successfully met:

- The customer signs off parallel run 2
- Training has been facilitated to the customer
- The customer confirms the award is configured correctly

5. Operational Setup & Deployment:

Objectives

The following are the key objectives of this phase:

- Ensure functional readiness and user adoption
- Operational readiness of Humanforce
- End-user training

Humanforce Responsibilities:

Your consultant will work with you to complete the following activities:

- Assist with general questions
- Assist with general questions
- Enable the Mobile App
- Go-live and Payroll Processing Support
- Load Leave Balances & YTD data
- Support first Live pay run

Customer Responsibilities:

- Watch Operational and Payroll Videos via Humanforce Academy in preparation for Deployment
- Ensure employee profiles are complete
- Rosters are created
- Prepare and provide Leave Balances & YTD data within the agreed timeframe
- Register employees on the Mobile App
- Train Managers and Employees in use of Humanforce
- Ensure Employees are clocking on and off
- Ensure Managers are reviewing and approving timesheets
- Processing payroll file

Exit Criteria

The Deploy Phase will be completed when the following exit criteria have been successfully met:

- Customer completes their end-user training
- The customer is live with Humanforce

Deployment Support

Your consultant will provide you with dedicated Go-live Support and Payroll Support for your first Go live processing and use of Humanforce

6. Project Closure

The Operational Setup & Deployment Phase will be completed when the following has been completed. This signifies the end of your transformation to Humanforce:

- Customer has generated the first payroll file from Humanforce
- Customer will have a handover to Humanforce Support, where any further assistance will be provided.

Logistics and Cadence:

1. Humanforce uses a Project Collaboration tool, called Mavenlink which will be the primary location for communication and support during the execution of this Statement of Work. Customers will be invited to a secure workspace at Project Initiation.
2. Dedicated Humanforce resources in the delivery of this Statement of Work, as indicated in section 3 of this SOW, are provided for the duration of the Initial Term.
3. The customer agrees to designate a Project Manager who shall be responsible for coordinating all associated customer activities under this Statement of Work.
4. Outside of the training materials provided by Humanforce, the customer is responsible for any internal facing documentation and where indicated final documentation and sign off for configuration of the Humanforce instance as guided by Humanforce.

Project Team Effort

To be successful, Humanforce recommends the following roles are included in the customer project team:

Role	Average Effort Per Week
Project Manager	1-2 day per week
Award / EBA Rules Subject Matter Expert	1 - 2 days per week
Payroll Manager / Representative from Payroll	1 - 3 days per week
Operational Subject Matter Expert	1 - 2 days per week
Change Manager and Internal Trainer	1 - 2 days per week

Expenses:

Project-Related Expenses:

Customer will also reimburse Humanforce for all reasonable travel and out-of-pocket expenses Humanforce incurs related to providing any on-site Services. All such costs and expenses are subject to Customer's pre-approval (which will not be unreasonably withheld). All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of your Order.

Project Exclusions:

- Additional training sessions outside those specified in this Statement of Work
- Additional professional services activities outside those listed in this Statement of Work
- Development of new interfaces or functionality
- Development of custom reports or additional standard reports
- Liaising with 3rd party vendors
- Scope and build of additional EBA/EA award not included in the Statement of Work
- Changes to existing Humanforce functionality
- Access to award configuration (Humanforce responsibility)
- Configuration of additional 3rd party integration providers
- Configuration of Humanforce Alerts
- Creation of a UAT environment
- Creation of reports
- Additional modules, including;
 - Shift Bidding
 - Roster Swap
 - Base Rosters
 - Rolling rosters
 - Audit
 - Core HR
 - Onboarding
 - Event Rostering
 - Sales Budget
 - Demand Planning
 - KPIs

Project Assumptions

Project Approach and Assumptions:

- Customer can initiate the project within 2 weeks of signing the contract
- The Award is an existing Award from the Humanforce library
- Customer project resources will be available to complete activities within the agreed project plan timeframe
- The payroll system must be live and not currently being implemented at the customer
- Standard payroll data is defined as employee and leave data
- All training is facilitated via online videos
- It is the customer's responsibility to update the system configuration using instructions and guidance from the Humanforce Academy
- The Go-live date is approx. 18 weeks from project initiation unless otherwise agreed
- Transition to the Humanforce Support team will be after the first live payroll has been processed
- All Professional Services will be performed remotely unless otherwise agreed to by the Parties in advance. Any on-site services will be subject to expense reimbursement and potentially a change in the scope of services
- Customer will provide the appropriate functional and technical personnel resources to support Humanforce in the effort outlined in this SOW
- Customer functional and business management resources are responsible for coordinating and driving the decision-making process within the Customer organisation
- Customer business leads are responsible for leading the requirement-gathering process within the Customer's business and technical teams respectively.
- It is the assumption of Humanforce that all necessary functional and technical customer representatives who fully understand the business process and requirements will be present in design discussions. Any additional effort required of Humanforce to help facilitate the requirement-gathering process is not in the scope of this SOW and, if required, will be estimated separately.
- Timely decision-making around the implementation approach and design will be provided by Customer and is critical to ensure delivery dates are achieved.
- Customer is responsible for developing any end-user training materials and for training end users.
- All materials will be provided in the English language unless otherwise specified.
- All Professional Services under this SOW are expected to be performed during regular business hours from 9:00 a.m. to 5:00 p.m. AEDT. If required, Humanforce and Customer may mutually agree to work outside of these regular business hours during key activities of the project.
- It is assumed that the project will be delivered by Humanforce in a contiguous fashion. Both Humanforce and Customer are jointly responsible for maintaining the timeframe as documented in the Project Plan.
- Should any additional Professional Services be required or requested beyond those noted to address the scope outlined in this SOW, Humanforce will work with Customer to mutually agree upon and define such Professional Services as part of a Change Request.

Acceptance

In witness whereof, the Customer acknowledges that it has read and understands this Statement of Work and agrees to be bound by the terms of the Agreement.