



# Foundation Plus

## 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.

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# 1 Scope of Services

## 1.1 Humanforce Professional Services

**Humanforce Professional Services** is a value assurance approach to implementation. Our methodology is designed to unlock your workforce strategy and deliver outcomes faster, promote best practice adoption and optimise your performance over time. This can only be realised with your reasonable cooperation during the execution of the carefully designed program below.

## 1.2 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.

# 2 Project Phases

## 2.1 Planning Phase

### 1.1.1 Objectives

The following are the objectives of this phase:

- Initiate the project.
- Familiarise the customer with the basic functionality of Humanforce.
- Obtain information from the customer to enable optimal project facilitation.
- Humanforce will provide the customer with access to the Humanforce Academy suite of training material.

### 1.1.2. Humanforce Responsibilities

Humanforce has the following responsibilities during the Discover Phase:

- **Project Initiation:**

Humanforce will arrange a kick-off call with the Customer. The kick-off call will include a review of the project plan, objectives, success criteria and project journey.

- **Familiarisation Training and Enablement:**

Humanforce will provide the Customer with access to the Humanforce Academy to complete familiarization training and enablement. These learning activities ensure preparation for the next phase and assist in gathering the preparation material required for configuration.

- **Prepare the Customer Data Collection Documents:**

The Humanforce project team will be fully briefed on key discussions and decisions made during the sales process. Once the Customer provides subsequent discovery material as outlined below, Humanforce will review this material in preparation for the Design Phase.

### 1.1.3. Customer Responsibilities

The customer has the following responsibilities in the Discover Phase:

- Participate in the kick-off call.
- Complete the Familiarisation Training and Enablement.
- Sign-off Project Plan.
- Gather and provide Humanforce with the preparation documents listed below.

### 2.1.1 Documentation and Material

| Document / Material                                                   | Responsible Party |
|-----------------------------------------------------------------------|-------------------|
| Access to Humanforce Academy                                          | Humanforce        |
| Humanforce Familiarisation Training via Humanforce Academy e-learning | Humanforce        |
| Organisation Structure documentation                                  | Customer          |

| <b>Document / Material</b>                                      | <b>Responsible Party</b> |
|-----------------------------------------------------------------|--------------------------|
| Copies of Current Rosters                                       | Customer                 |
| Timesheets Samples                                              | Customer                 |
| Example Payroll calculations                                    | Customer                 |
| Copies of Award, Employee Agreements as reference material only | Customer                 |

### 2.1.2 Exit Criteria

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

- Customer and Humanforce completed the kick-off call.
- Humanforce provides access to Humanforce Academy.
- Customer provides the requested documents.
- Customer signs off on the Project Plan.

## 2.2 Design Phase

### 1.1.4. Objectives

The following are the key objectives of this phase:

- Obtain key business information from the Customer to enable optimal and tailored business processes and Humanforce configuration.
- Scope award requirements for up to 3 x Humanforce Industry Awards OR 1 x Custom EBA/EA Award.
- Scope the Payroll integration transfer method and data using Humanforce standard integration functionality.

### 1.1.5. Humanforce Responsibilities

Humanforce has the following responsibilities during the Design Phase:

- **Award Scoping and Build:**

Humanforce will facilitate an Award Collection scoping session. Award requirements will be documented via the provided Award Collection Document.

- **Payroll Connectivity / Integration:**

Humanforce will facilitate an Integration Scoping session. Humanforce will provide Data Exchange documents to determine the data elements required between Payroll and Humanforce.

### 1.1.6. Customer Responsibilities

The customer has the following responsibilities in the Design Phase:

- Complete Award Data Collection document.
- The Customer and Humanforce complete the Data Exchange document.
- Gather and provide Humanforce with the design documents listed below.

### 2.2.1 Documentation and Material

| Document / Material                          | Responsible Party |
|----------------------------------------------|-------------------|
| Award Collection document(s)                 | Humanforce        |
| Data Exchange Document (payroll integration) | Humanforce        |

### 2.2.2 Exit Criteria

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

- The customer completes and Signs Off the Award Data Collection document.
- The customer and Humanforce completed the Data Exchange document.

## 2.3 Build Phase

### 1.1.7. Objectives

The following are the key objectives of this phase:

- Configuration of Award rules for up to 3 x Humanforce Industry Awards OR 1 x Custom EBA/EA Award.
- Integration with the customer's payroll provider using Humanforce standard functionality.
- Validation of award rules using award test scenarios led by the customer.
- Configuration of payroll integration parameters.
- Configuration of the Humanforce solution led by the customer with the guidance of Humanforce.

### 1.1.8. Humanforce Responsibilities

Humanforce has the following responsibilities during the Build Phase:

- **Award rule configuration:**  
Configuration of award rules will be completed based on the Award Collection document.
- **Payroll Integration:**  
Using the Data Exchange document completed during the Design phase, data elements required between the Customer's payroll and Humanforce will be configured.
- **Kiosk/hardware devices (if applicable):**  
Configuration of selected kiosk/biometric devices and linking to the customer's Humanforce instance.
- **Iteration Sessions:**  
A Humanforce Consultant will facilitate configuration iteration sessions where the customer will be guided through how to set up areas of the solution. This will empower the customer to update Humanforce during the project and post-implementation.

### 1.1.9. Customer Responsibilities

The customer has the following responsibilities in the Build Phase:

1. Installation of Kiosk/hardware devices (if applicable).

2. Attend Iteration Sessions and build the specific areas of the Humanforce solution.
3. Provide required details within the Integration Scoping Session e.g.
  - Payroll Export file requirements.
  - IP Addresses for sFTP Whitelisting.
  - Flat Files via Humanforce sFTP.
  - API credentials.

### 2.3.1 Exit Criteria

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

- Humanforce integration with the customer's payroll system via the agreed method.
- The customer has completed configuration of non-award-related areas of Humanforce.
- Awards have been tested and confirmed by the customer to be set up correctly.

## 2.4 Training Phase

### 2.4.1 Objectives

The following are the key objectives of this phase:

- The customer's subject matter experts, payroll users and operational site champions have been trained to use Humanforce.

## 2.4.2 Humanforce Responsibilities

Humanforce has the following responsibilities during this Phase:

- Assist with general training questions.

## 2.4.3 Customer Responsibilities

The customer has the following responsibilities in this Phase:

- Complete online Solutions and Payroll Processing training videos.

## 2.4.4 Exit Criteria

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

- The customer completes the provided training.

## 2.5 Test Phase

### 2.5.1 Objectives

The following are the key objectives of this phase:

- User Acceptance Testing was completed successfully by the customer.

### 2.5.2 Humanforce Responsibilities

Humanforce has the following responsibilities during this Phase:

- Resolve configuration issues raised during User Acceptance Testing.

### 2.5.3 Customer Responsibilities

The customer has the following responsibilities in this Phase:

#### **User Acceptance testing completion:**

User Acceptance testing involves the customer completing a range of testing scenarios that validate the system configuration from end to end.

### 2.5.4 Exit Criteria

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

- The customer completes User Acceptance testing.

## 2.6 Deploy Phase

### 2.6.1 Objectives

The following are the key objectives of this phase:

- The customer delivers end-user training to their employees.
- Go Live execution of Humanforce by Customer:
  - Go Live execution is defined as the generation of interpreted timesheets to a file that is uploaded to the customer's payroll solution and subsequently generates wages/salary payments to employees.
- Introduction to Humanforce Support.

### 2.6.2 Humanforce Responsibilities

Humanforce has the following responsibilities during the Deploy Phase:

- **Provide Go-live recommendations:**

Humanforce will provide the customer with strategies and recommendations to verify the readiness of Humanforce for operational use.

- **Provide Go-Live Support & Guidance:**

Humanforce will provide the customer with Support for up to 2 weeks after the Go Live date.

Humanforce will introduce Customer to Humanforce Support and ensure access to the Humanforce Help web-based portal to access knowledge-based articles as well as ability to log tickets to the Humanforce Support team.

### 2.6.3 Customer Responsibilities

The customer has the following responsibilities in the Deploy Phase:

- **End User Training:**

End User training is delivered by Customer's nominated super users/champions or Operations Managers to their teams.

- **Execute Go-live:**

The customer will determine the cutover date for when all users will utilise the Humanforce solution from end to end, including the removal of all legacy T&A processes.

#### 2.6.4 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 using Humanforce.
- Introduction to Humanforce's Support team has been conducted.
- Customer can access the Humanforce Help portal.

### 3 Logistics and Cadence

1. Humanforce uses a Project Collaboration tool, called Kantata 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 are provided for the duration of the Initial Term. The customer agrees to designate a Project Manager who shall be responsible for coordinating all associated customer activities under this Statement of Work.
3. Outside of the training materials provided by Humanforce, the Customer is responsible for any internal documentation and where indicated final documentation and sign-off for configuration of the Humanforce instance as guided by Humanforce.

## 4 Project Assumptions

1. 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.
2. Customer project resources will be available to complete activities within the agreed project plan timeframe.
3. Customer functional and business management resources are responsible for coordinating and driving the decision-making process within the Customer organisation. Delays in decision-making processes that prevent moving on to subsequent project phases may result in additional costs and/or extensions to the project plan.
4. Customer business leads are responsible for leading the requirement-gathering process within the customer's business and technical teams respectively.
5. 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.
6. Customer must provide timely decision-making around the implementation approach and design. This is critical to ensure delivery dates are achieved.
7. Customer will sign off on the completion of each project phase prior to Humanforce proceeding to the next project phase.
8. Customer is responsible for developing and executing business case scenarios and test plans.
9. Customer is responsible for developing any end-user training materials and for training end users.
10. All materials will be provided in the English language unless otherwise specified.
11. Upon the commencement of efforts hereunder, Customer will have current, valid licences to all required third-party software applications, necessary or appropriate for the configuration and implementation services contemplated by this SOW.

12. 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. AEST. If required, Humanforce and Customer may mutually agree to work outside of these regular business hours during key activities of the project.
13. It is assumed that the project will be delivered by Humanforce in a contiguous fashion. Both Parties are jointly responsible for maintaining this timeframe.
14. 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.
15. If the Professional Services outlined in this SOW are not completed within three months after the date of this SOW due to material unresponsiveness of Customer, the Services in this SOW will be deemed completed.

## 5 Service Descriptions & Terms

### 5.1 Service Descriptions

|                              | <b>Foundation Plus</b>                                                           |
|------------------------------|----------------------------------------------------------------------------------|
| Awards                       | Up to three Library Awards or One EBA/EA                                         |
| Integrations                 | One Payroll Integration                                                          |
| Online Resources             | Humanforce Academy Humanforce Help Portal                                        |
| Training                     | Foundation Online Video Training<br>WFM Payroll Processing Online Video Training |
| User Acceptance Test support | 1 support session per week during User acceptance testing                        |
| Project Management           | Dedicated PM<br>up to 1 live meeting per fortnight                               |
| HF Project Team              | 1 x Project Manager<br>1 x Customer Delivery Consultant                          |
| Go live support              | Support the first pay run                                                        |

\* Unless sold additional as outlined in the Proposal Document.

## 5.2 Recommended Schedule

| Phase          | Month | Week  |
|----------------|-------|-------|
| Planning       | 1     | 1-2   |
| Design & Build | 1-3   | 2-12  |
| Train          | 3     | 13    |
| Test           | 3-4   | 14-16 |
| Deploy         | 4     | 16-18 |

The customer understands that the timelines set forth above are **estimates only** and depend upon the customer providing timely assistance and access to materials, systems, personnel and other resources including as described above in this SOW.

Billing and the Customer's obligation to pay the invoices for the Humanforce Professional Services are not dependent on the timelines set forth above.

## 5.3 Project Team Effort

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

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

## 5.4 Implementation Period and Renewal

The Professional Services described in this SOW are based on a twelve (12) week to eighteen (18) week implementation period (**Implementation Period**), beginning on the Commencement Date specified in the Order Form. If Performance Services are purchased, the Implementation Period may be a longer period, as advised by Humanforce.

Additional fees for the Professional Services of \$6,000 per month (or part-month) will be payable if the Customer fails to provide timely assistance and/or access to materials, systems, personnel or other resources and the project is not completed within the initial Implementation Period. Humanforce will issue invoices for any such additional fees monthly in advance and payment is due upon receipt.

Humanforce may suspend or stop providing Professional Services if any invoice is not paid by the due date.

## 5.5 Expenses

The customer will 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.

## 6 Acceptance

The Customer acknowledges that it has read and understands this SOW and agrees to be bound by the terms of the Agreement.