dayforce

SERVICE PARTICULARS
DAYFORCE ANCILLARY SERVICES TERMS

(APPLICABLE TO THOSE ANCILLARY SERVICES PURCHASED BY CLIENT AS REFLECTED IN THE ORDER FORM)

Dayforce makes available certain ancillary services for use in connection with the Dayforce Services. Client may elect to use the following ancillary services at any time throughout the Service Term, at the then current Fee charged by Dayforce for such ancillary services (as set forth in the Order Form and/or Rate Sheet, as applicable). All capitalized terms used herein and not defined shall have the same meaning as in the other documents that form part of the Agreement (as defined in the MSA).

1. Unemployment Compensation. (Available in the United States only). Dayforce will become the "address of record" on behalf of Client to ensure the appropriate unemployment compensation forms are delivered on behalf of Client, and determine (in consultation with Client) whether or not unemployment claims should be protested and provide consultation on unemployment appeals and hearings. Dayforce will also verify unemployment rates and charges, protest invalid charges, verify annual unemployment tax rate assessment, calculate voluntary contributions when applicable and provide quarterly management reports. Client will deliver the required information in time for Dayforce to complete such services in accordance with the mutually agreed upon processing schedule, and will be solely responsible for the accuracy of all data and information furnished to Dayforce.

2. Block of Hours. Client may obtain a block of hours for Professional Services (as defined below) at a discounted hourly rate for use within a twenty-four (24) month period, effective upon project kick-off of Implementation Services (or upon signing of subsequent Order Forms). The Fees associated with the Professional Services set forth in the Order Form will be invoiced and payable either (a) for time and materials projects, on a monthly basis based on actual hours worked, or (b) for fixed fee projects, at the end of the project or in accordance with the milestones for the project (with each fixed fee project being allocated a certain number of hours calculated by dividing the fixed fee amount by the per hour amount applicable to the Client's relevant block of hours with such corresponding number of hours being deducted from the block of hours). Client will be invoiced for any balance of Professional Service hours remaining in the block of hours upon expiration of the 24-month period. Any Professional Service hours remaining at the end of said 24-month period will lapse and cannot be carried over to the following year. The discounted hourly rate shall apply to additional Professional Services hours upon Client's request during said 24-month period. Once the 24-month period has lapsed, additional hours will be subject to Dayforce's then current rate. If Client terminates the Professional Services for any reason, any remaining outstanding balance will be payable immediately. Client assumes all responsibility for determining the appropriate number of Professional Services hours it will require. While Dayforce provides historical or industry data as context for Client, Dayforce cannot be held liable for over or under estimation of hours Client may need pursuant hereto. In the event Client purchases an additional block of hours while hours remain on an existing block of hours, any inflight projects and any new Client requests for Professional Services will be applied against the existing block of hours until the project is completed (even after the block of hours is exhausted). Once the existing block of hours is exhausted, any new Client requests for Professional Services will be applied against the new block of hours. For the purposes of this section, "Professional Services" is for-fee work performed by Dayforce's Professional Services Team, as determined by Dayforce, which includes projects performed to complement, enhance, or modify Client's configuration and/or data to meet Client's current or future business needs.

3. Additional Environments. For purposes of conducting ongoing configuration activities in a non-production environment, Dayforce will provide Client with temporarily access to the number of additional non-production environments set forth in the Order Form. Client may cancel an additional non-production environment upon ninety (90) days' prior written notice to Dayforce.

4. Dayforce Dedicated Infrastructure. Available for Clients with thirty thousand (30,000) employees or more. For purposes of conducting ongoing configuration activities in a non-production and production environments, Dayforce will provide Client with access to the number of additional non-production and production environments set forth in the Order Form. Client may cancel an additional non-production environment upon ninety (90) days' prior written notice to Dayforce.

5. Global Implementation Environments. For purposes of conducting ongoing configuration activities in a supplemental environment for multi phase deployments, Dayforce will provide Client with access to the number of supplemental environments set forth in the Order Form, and will disable upon project closure. If required, additional or new Global Implementation Environments packs can be purchased during implementation for additional fees via a Change Request.

6. Language Packs. Language Packs shall be added to the Software. Through this feature, Dayforce, for any given language, will translate labels in the user interface (UI) and may translate all, some, or none of the Dayforce admin & user guides, release notes, and interface specifications.

7. Application Support – Premium. In addition to the standard support provisions set out in the Service Level Agreement, Client shall receive the enhanced first response times and hours of first response for urgent matters, as set forth in the following table:

SEVERITY	DESCRIPTION	FIRST RESPONSE
Urgent	A complete inability to use major functionality within the application resulting in a serious impact to the Client's business operations with no existing workaround	Within 1 hour (Monday to Sunday)
High	Severely limited ability to use major functionality within the application that could impact the Client's business operations, with workarounds that may not fully address the issue	Within 4 business hours (Monday to Friday)

8. Dayforce Managed Garnishments. (Available for United States clients only, including Employees in Canada of such clients). Applicable to clients who have not purchased Dayforce Managed Payroll. This Services will support the processing of involuntary/court-ordered garnishments only. For standalone Dayforce Managed Garnishments service, Client will be charged a minimum of one hundred (100) active garnishments per month to be invoiced in accordance with the terms of the Agreement.

8.1 Dayforce's Obligations. Dayforce shall: (i) receive wage garnishment order directly from Client or by Electronic Income Withholding Orders (e-IWO) via the department of Health and Human Services for child support orders; (ii) notify sender if the information that Dayforce has received is insufficient. Dayforce is not responsible for any pre-existing errors or similar matters arising prior to commencement of the Services by Dayforce or for any errors that may occur in the event that Dayforce is not provided with the necessary information by Client in a timely manner; (iii) retain a copy of each order received, subject to Dayforce's data retention policies and as required to execute the Service; (iv) review, set-up, modify or terminate each garnishment in the payroll system as directed in the applicable wage garnishment order; (v) provide garnishment order information to impacted employees if required by applicable state laws; (vi) setup the required calculation method, target, goal, payee information and employee arrear amounts as required in the payroll system; (vii) ensure multiple

employee garnishments are properly prioritized as per legislative requirements; (viii) configure garnishment administration fees as directed by the Client business rules; (ix) respond to Client requests regarding the appropriate wage garnishment deductions for bonuses and off cycle checks; (x) remit payment and required reporting to the appropriate payees as specified in the garnishment order; (xi) research and take action on any returned funds and determine if the employee or Client should be reimbursed for such funds; (xii) send notification to the originating party of the garnishment order stating that the payer is no longer an employee of the Client upon employee termination; (xiii) respond to routine agency interrogatories; (xiv) assist with management of garnishments pertaining to void and reissue of payroll checks; (xv) maintain garnishment rules in the system; (xvi) the Services do not include Dayforce appearing in court on behalf of Client or any activity that constitutes the practice of law. If legal representation of Client is required, Dayforce will furnish Client with the relevant wage garnishment data in Dayforce's possession to support Client's efforts to comply with the request; and (xvii) upon termination of the Services, provide wage garnishment document images to Client at Dayforce's agreed rate.

8.2 Client's Obligations. Client shall: (i) submit a completed and signed e-IWO consent form listing each FEIN; (ii) assign a primary point of contact and designated alternate contact responsible for coordinating Service delivery; (iii) provide wage garnishment data including wage order details, wage garnishment amounts, payee addresses, bank account information, within the timeframes as required in respect of the Payroll data generally; (iv) except in the case of e-IWO, receive and retain the original wage garnishment orders and provide Dayforce a copy of wage garnishment orders via email or fax (not in paper form) or SFTP no later than three (3) Business Days after Client's receipt of such documents; (v) be responsible for the accuracy and completeness of wage garnishment orders and information provided to Dayforce; (vi) review garnishment reports to ensure receipt of all garnishments; (vii) notify Dayforce of any unscheduled and/or special payroll runs that will impact wage garnishments; and (viii) notify Dayforce three (3) weeks in advance of any bonus runs or lump sum payment to allow Dayforce adequate lead time to obtain agency direction for wage garnishment deductions from such payments. In the event Client business conditions do not allow adequate time for Dayforce to contact and receive a response from agencies regarding appropriate wage garnishment deductions, Dayforce will contact Client to approve the wage garnishment deduction amount and Client is solely responsible for the accuracy of the payroll deduction amount; any penalty or other charges that result from incorrect, incomplete, and/or changed wage garnishment data received by Dayforce from Client or from Client's changed information or signature and documents in Client's possession that are not provided to Dayforce in a timely manner are Client's sole and exclusive responsibility.

8.3 Employee Contact Center (Dayforce Managed Garnishments). Upon Client request and for additional Fees, Dayforce will provide authorized Employees with contact center support via phone or email to answer questions concerning the Services. Queries from spouses or third parties will not be honored by Dayforce; the only exceptions being cases for powers of attorney and estates. The contact center will be available Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern Time (excluding holidays).

9. Dayforce Technical Account Manager Plus ("TAM Plus"). Available for Clients with one thousand (1,000) to three thousand four hundred and ninety-nine (3,499) employees' threshold. Client will be assigned a designated TAM Plus to serve as a technical advisory resource to Client commencing after the Implementation Services are completed, for purposes of assisting Client with best practices, pre-go live readiness, post-go live activities including adoption of the Software within its organization, providing limited ongoing support of Software release readiness, optimization and risk reviews, between Client and Dayforce. The TAM Plus does not provide legal or tax advice.

10. Dayforce Technical Account Manager Advanced ("TAM Advanced"). Available for Clients with three thousand and five hundred (3,500) employees or more. Client will be assigned a designated TAM Advanced to serve as a technical advisory resource to Client commencing at the date Implementation Services are started (generally by way of a project kick off meeting), for purposes of assisting Client with best practices, pre-go live readiness, post-go live activities including adoption of the Software within its organization, providing ongoing support of Software release readiness, optimization and risk reviews, and technical governance between Client and Dayforce. The TAM Advanced does not provide legal or tax advice.

11. Dayforce Technical Account Manager – Additional. Client will be assigned an additional designated TAM Plus and/or Advanced to service the region which Client's primary TAM does not service.

12. Dayforce Technical Account Manager Premium ("TAM Premium"). Available for Clients with three thousand and five hundred (3,500) employees or more. Client will be assigned a named TAM Premium, dedicated to Client, to serve as a technical advisory resource to Client commencing at the date Implementation Services are started (generally by way of a project kick off meeting), for purposes of assisting Client with best practices, pre-go live readiness, post-go live activities including adoption of the Software within its organization, providing an elevated level of attention and exclusivity in ongoing support of Software release readiness, optimization and risk reviews, and technical governance between Client and Dayforce. The TAM Premium does not provide legal or tax advice.

13. Dayforce Training Products.

13.1 Dayforce Essentials (applicable when a Dayforce Platform, Dayforce HR, Dayforce Payroll, Dayforce Benefits Essential, or Dayforce Time and Attendance is purchased). Dayforce will make a set of tools available for the purposes of creating and executing communication and go-live training plans. The tools include introductory role-based videos, sample email announcements, sample job aids, communication and training project plan templates, and videos that provide an introduction to Dayforce product functionality.

13.2 Dayforce MyPath. Dayforce will provide pre-built end-user training content accessible via the Dayforce application or loaded in Client's learning management system, as elected by Client, for an additional Fee. All users with access to the Dayforce application will have access to content during the subscription period which includes e-learning, student guides and job aids.

13.3 Dayforce MyPath Pro. Dayforce will provide pre-built training content accessible via the Dayforce application or loaded into Client's learning management system, as elected by Client, for an additional Fee. All users with access to the Dayforce application will have access to content during the subscription period which includes e-learning, student guides and job aids. Allows a single named user with an active subscription to author content upon request.

13.4 Dayforce Training Portal Package. Dayforce will provide a certain number of Annual Memberships based on the Number of Employees (1-999 Employees – 4 Annual Memberships; 1000–3499 Employees - 6 Annual Memberships; 3500-11,999 Employees – 15 Annual Memberships; 12,000+ Employees – 18 Annual Memberships). Client will be entitled to the Services set forth in the sections titled "Dayforce Training Portal - Annual Membership" and "Dayforce MyPath".

13.5 Dayforce Training Portal Package - Pro. Dayforce will provide a certain number of Annual Memberships based on the Number of Employees (1-999 Employees – 4 Annual Memberships; 1000–3499 Employees - 6 Annual Memberships; 3500-11,999 Employees – 15 Annual Memberships; 12,000+ Employees – 18 Annual Memberships). Client will be entitled to the Services set forth in the sections titled "Dayforce Training Portal - Annual Membership" and "Dayforce MyPath Pro".

13.6 Dayforce Training Portal - Annual Membership. For each Annual Membership purchased, a single named member may attend any publicly scheduled training session offered to Dayforce clients or access recorded or self-paced content available through the Dayforce Training Portal during the subscription period. Members must register their name and email address with Dayforce. Members must self-enroll using online registration tools. Membership can be transferred to a new user if the current member is no longer accessing the Dayforce application.

13.7 Instructor-Led Client Exclusive Training. Dayforce will provide instructor-led training delivered exclusively to the Client via onsite or virtual delivery. Standard Dayforce Training Portal training environment and course materials will be used. Client will receive soft copy of course materials for distribution to participants and up to 12 participants may attend a session. Client can create a tailored agenda by selecting relevant course topics available in the standard course offerings.

13.8 Dayforce Custom Training – Other. Dayforce will provide custom training for defined Client users. The course consists of custom-developed content using Client's configuration to cover unique business processes and/or standard content repurposed to focus on core functionality being deployed. A quote setting out details of the training will be approved by the Client in advance of development and delivery of training.

13.9 Dayforce Reporting Workshop. Dayforce will provide a one-day assessment to evaluate Client's reporting requirements. The assessment includes an analysis of 3 to 5 reports, recommended reporting solutions, and assessment of Client reporting skillset. Client must provide detailed examples of required reports. Following the assessment, Dayforce will provide a two-day workshop to train/coach up to 3 Client representatives to develop reports as identified in the Reporting Assessment. Participants must meet knowledge and skill prerequisites as identified in the Reporting Assessment.

13.10 Dayforce Training - Consulting. Dayforce will provide one-on-one informal training/coaching via onsite or virtual delivery (as purchased) on specific tasks/processes as identified by Client. The training/coaching is limited to tasks such as transaction processing, explanation of Dayforce product concepts and processes, and minor administration or configuration updates. Access to training environments or training manuals are not included. Participants must meet pre-requisite knowledge either through attending Dayforce training or equivalent work experience.

13.11 Dayforce Payroll Administrator Fast Start. Dayforce will work with Client to identify key processes and tasks that need to be completed to review and process pay, using Dayforce Payroll (does not apply to in-country payroll services). Through one-on-one coaching (up to 8 hours), Dayforce will provide an overview of fields on the HR record relevant for payroll and a walk-through of the pay cycle, basic payroll auditing reports, and processing pay. A recommendation will be made for additional training which is available on the Dayforce Training Portal. Walk-through will use the Client's environment and standard Dayforce Training reference materials. Client resource is assumed to have payroll domain expertise and experience using payroll software. Services to be delivered virtually.

14. Dayforce Strategic Workforce Planning (SWP). Dayforce Strategic Workforce Planning is a collaborative workforce planning and scenario modelling tool within Dayforce that allows the Client to align people, budgets, and skills enabling organizations to evaluate workforce restructuring, organizational health initiatives, impact of AI transformation on roles and responsibilities, merger and divestiture events, and continuous headcount models and planning.

15. Dayforce Flex Work Platform and Third-Party Staffing Services. (Available for United States, Canada and United Kingdom only) Dayforce Flex Work is the integrated technology that allows Client to create shift offerings for third party staffing solution workers to fill and may enable Client to interact with, engage, manage, or otherwise access third-party staffing vendors, contingent labor providers, and/or an employer of record (collectively, "Staffing Vendors") to fill shifts. Client acknowledges and agrees that Staffing Vendors (and any contingent workers engaged through them) are independent third parties and are not employees, agents, or subcontractors of Dayforce. Client is solely responsible for compliance with all employment, wage and hour, worker classification, tax, immigration, and labor law obligations relating to Staffing Vendors and contingent workers engaged through Flex Work, and Dayforce has no responsibility or liability for the acts or omissions of any Staffing Vendor or contingent worker. Any staffing services facilitated through Flex Work may be subject to additional usage terms referenced within the Flex Work platform and/or other applicable third-party terms ("Third-Party Terms").

16. Dayforce Advanced Tax Services. (Available for United States clients only) Dayforce Advanced Tax Services is a premium service that helps manage a Client's tax filing profile between Dayforce and supported US tax agencies. Recurring Fees will be invoiced and payable in advance (unless otherwise agreed to on the applicable Order Form). The specific activities included for this service can be found in the specification sheet located here: https://contractsportal.dayforce.com/annual-subscription/specification-sheets.

17. Dayforce Lifecycle Services. (Available in selected Territories) Applicable to clients who have purchased Dayforce Lifecycle Services. Recurring Fees will be invoiced and payable in advance (unless otherwise agreed to on the applicable Order Form). The specific activities included for this Service can be found in the specification sheet located here: https://contractsportal.dayforce.com/annual-subscription/specification-sheets. Certain activities included in Dayforce Lifecycle Services may only be available in certain Territories.

18. Dayforce Talent Development Packages. Applicable to Clients who have purchased Dayforce Talent Development Packages. Recurring Fees will be invoiced and payable in advance (unless otherwise agreed to on the applicable Order Form). The specific activities included for this Service can be found in the specification sheet located here: https://contractsportal.dayforce.com/annual-subscription/specification-sheets

19. Dayforce Planning and Analytics Package. Applicable to Clients who have purchased Dayforce Planning and Analytics Package. Recurring Fees will be invoiced and payable in advance (unless otherwise agreed to on the applicable Order Form). The specific activities included for this Service can be found in the specification sheet located here: https://contractsportal.dayforce.com/annual-subscription/specification-sheets .

20. TeamRelate. The TeamRelate feature made available via the Software is intended to be used as one part of an overall candidate and employee assessment process and is not designed or recommended for standalone use or as a replacement for the professional judgment of Client's employees. If Client becomes dissatisfied with the TeamRelate feature, Client's sole remedy shall be to discontinue its use.

21. Extended Access to Historical Data. To the extent Client is migrating the Services from an existing Dayforce hosted platform (the "Prior Dayforce System"), Dayforce agrees to provide access to Client's data stored in the Prior Dayforce System (the "Historical Data") for a period of six (6) months following the Go Live Date (subject to any shorter retention period as required by applicable privacy or other laws) or on the Prior Dayforce System retirement date, whichever is earlier. Access to the Historical Data will be provided at no charge during such six (6) month period. Unless otherwise agreed between the Parties in writing, access will be terminated without further notice upon expiration of the noted period.

22. Dayforce Engagement. Dayforce Engagement allows Client to conduct engagement surveys using pre-defined and Client-created surveys. Client remains solely responsible for complying with the laws and regulations associated with conducting engagement surveys, including any decisions affecting Employees and the conclusions drawn from the survey results.

23. Dayforce Safety Monitor. Dayforce Safety Monitor provides tools for collecting data relating to a public health emergency, and it is intended to be used as one part of Client's overall business continuity program. Dayforce Safety Monitor has not been designed or reviewed to comply with any specific application of the law, regulation or other requirement as it relates to Client. Client remains solely responsible for complying with any applicable laws relating to the collection of employee data.

24. Third Party Material(s) and Third Party Terms. The Services may enable Client to access and use Third Party Materials subject to the terms of this document and any applicable Third Party Terms. Client is responsible for complying with the applicable Third Party Terms that govern the use of all Third Party Materials. Dayforce does not control and is not responsible for any Third Party Materials, the implementation or support of them, and Client bears all risks associated with access to and use of any Third Party Materials. Third Party Materials are made available by Dayforce on an "as-is" and "as available" basis without any warranty of any kind and Dayforce is not responsible for any issues related to the performance, operation or security of the services that arise from any Third Party Materials. The following Third Party Materials are available in accordance with the applicable Third Party Terms noted below. For

the avoidance of doubt, the applicable Fees set forth in the Order Form are payable to Dayforce in accordance with the Agreement. There may be applicable implementation fees payable to the third party provider and Client is responsible for entering into an order form directly with the third party provider in respect of same.

24.1 AdminaHealth Benefits Billing and Reconciliation for Dayforce (SaaS). AdminaHealth comprehensive billing software solution that streamlines premium bill reconciliation and consolidation. End User License Agreement: https://adminahealth.com/wp-content/uploads/AdminaHealth-Master-Subscription-Agreement-EULA-for-Dayforce-Customers.pdf.

6.1 Dayforce Learning Content:

24.1.1 Core Collection. Pre-Curated 25 course collections provide comprehensive learning experiences that align with your organization's requirements, supporting compliance and helping ensure relevance, effectiveness, and engagement in your learning program. This offering will be managed by Go1. End User License Agreement: https://www.go1.com/terms/go1-customer-terms-for-dayforce-customers. The Client is responsible to ensure that the learning content meets its compliance requirements.

24.1.2 Advanced Collection. Pick two of our pre-curated course collections or choose your own 50 courses from our comprehensive library of content to suit your specific needs. Quickly select the categories that fit immediate needs and take the curation into your own hands. We provide high quality, engaging, and effective content across our content options. This offering will be managed by Go1. End User License Agreement: https://www.go1.com/terms/go1-customer-terms-for-dayforce-customers. The Client is responsible to ensure that the learning content meets its compliance requirements.

24.1.3 All-Access. At Dayforce Learning we recognize that business needs often extend beyond standard solutions. That's why we support our All-Access Content solution, dedicated to providing comprehensive support to clients with specialized requirements. This offering will be managed by Go1. End User License Agreement: https://www.go1.com/terms/go1-customer-terms-for-dayforce-customers. The Client is responsible to ensure that the learning content meets its compliance requirements.

24.2 VidCruiter:

24.2.1 VidCruiter Video Interviews for Dayforce. VidCruiter pre-recorded video interviews for candidate screening processes. End User License Agreement: https://vidcruiter.com/reseller-terms/.

24.2.2 VidCruiter Reference Checks for Dayforce. VidCruiter reference check services for candidate selection processes. End User License Agreement: https://vidcruiter.com/reseller-terms/.

6.2 Dayforce Identity Integration. Dayforce Identity Integration automates the import and synchronization of employee information between Dayforce and other identity access, governance platforms, or directories. The integration will support various configuration options including platform, mappings, and scheduling that will be managed by Aquera. End User License Agreement: https://aquera.com/dayforce-terms-and-conditions.

24.3 Emburse Expense Management. Emburse Expense Management is a travel and expense management solution that automates how Client´s employees capture, submit, and approve business expenses. It reduces manual effort by eliminating paper receipts, accelerating reimbursement cycles, reducing risk of overspend, enforcing policy compliance, and providing real-time visibility to spend across the organization. This offering will be managed by Emburse. End User License Agreement: https://legal.emburse.com/#terms-and-conditions

24.4 Docusign eSignature. Available for select Dayforce modules, Docusign eSignature is a tool that enables Client to send, sign, and manage some payroll, human resources, or onboarding digital documents. This tool can help to reduce the time and cost for manual paperwork and allow documents to be executed without leaving the Dayforce platform. If Client has purchased a Docusign e-Signature envelop package, once the existing envelopes package has been exhausted, Client will be charged for any overages unless Client purchases a new package of envelops. Client assumes all responsibility for ensuring that the use of Docusign eSignature complies with the laws, regulations and compliance requirements applicable to Client (including electronic signature authenticity or validity requirements) for those jurisdictions in which Client is using Docusign eSignature tool. No regional or specific integrations and/or certifications are included under this offering.