ATTACHMENT TO ORDER FORM
STATEMENT OF WORK
DAYFORCE DELIVERY ASSURANCE

This is the Statement of Work ("SOW") for Dayforce Delivery Assurance as contemplated and purchased pursuant to the Order Form made between Dayforce and Client. Client hereby engages Dayforce to provide the Services as more particularly described in this SOW, for the Fees set out in the Order Form. Capitalized terms not defined in this SOW shall have the meanings ascribed to them in the MSA.

1. Services, Responsibilities, and Deliverables

The Services consist of leading quality reviews with Client's project team and Third-party Implementation Provider(s) throughout the project lifecycle as outlined below. The purpose of such reviews is to evaluate the third-party solution for project governance, design, configuration, testing and go live readiness against Dayforce best practice, advise Client of any identified potential risks or issues in these areas, and recommend mitigation or remediation actions, such as configuration changes. Services do not include a legal or compliance analysis of Client's solution design, configuration, testing or project governance. Dayforce reviewed checkpoints will be identified in the project timeline and Dayforce outputs resulting from review activities will be produced in alignment with project deliverables.

(i) In Scope Work: Dayforce will provide the following in respect of core Dayforce products (Dayforce Platform, Dayforce Payroll, Dayforce Benefits and Dayforce Time and Attendance) and Dayforce WFM Advanced Scheduling (if purchased, as reflected on the Order Form):

Phase / Checkpoint	Description	Output
Project Sponsorship and Meeting Attendance	Attendance at scheduled design, milestone, and steering committee meetings (representing Dayforce), as agreed upon by the Delivery Assurance team and Client project team, advising on implementation best practice, and project issues and risks.	Active participation in design, milestone, and steering committee meetings as scheduled by Client and/or Third-party Implementation Provider(s) and documented follow up as required.
Project Governance	Review of the following project artifacts (as applicable based on project scope), for completeness and alignment with Dayforce best practice: • Project plan, including critical path dependencies and resource allocations for Client and third parties; • Project charter documenting scope, governance, project stage entry, exit and acceptance criteria • Risk register or risk management plan • Integration strategy • Data conversion strategy • Testing strategy • Organizational readiness plan	Report out of Dayforce's findings based on its artifact review with documented findings and recommended mitigation and/or remediation for any identified gaps, risks and/or issues related to project governance.
Solution Design	Review of solution design decisions and documentation (generally the outcome of discovery/requirements validation sessions) which guides solution configuration and testing (solution blueprint, business requirements document (BRD), discovery recap, testing plan, etc.). Review will focus on inclusion of all required Dayforce elements, including but not limited to organizational structure, data flow diagram with upstream and downstream integration, security roles & permissions, and pay policies. Review will also include alignment with Dayforce best practice to optimize Dayforce process automation, standardization and scalability.	Report out of Dayforce's findings based on design session and artifact review with documented findings and recommended mitigation and/or remediation for any identified gaps, risks and/or issues related to solution design.
Solution Configuration and Testing	Review of the system configuration and integrations to assess alignment with solution design and Dayforce best practices. This includes review of the application and associated artifacts and may leverage Dayforce configuration audit tools. Review of Client's training completion and documented use cases to validate Client readiness to develop test cases and execute testing. Review of Client test plan to validate test case coverage of in-scope feature functionality by user (employee, manager, administrator, super user), aligned with Dayforce best practice.	Report out of Dayforce's findings based on its configuration and testing review with documented findings, categorized by severity/impact, and recommended remediation for each finding.
Go Live Readiness	Validation of Client go live readiness as evidenced through project artifacts, including but not limited to: • Client accepted functional, UAT, integration and parallel testing per criteria documented in the project requirements • Completed Client training per agreed upon curriculum • End user training plan and org readiness plans • Production cutover plan inclusive of critical path activities and resource allocations Review of transition to Support plan and review of Client and Third-party Implementation Provider(s) documentation to meet Dayforce transition to Support criteria.	Report out of Dayforce's findings based on its review of project artifacts related to go live readiness and validation of Client's readiness for a successful transition to Support, with documented findings and recommended remediation for any identified gaps or risks.

(ii) Out of Scope Work: Unless an activity or output is expressly set forth under Section (i) In Scope Work above, it is considered out of scope and will not be provided or performed by Dayforce.

2. Assumptions and Client Duties and Responsibilities

(i) The checkpoint activities and associated Fees are based on the following assumptions:
- Client will provide Dayforce with access to Client Implementation project team members and stakeholders and they will actively participate in checkpoints.
- Client will provide access to relevant documentation reasonably requested by Dayforce to provide the Services.
- Checkpoint output outlined herein will be incorporated into Client's project plan.
- Client will provide access to configuration and test environments as required to complete checkpoints.
- Client will identify a named resource who will provide acceptance of Dayforce report outs and authorize actions on Dayforce findings.
- Dayforce findings will be based on project artifacts and Dayforce environment access provided by Client and Third-party Implementation Provider(s) as authorized by Client.
- Client will be responsible for completeness and accuracy of all data loaded into Dayforce.
- Dayforce is not responsible for Client's and/or Third-party Implementation Provider's lack of participation or inaccurate information provided to Dayforce.
- Client and Third-party Implementation Provider will adhere to the project plan timeline.
- Delivery Assurance Services will be delivered remotely.

(ii) Dayforce will not assume any liability for Client or Third-party Implementation Provider's interpretation of applicable law or regulations as a consequence of Dayforce providing the review Services specified in this SOW or any mitigation or remediation as outlined in a report, and Client remains solely responsible for all decisions affecting its employees and for using the Services in accordance with applicable law, professional guidelines, and privacy requirements in all jurisdictions where it operates. Client shall monitor changes to those laws applicable to Client's business, interpret applicable laws and regulations, determine requirements for compliance and notify Dayforce of any changes required as a result of such laws. Client shall conduct regular audits of Client's use of the Service. Client acknowledges and agrees that the Services do not constitute and shall not be relied upon by Client, as legal or financial advice. Client will not rely solely on its use of the Services to meet its compliance obligations.

(iii) The One Time Fees for Delivery Assurance have been calculated taking into account the work and materials Dayforce has reasonably estimated will be required to implement the Service. This estimate has been made by Dayforce in good faith based on the information available to Dayforce at the time of executing the Order Form, including information and representations provided by Client. To the extent that new or additional information becomes available to Dayforce which impacts the estimated One Time Fees, the Parties shall mutually agree to necessary changes to the Implementation SOW (including to corresponding Fees).

3. <u>General Project Approach (where the Third-Party Implementation Provider is providing the Implementation Services)</u>

Client will contract with the Third-Party Implementation Provider to perform the implementation services and/or deliverables to be provided in respect of the purchased products pursuant to the Order Form and Dayforce will provide Delivery Assurance Services in accordance with this Delivery Assurance SOW (as applicable). Client resources will complete Dayforce Training Portal Package training in accordance with the project timeline provided by the Third-Party Implementation Provider to become educated on how to maintain the products and become self-sufficient with the functionality of the products. Client acknowledges that the Third-Party Implementation Provider is solely responsible for the implementation services and Dayforce assumes no responsibility in that regard.

a. Client will be transitioned to Support once training and testing is complete, and Client has provided written acceptance of the completion of the implementation services with the Third-Party Implementation Provider, save for any open items which are material to the delivery of the Services ("Open Items"). All Open Items must be documented in writing by Client and Third-Party Implementation Provider, and upon completion, Client and Third-Party Implementation Provider shall confirm same in writing. For greater certainty, remediation of configuration issues with the purchased products is outside of Dayforce's Support obligations, as further outlined below.

b. **Assumptions.** In addition to the assumptions and requirements set forth herein and in this Delivery Assurance SOW, Client acknowledges and agrees that the above approach, Fees and any estimated timelines are based on the following assumptions (as applicable):

(i) Client will accurately complete all applicable questionnaires, templates, discovery workbooks, and other documents and requests for data as reasonably required for Dayforce to fulfill its Delivery Assurance roles and responsibilities;

(ii) Client will, where applicable, provide access to Client's personnel with the appropriate knowledge of Client's systems and its configuration, to assist in data analysis for HR data import, exports and configuration;

(iii) Client will provide any required data in the manner reasonably prescribed by Dayforce by the agreed upon timelines;

(iv) While both Dayforce and Client may have a project manager, Client is responsible for management of its own resources and engaging third-party vendors, as necessary. Lack of access to Client resources or Client's third-party vendor resources, or changes to any individuals filling Client roles identified in the Delivery Assurance may impact project timeline and costs;

(v) Client will provide solution feedback and confirmation of acceptance through the prescribed process, and working with resources in a reasonable time frame per the project schedule;

(vi) Any changes to scope described in this Delivery Assurance SOW will be addressed through a change request;

(vii) Dayforce will provide access to pre-production environments, included as standard are two (2) pre-production environments: (1) CONFIG (accessible by Dayforce and Client, generally used for application configuration and testing), and (1) STAGE (accessible by Dayforce and Client, generally used for solution refinement). The CONFIG and STAGE environments (including all data) will be decommissioned after a period of sixty (60) days from the Go Live Date. In the case of a phased implementation, the CONFIG and STAGE environments will remain in place until the Go Live Date of the last phase of the project.; and

(viii) On or after the Go Live Date, upon written request by Client via the Help Desk for Support, Dayforce will provide access to one (1) TEST environment (accessible by Dayforce and Client). The TEST environment will be decommissioned by Dayforce upon fifteen (15) days prior written notice to Client should there be no activity for a period of sixty (60) days. Client may at any time request that the TEST environment be recommissioned via the Help Desk for Support. Additional non-production environments may be provided by Dayforce for Client's use, subject to additional costs. Should Client's existing TEST environment be in use for a project at the time that another project / phase is commenced, an additional non-production environment will be required at an additional cost.