STATEMENT OF WORK
ABC Company, Inc.

This is the implementation Statement of Work ("SOW") that sets forth the details for the implementation Services and/or deliverables (the "Implementation Services") to be provided.

1. Project Timeline Considerations

This project completion is currently scheduled for **January 1, 2023**. The agreed Per Employee Per Month (PEPM) Recurring Fees will commence at that time. Implementation Services will be delivered as one continuous project, and CSP has scheduled resources based on this assumption.

If the project completion date must be delayed either by request of the Client or due to the neglect of the Client to provide timely responses and information required for configuration, the Client will be subject to project extension fees for each month of extension. These fees are in place to extend the availability of CSP's assigned resources to the project.

The integration production date for products powered by EverythingBenefits can only be an estimate, as this is heavily dependent on the Client's benefit vendors as well as the ability for EverythingBenefits to assign resources to the project. It is also important to note that some carrier feeds cannot be tested until live payrolls are being run in UKG Ready, such as a 401(k) feed, etc.

Any modules or requirements outside of the originally agreed project will be subject to additional associated fees for implementation.

2. Summary of Services

The Client has engaged CSP to implement the following Modules:

- Payroll & Tax Services
- Time Keeping & Accruals
- Scheduler
- Human Resources
  - Onboarding
  - Benefits Administration
  - ACA Manager
- Performance Management
- Compensation Management
- Talent Acquisition / Recruiting
- COBRA Administration powered by EverythingBenefits
- 401(k) 360 Feed powered by EverythingBenefits
- EDI Carrier Feeds powered by EverythingBenefits

3. Implementation Methodology

The implementation services are provided over four high level stages, which are described below. While these stages appear in a linear fashion, Discovery, Configuration, and Testing run simultaneously as work is completed or additional information or details are required.

(i) Kick-Off & Discovery

- Establish project roles & responsibilities;
- Discovery meetings for initial contracted modules;
- Create project plan.

(ii) Build / Configuration

- Configure the solution per the Discovery sessions;
- Complete initial data mapping and data loads;
- Conduct ongoing unit testing of solution build;
- Client participates in admin training through UKG-provided Learning Center module.

(iii) Testing

- Support Client testing, parallel testing, and address issues;
- Complete final data loads and integrations.

(iv) Go-Live

- Provide active support during first 30 days following Go-Live;
- CSP leads configuration-specific Train-the-Trainer style training.

4. Roles & Responsibilities

CSP Project Manager

- Lead requirements and Discovery conversations / documentation;
- Develop, maintain, and track progress against the project plan;
- Report on project status through meetings and reports;
- Act as central point of contact for all day-to-day activities;
- Lead organizational readiness, change management, and training activities.

CSP Implementation Lead

- Lead solution configuration, review, and refinement;
- Provide in-depth product knowledge throughout the project lifecycle;
- Support testing activities;
- Provide technical support and issue resolution.

Client Project Lead

- Manage client project team and deliverables;
- Act as central point of contact for all day-to day activities;
- Facilitate sign-off of key project documents and deliverables;
- Plan and manage rollout training strategy and logistics;
- Develop and manage the execution of an organizational readiness plan.

Client Power Users / SMEs

- Provide in-depth initial requirements in the Discovery stage;
- Participate in solution configuration, review, and refinement;
- Data collection and validation for area of responsibility;
- Provide timely responses for data requests according to the project plan;
- Participate in testing and providing feedback;
- Participate in organizational readiness activities / training;
- Assume ownership of the configured solution post go-live.

5. **Deliverables for Implementation of Contracted Modules & Core Functionality**

(i) In Scope Work: Headings and details contained in this section reflect those components that are available with respect to the contracted modules listed in the Executive Summary above.

Component	Description	Scope
	Platform Core Elements	
Login Preferences	Set up Client preferences for employee login ID, password requirements, redirect sites, etc. SSO, if required.	Included
Cost Centers	Categorization per location and department, or other requirements based on Client needs to allocate time keeping, headcount, general ledger, etc.	Up to 5 custom trees
Security Profiles	Security feature that defines what sections and information of the solution users can access. Default user roles are Manager, Employee, Admin, and Applicant.	Up to 10 profiles included
Mobile Access	Access to the UKG Ready application from Android or iOS mobile devices.	Included
SMS by Twilio	Enable Twilio for SMS messaging from Ready to employees.	Included
Notifications	Create automated notifications for functions across the platform.	Up to 25 included
	Payroll & Tax Services	
Pay Period Profiles	Define the frequency of pay for a group of employees. Create pay period rules to establish pay dates.	Up to 3 included
Payroll Codes	Includes earnings, deductions, memo calculations, and taxable benefits. Also, the setup of earning and deduction groups; pre-defined tax methods built in for compliance purposes; configurable limits and declining balances.	Up to 50 codes included
Garnishments	Set up existing garnishments and associated vendors for payment. Set up any Child Support, including setting up the payment account with third party partner ExpertPay for payments from the client.	Included
Pay Statements	Configure pay statement contents, look, and feel. Create pay statement templates for different types of pay.	Up to 10 types included
Retirement Plan	Set up calculation of retirement plan(s) and any associated matching for 401(k), Roth 401(k), Catch-Up, and Loan repayment.	Included
Worker’s Compensation	Set up Worker’s Comp accounts and rates, linking those rates to jobs or individual employees.	Included
General Ledger	Set up for GL journal entry reporting, including configuration of levels and accounts, per specification.	Up to 15 hours included
Client ACH Bank	Define and authorize ACH bank accounts for payroll, taxes, vendors (if applicable), and monthly service fees.	Included
NatPay Direct Deposit	Configuration of NatPay settings for payments made directly to employees’ bank accounts.	Included
Tax Services	Configure tax jurisdictions, rates, frequencies, and tax IDs from client provided information. Configure settings with MasterTax. Populate POA forms for client review and signatures. Balancing imported data to returns and verifying for accuracy. Set up individual state site access with client support for tax filing.	Included for 1 FEINs & 4 State Jurisdictions
Payroll Reports	Create custom reports for data extract and quick view per business needs.	Up to 5 reports included
Delivery	Configure delivery policies for payroll-related documents, including check printing and report delivery, where applicable.	Included

PayCards by Spentra	Enable Spentra feed for pay cards. Initiate discussion with Spentra for setup and training.	Included
Time Keeping & Accruals		
Timesheet Profile	Determines the way a user will collect data and rules around approvals, workflows, appearance, etc.	Up to 4 included
Holiday Table	Sets the holiday time to be added to employees' time.	Included
Counters	Create and assign groups of pay categories that assign the time tracking data to earnings codes.	Included
Pay Calculations	Sums raw hours according to established rules, including Holiday Pay, Time Off, Overtime, etc.	Up to 4 profiles included
Pay Prep	Prepares the calculated time by grouping and assigning them to pay codes for payroll.	Up to 2 profiles included
Time Off	Create Time Off categories for employees to request time away from work. Configure time off requests and workflows.	Included
Accruals	Create policies to control how employees are granted time off, such as PTO, sick, or personal days. Configure carryover, pay out, and other rules associated with the time off accruals. Configure automatic accrual schedule or set to be manually accrued as a step in payroll.	Up to 5 included
Time Reports	Configuration of custom reporting for data extract and quick view per business needs.	Up to 10 reports included
Scheduler		
Scheduling Definitions	Configure scheduling generation, budget and workload definition, shift and schedule definition, schedule rule and constraints, manual schedule planning and editing, and schedule pattern templates.	Up to 30 hours included
Employee Self Service	Configure for employees to request coverage, swap shifts, request open shifts, and approve scheduling changes.	Included
Schedule Reports	Configuration of custom reporting for data extract and quick view per business needs	Up to 5 reports included
Human Resources Core		
HR Actions	Set up HR Actions to support hiring, separations, employee information changes, transfers, promotions, etc. Configure employee-focused actions for Employee Self Service.	Up to 10 included
Workflows	Configure workflows to go through approval and notification processes.	Up to 10 included
Jobs	Set up job titles and settings by importing details and defaults for jobs and associated pay grades, EEO-1 categories, etc.	Up to 50 included
Document Management	Configure document storage types and security for downloading.	Up to 50 included
Incident Management	Configure incident types, violations, and resolutions. Create workflow for incident review, signatures, and notifications. Tie to Worker's Comp/OSHA.	1 workflow included
Custom Forms	Configure custom forms from Client-specific PDF documents to create auto fill, fillable, and electronic signature ready documents.	Up to 10 forms included
License / Credentials	Set up Credential Types. Import Employee Credentials.	Up to 10 types included
Asset Management	Configure Asset Types, Property, Vehicles. Import Asset Assignments.	Up to 20 types included
Onboarding	Create and configure onboarding process including checklists, gathering information, I-9 / E-Verify, tax withholding elections.	Up to 3 checklists included
Offboarding	Configure offboarding requirements, notifications, and workflow.	Up to 3 checklists included

HR Reports	Create custom reports for data extract and quick view per business needs.	Up to 5 reports included
Benefits Administration		
Benefits Administration	Load plans, eligibility, rates, and assign to associated payroll codes. Create benefit enrollment profiles. Create custom reporting. Assign employees to plans.	Up to 10 plans included
ACA Manager	Configure measurement periods and calculation rules. Set notifications and compliance alerts.	Up to 3 profiles included
COBRA Admin powered by EverythingBenefits	COBRA Administration configured and tested through partner, EverythingBenefits.	Inlcuded
EDI Carrier Feeds powered by EverythingBenefits	Carrier feeds configured and tested through partner, EverythingBenefits.	Up to 4 feeds included
360 Financial Feed powered by EverythingBenefits	EDI financial feed, triggered by payroll processing, from CSP to 401(k) carrier, by EverythingBenefits.	Up to 1 feed included
Talent Acquisition / Recruiting		
Talent Acquisition	Configure talent acquisition settings. Create Hiring Stages, Job Application Statuses, Referral Sources, and Custom Fields. Create Applicant Profile setup / application settings. Configure workflows. Create any applicant forms, as required.	Included
GHRR Background Screening	Enable connection with GHRR; introduce client to GHRR to initiate contract and pricing discussions.	Included
Performance Management		
Performance Elements	Configure Competencies, Core Values, Ratings, Reasons, and Categories to support creation of Performance profiles / reviews.	Up to 10 included of each
Review Profiles	Configure elements of performance reviews into Review Profile(s) including up to 3 sub-profiles for periodic review. Configure language and Peer Feedback.	Up to 5 profiles included
Workflows	Configure workflows including approvals, notifications, and signatures to support Performance Review process.	Up to 5 workflows included
Compensation Management		
Compensation Cycles	Configure cycles for dates, workflows, etc. to support the compensation management cycle.	Up to 2 cycles included
Merit Matrices	Set up merit matrices tied to Performance Management, if applicable, to set rules / suggestions for compensation increases.	Up to 5 included
Worksheets	Customize manager worksheet view to enable managers to see data to make compensation recommendations.	Included
Data Management		
Configurable Dashboards & Company Hub	Create dashboards according to standard and custom reports per Client need for the contracted modules. Assist with setting up Company Hub.	Up to 10 dashboards
Data Conversion	Preparation and import of Client data. Client is responsible for the accuracy of the data in manner and format that meets CSP's file specifications. All required data must be available by the agreed upon due date for each data load.	Current

(i) <u>Out-of-Scope Work:</u> Unless a task, duty, responsibility, or deliverable is expressly set forth above, it is out of scope and will not be provided or performed by CSP as part of the Implementation Fees quoted. Any item that is considered out of scope will be communicated to the Client, who will also be provided a Change Form to review and accept pricing for out-of-scope work.

(ii) Discovery-Related Discrepancies: All modules and deliverables represented during the sales process are based solely on the information provided and presented during the sales process itself. Any additional information that is gained during Discovery, Configuration, Testing, etc. phases of this implementation project may impact the ability for these modules or deliverables to be implemented as originally demonstrated. This may include but not be limited to third-party system integration, API connections, granular/specific module requests, and/or configuration requests outside of the UKG Ready available functionality.

6. Assumptions and Client Duties & Responsibilities

In addition to the assumptions and requirements set forth above, Client acknowledges and agrees that the One Time Fees and estimated timelines are based on the following assumptions:

- Client's requirements for the Services being implemented are as set forth in the Discovery sessions;
- Client will provide import data for conversion in the correct format and layout template, assist with the mapping process, validate, test, and audit the conversion files prior to loading in the HCM solution; any assistance requested of CSP to convert the data into the appropriate format will be subject to the appropriate Professional Services fees;
- Client is responsible for overall project and resource management for Client-responsible items. Lack of access (including information, questions, testing, and verification) to Client resources or changes to any individuals filling the roles identified above may impact project timeline;
- Client will provide data and information requested by project team in a timely manner;
- Client will provide resources to collaborate with the CSP team, including dedicated contacts;
- Client will confirm acceptance and sign-off for all Implementation Services in a timely fashion.

7. SOW Acknowledgement and Agreement

ABC Company, Inc. ("Client")

Authorized Signature	Date

Printed Name & Title

Collaboration Software Partners, LLC ("CSP")

Authorized Signature	Date

Printed Name & Title