

Schedule 2

TMF Group IN-SITE

1. Standard Services Descriptions

This document describes the standard services per module within TMF Group IN-SITE.

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Any agreed non-standard services descriptions will have been described in section “*Non-Standard Services descriptions*” in the Statement of Work or in a Change Request Note.

1.1. TMF Group Connect

TMF Group Connect is TMF’s global Client portal for central access to portal applications available within the various service lines.

Using a single sign on framework, private cloud hosting and API architecture, TMF Group Connect brings together internal and SAAS applications to deliver functionality with security of Client Data.

Features	Explanation of features
Portal access	TMF shall provide access to its portal through which other information and/or Services shall be made available to the Client.
Applications	Access to TMF portal applications shall be provided when such applications are contracted by Client and when it has been agreed to make such access available via TMF Group Connect.
Single Sign-On (SSO)	<p>Single sign-on between the User profiles in the Client's domain and TMF Group Connect is possible. To accomplish this TMF makes use of common industry standards for SSO.</p> <p>Such single sign-on is not included in the standard services scope. Upon request and after a separate technical solution discovery, a Fee quote can be provided.</p>
Language	TMF Group Connect is available only in English.
Onboarding	
Client profile	TMF Group Connect is setup with the Client profile to enable activation of the contracted portal applications.
Setup timing	<p>The setup for TMF Group Connect is done at the same time as the setup of contracted portal applications such as TMF Group Share.</p> <p>TMF will arrange for Client root folders to be created after which TMF will arrange a call with the designated Client contact. During this call the Client will be requested to define at least two Power Users and provide additional User details for those requiring access to applications on a day to day basis.</p>
Setup sheet	The Client's Power Users will be asked to fill out a setup sheet which includes all Users and their User rights. This sheet will be returned to TMF within the agreed time line of the project plan.
User creation	Creation of Users as provided by Client in the setup sheet and sending of emails to the Users with user details will be managed by TMF.

1.2. TMF Group Share

TMF Group Share (TGS) provides a secure platform for file exchange between global or local Client contacts and TMF Affiliates.

Features	Explanation of features
Generic functionality	

Features	Explanation of features
Portal Application	TMF Group Share will be made available as a portal application in TMF Group Connect when contracted for.
Multi Service Line	TMF Group Share can be used for secure file exchange for multiple service lines.
File exchange	Files can be securely uploaded and downloaded by the Users via manual file upload and download. In case the Client has also contracted the module “SFTP”, it will be possible to automatically exchange interface files using TMF’s SFTP server.
Email Notifications	Standard email notifications are switched on or off per folder. This will ensure that the Users get notification emails when files are uploaded or downloaded from particular folders in a (standard) setup. If desired, Users can activate or deactivate upload and download notifications per folder to which they have access.
Notes	Notes can be added to files or folders to inform other Users of the system about particular information or instructions with regards to the files.
Language	TMF Group Share is available only in English.
Standard setup configuration	
File storage term	The system facilitates <i>file exchange</i> only. Files applicable to Services provided in the current and previous calendar year are stored in TMF Group Share. Files and folders prior to the aforementioned period will be automatically deleted.
Integration with other services	TMF Group Share can be used as an independent service, or in combination with other services such as SFTP, Interface, PDTS and/or Individual PDF Payslip file delivery.
Client upload	Specific folders will be assigned to Client Users to upload relevant (input) files/documents per period. TMF users will be assigned download right in such folders.
TMF upload	All agreed TMF output reports will be made available in specific Client Affiliates folders per processing period. TMF will upload the agreed (output) files for the Client to download. Client Users will be assigned download right in such folders.

Features	Explanation of features
Employee access	<p>Access to TMF Group Share is only granted to Client contacts, who are involved in the day to day operational payroll process as defined by the Client Power Users.</p> <p>The Client's "normal" employees are not permitted access for delivery of payroll-related documents or to view payslips.</p>
Onboarding	
Folder structure	A TMF defined standard and fixed folder structure per Client, country and Client Affiliate which will facilitate TMF's standard service delivery processes per service line.
Distribution groups	Standard distribution groups are defined by TMF and user rights are assigned per group. This standard setup will ensure correct user rights within the system and facilitate TMF's standard service delivery processes per service line.
User creation	Creation of Users as provided by Client in the setup sheet and sending of emails to the Users with their user details.
Standard notification activation	Setup and activation of standard notifications within the standard folder setup.

1.3. SFTP

TMF's SFTP service can be used when files need to be send and received from and to a client without manual interaction or upload. It allows a client to schedule automated upload and download of files via TMF's SFTP server.

Features	Explanation of features
General	
SFTP file transfer	<p>TMF will make available, configure and maintain the needed infrastructure, Client folder, User setup and/or configurations to facilitate correct use of this service.</p> <p>The Client will push inbound files to and pull outbound files from the relevant folder on TMF SFTP server.</p> <p>The Client will complete an SFTP Request Form in conjunction with the TMF Transition Manager to include the Client ip address to be used to connect to TMF SFTP server.</p>
Folder setup	Two folders are setup within a standard configuration to send and received files: 'Client_to_TMF' and 'TMF_to_Client'.

Features	Explanation of features
User Setup	Setup includes 4 (four) Client Users. Setup of additional Users will be charged at time spent (0,5 hour per additional User).
Security	The Client will agree to set-up file transfer using public ssh authentication and provide the public ssh key to TMF, as TMF does not support password-based authentication for data security purposes.
File retention period	Files on the TMF SFTP server will be stored for a period of 90 calendar days before they are deleted.
File encryption	<p>PGP file encryption can be added for extra data security (optional).</p> <p>Interface files with files received from the Client must be encrypted by the Client and will be decrypted by TMF before they are processed.</p> <p>Files which are returned to the Client via SFTP will be encrypted by TMF before they are uploaded to the SFTP server. Client will need to pick up the files and decrypt before they can be processed internally.</p>
File routing from SFTP to TGS and vice versa	Files received on the SFTP server will be routed to the correct TMF Group Share folders within a specific Client and Client Affiliates setup, based on the complete file name. The same applies for files from TMF Group Share to SFTP.
Maintenance	<p>SFTP User maintenance includes a max. of 5 User changes per year (adding, changing or deactivating User access or keys). Additional changes will be charged at time spent basis.</p> <p>Changes to 'whitelisted' IP addresses will be charged at time spent basis.</p> <p>User maintenance request forms can be provided upon request.</p> <p>User changes or any other maintenance requests can be submitted to the GBS Helpdesk.</p>
Other file transfer and/or encryption methods	
Non-standard file transfer and/or encryption methods	<p>In some cases TMF can adapt to a Client specific file transfer and/or encryption method. This includes TMF managing the pushing and pulling of agreed files to Client's SFTP server.</p> <p>Depending on the technical specifications provided by the Client and the complexity of the preferred solution, additional scoping might be needed.</p> <p>Non-standard solutions and associated costs must be specified and agreed in the SOW or Change Request Note.</p>

1.4. Interface

The interface covers various functionalities such as a check of the (standard TMF) file naming convention applied and validation of Data content of received files. The results of these checks & validations are reported back to the sender via upload reports.

There are two interface modules available differentiated by the level of file validation required:

1.4.1. Interface incl. Data validation

This solution can be provided if files are delivered in agreed TMF format via SFTP but without PDTS translation.

The interface will check the name applied to all interface and PDTS files to ensure they are in line with the agreed file naming convention.

In addition a file content validation will determine if the content of the data fields is in line with the data field specifications (i.e. date, amount, text, number, decimals but also: length, mandatory/optional), validation lists (gender: M=Male; F=Female) as agreed to in the mapping documentation.

Results including success, warnings and errors are reported back via Upload Reports which are posted to the folder "Upload Reports Client" in TMF Group Share or via the Interface panels on TMF Horizon depending on what has been contracted for.

1.4.2. Interface excl. Data validation

This solution can be provided if files are delivered in TMF local format via SFTP but with no requirement for content validation or PDTS translation.

The interface will check the name and file format applied to all interface files to ensure they are in line with the agreed file naming convention and file type.

Results (success/rejection) are reported back via Upload Reports which are posted to the folder "Upload Reports Client" on TMF Group Share or via the Interface panels on TMF Horizon depending on what has been contracted for.

The table below is applicable to both 1.4.1 and 1.4.2 above.

Features	Explanation of features
General	
Interface specifications	Interface file specifications + at least one example file must be delivered by the Client to allow TMF to analyse the feasibility of setting up such an interface process.
Number of interface setups	Any and all unique files which is mapped for and/or processed through the interface or PDTS service will be recognized as an individual and unique setup and forms the basis for calculation of Setup and Maintenance Fees.

Features	Explanation of features
File split	<p>Clients sometimes prefer to send Data of several countries and Client Affiliates in one combined file. The Data of these Client Affiliates will then need to be split into separate files, one for each Client Affiliate.</p> <p>Such a file split can only be done when the information is clearly identifiable as belonging to a certain country and Client Affiliate.</p> <p>Applying a file split must have been specified in the SOW or CRN as a non-standard service. Additional Fees will apply to this non-standard service.</p>
Received interface files	<p>Any and all received (decrypted) interface files from the Client will be stored in TMF Group Share or TMF Horizon for the duration of the <i>file storage term</i> as documented above or in the applicable TMF Horizon SSD.</p> <p>These files are not posted in a folder made available to the Client, but when strictly needed, they could be made available upon request.</p>
File validation	<p>Any file name, which does not match the agreed file naming convention will lead to an error in the upload report. Such a file cannot be processed further.</p> <p>Where Client provides Data and files to TMF, that do not correspond with the agreed format(s) and subsequent validation and requests TMF to carry out manual corrections and subsequently to implement that Data and files, the Client will be charged for such work in addition on an hourly basis.</p>
Folder: Upload reports Client	<p>Creation and posting of an upload report which includes the results of file name check or name check and content validation.</p> <p>All upload reports are reported back to the Client via the upload of txt files in a specific folder in TMF Group Share, "Upload reports Client", or in the Interface panels on TMF Horizon.</p>
Folder: Accepted	<p>In the following situations the received interface file will be placed in the folder "Accepted":</p> <ul style="list-style-type: none"> Interface files for which the upload report shows a status "OK". This means that the upload report includes no WARNINGS or ERRORS; Interface files for which the upload report has the status "WARNING". This means that the upload report includes one or more warnings, but no errors.
Folder: Rejected	<p>Interface files for which the upload report shows a status "ERROR". This means that the upload reports includes at least one or more errors and will therefore be rejected.</p> <p>Such upload reports will be placed in the folder "Rejected".</p>
Notifications	<p>As soon as an upload report becomes available, the User will receive an automated notification as defined in the distribution groups.</p>

Features	Explanation of features
Error resolution	<p>Files with one or more errors in the upload report cannot be processed by TMF.</p> <p>The sender of any interface file for which the upload report shows one or more errors, will need to resolve the error(s) and submit the corrected interface file again (with an updated date time stamp in the file name).</p>
HR & Payroll specifics - Payroll input interface files	
Type of data	<p>Payroll input interface files can contain any type of data which is needed for correct and complete local payroll processing as defined by the local TMF Payroll specialist (master data, fixed payroll changes, variable payroll input, time, absence etc.).</p> <p>It might be needed to create separate files per data type, depending on local TMF Affiliate requirements. These separate files would be considered unique interface setups for which specific mapping documentation must be created and variable setup Fees apply.</p>
Changes only	<p>When payroll <i>input</i> interface file(s) are sent to TMF, these files must contain changes only (a delta file).</p> <p>As a standard TMF does not work with a full dump of data for each payroll period.</p> <p>Should TMF be required to generate a delta file from a client data dump, TMF would first need to review the incoming file to ascertain the complexity and feasibility.</p> <p>Creation of a delta file must have been specified in the SOW or CRN as a non-standard service. Additional Fees will apply to this non-standard service.</p>
Delivery frequency	As standard TMF accepts files once per payroll period. Changes to this must be agreed during the solutioning process.
Current period changes	The changes in the input interface file(s) must be applicable to the pay period as defined in the file name (the current period).
Future changes	TMF does not process or schedule future payroll input changes. Therefore future changes (applicable to pay periods after the current period) must not be included in the change file(s) which are sent to TMF. When received, these (might) lead to incorrect payroll results.
Retroactive changes	Unless agreed upon during the setup process, retroactive (payroll) input changes cannot be sent in the same change file as the changes for the current period. Retroactive changes must be processed in a separate (interface) file, outside of the normal periodic process.

1.5. Payroll Data Translation Service (PDTs)

Using interface files, data can be easily extracted from a source system and uploaded into the target system. However, often the layout of the standard extracted file is specific to the source system and cannot be uploaded directly into the target system resulting in manual intervention to get the data into the system.

Using Payroll Data Translation Service an extracted file will be translated into the correct upload format for the target system and enable upload of the data without manual intervention.

Features	Explanation of features
Interfacing	The PDTs service incorporates the 'Interface incl. Data Validation' service as described above.
Data Translation	Data files can be translated from one specific format and layout into another format and/or layout different from the original and as required by the receiver of the file.
PDTs IN	Interface files created by the Client in a Client specific (standard) format, which need to be "translated" into a TMF specific format or layout and send to TMF or a TMF Affiliate.
PDTs OUT	Interface files created by a TMF Affiliate in a TMF specific (standard) format, which need to be "translated" into a Client specific format or layout and sent to the Client.
Data Mapping	<p>The data fields in the source and target files are mapped for each individual PDTs setup to ensure accuracy in the translation and transformation of the source files.</p> <p>In cooperation with a contact or contacts assigned by the Client, with relevant knowledge with regards to the project, and also contacts from TMF Affiliates, the TMF Business Analyst will create a data mapping document.</p> <p>The data mapping document always needs sign-off from Client and TMF before implementation will commence.</p> <p>Changes to the file formats or data mappings after sign-off will need to be agreed between the Client contact and TMF Business Analyst and additional Fees may apply.</p> <p>Changes to the file formats and/or data mappings post-implementation will need to be agreed with the TMF GBS Helpdesk and scheduled accordingly. Additional Fees will apply for such a change in scope.</p>
File Exchange	<p>File exchange during the PDTs process is arranged via TMF Group Share, and therefore a mandatory component for this service.</p> <p>In addition the use of SFTP can be agreed for receiving and/or sending interface files.</p>

Features	Explanation of features
Available data for PDTS-OUT files	<p>TMF will capture and/or calculate all data needed for a locally compliant payroll as specified in the local payroll SOW per country. Any and all other data not strictly needed for and included in the local payroll, can also not be reported on.</p> <p>Additional (local payroll) customization and/or other non-standard solution elements might be needed in such cases.</p>

1.6. Individual PDF Payslips

This service provides a solution for Clients who want to post individual PDF payslip files on their own internal intranet or self-service solution.

Features	Explanation of features
Language	Local TMF payslips are available in the local language and layout as produced out of local TMF payroll software.
Payslip split	The extract out of local payroll software is one “bulk file” containing all payslips for a specific Client Affiliate in a period. TMF splits this bulk file into individual PDF payslip files per employee. TMF is able to deliver one PDF payslip file per employee per payroll period.
File delivery	<p>The individual payslip files will be delivered to the Client via TMF Group Share or SFTP and either in a zipfile or as individual files. These services must be contracted within a SOW or CR.</p> <p>Other (Client specific) file delivery methods might be agreed upon. Depending on the method, additional charges may apply.</p>
File splitting mechanism	TMF will create one file out of the local payroll after which this file will be split into one file per employee.
File naming	<p>If required a client specific file naming convention will be applied to the individual payslip files to facilitate identification and automatic upload into a Client system or portal.</p> <p>If no client specific file naming convention has been provided by the Client before implementation, the standard TMF file naming convention will be applied.</p>
Specifications	All final and detailed specifications will be decided upon during the setup phase.
Annual calendar	TMF will use the agreed payroll calendar to prepare an annual calendar for the payslip splitting process.

Features	Explanation of features
Periodic processing	Each payroll period, after the final payroll output has been approved, the bulk payslip files will be split and the individual payslip files with agreed naming convention will be delivered according to the agreed file delivery method and in line with the agreed processing time table.

1.7. TMF file naming convention

TMF has defined a standard file naming convention to allow (automated) processing of files in a correct and secure way. This is not a service as such, but a requirement which is applicable to various services mentioned in this Schedule.

Features	Explanation of features
TMF file naming convention	A standardized TMF file naming convention will be provided by TMF and must be applied by the Client to all uploaded files. TMF will also apply the standard file naming convention to all files returned to the Client.
	<p>In case a Client specific file naming convention will need to be applied, this must be specified as a non-standard service in the Change Request Note or in the SOW.</p> <p>Depending on the preferred solution and complexity, additional scoping might be needed. Additional charges will apply to such non-standard solution.</p>
Services with TMF file naming	<p>The standard file naming convention is used for the following services mentioned in this Schedule:</p> <ul style="list-style-type: none"> ▪ SFTP ▪ Interface ▪ PDTS ▪ Individual PDF Payslips (if no client specific file naming is provided)
Documentation	When applicable, the TMF file naming convention will be provided to the Client during the setup of the contracted Services and/or a can be provided upon request.

1.8. Transition

During the transition phase, the setup of the Services will be planned and executed. In general this is split in several phases: preparation, design, build and deployment.

For each IN-SITE module provided, TMF will require the Client to formally agree the set-up requirements. After the Service has been deployed, the Client will sign off that the Service has gone live.

Features	Explanation of features
Kick-off call	<p>After signoff of this SOW, the setup will start with a kick-off conference call/meeting to be arranged by TMF to discuss project initiation and planning. This call will involve the relevant TMF person(s) and the relevant Client participants such as the appointed Power Users.</p> <p>For TGC/TGS-only contracts the kick-off call will be set-up and managed by the TMF GBS Helpdesk.</p>
Required resources	<p>TMF will provide a technical resource as well as a local subject matter expert to assist with the setup where needed.</p> <p>When interface and/or PDTS services are contracted, an On-boarding Project Manager, a Business Analyst and a Developer will be assigned to the project. The Developer is not client-facing.</p> <p>The On-boarding Project Manager will create a project plan, coordinate actions and resources on the TMF side and hold regular update calls with the Client's project team on progress</p> <p>The Client agrees to provide its resources with relevant subject matter expertise when and where needed as determined by TMF.</p>
Go-Live Month	<p>The Go Live Month is the month in which the Service is made available for use by the Client's User(s).</p> <p>Go Live Months are agreed in the Statement of Work or Change Request Note.</p>
Deployment plan	<p>The final deployment plan is agreed after contract signature and in line with available TMF resources at the time of the kick-off call.</p> <p>Although several countries can be setup simultaneous, a standard minimum setup time line per setup wave is 3 months.</p>
Data collection	<p>When and where needed, information required from the Client will be collected via templates provided by TMF or in other mutually agreed formats.</p> <p>Client acknowledges that the required information needs to be provided in full, correct and on time in order to meet the agreed deployment plan. Delay in providing this information on time allows TMF to adjust deployment plan based on available resources, which may lead to go-live delay.</p>

Features	Explanation of features
Testing	<p>When and where applicable, unit testing is done by TMF IT for individual services before roll-out to the Client.</p> <p>For TGS this includes test of both the Client entity set-up and User access rights.</p> <p>Integration testing for SFTP, interfacing modules and PDTS services consists of checking the file delivery process via SFTP when applicable, performing any file decryption required, validating filename convention, file format and file contents for correctness in line with agreed processes, data mapping and agreed file layout specifications and translation into the required local TMF file format.</p> <p>For the avoidance of doubt Integration testing does not include an end-to-end test run including the local gross-to-net calculations and payslip generation. However TMF will recommend scenario-based testing for these services, with the scope of scenarios to be agreed during implementation.</p> <p>If IN-SITE services are being implemented concurrently with HRP services TMF recommends a full end-to-end test as part of the parallel run process, which would be subject to agreement during the contracting phase or via a Change Request Note.</p>
Data mapping	<p>As a result of the mapping exercise between Client and TMF, a mapping document for interfaces and/or PDTS will be created by TMF. This will need to be signed-off by both Parties before the setup commences.</p>
Training - Quick Start session	<p>TMF will invite Client Users for one online Quick Start session, dependent on the IN-SITE modules contracted for, in which the use of TMF Group Share within the standard service delivery process is explained.</p> <p>TMF Affiliate Users will also receive a quick start session to ensure local TMF and Client Users are aligned on the use of the Services within the standard service delivery process.</p> <p>TMF will deliver all necessary manuals and forms to be used for ongoing support, as detailed in Schedule 4 <i>Support Guidelines</i>.</p>
Change control	<p>Adjustments to country scope, Client Affiliates, services scope, go live planning and/or non-standard solution elements can only be agreed per change request process and may incur additional Fees.</p> <p>A Change Request Note can be provided by TMF upon request.</p>
Travel costs & expenses for on-site meetings	<p>In case any on-site meetings are requested by the Client, travel costs and expenses will be charged to the Client in full in addition to the Fees charged for the Services.</p>

1.9. Exhibit A: Responsibility Matrix

Section A – SET-UP ACTIVITIES		Client responsibility	TMF responsibility	
			Included in set-up fee	Additional fee
Area	Task/Activity			
IN-SITE project preparation				
Kick-off call	Set-up conference call or meeting to discuss all relevant aspects of the set-up and on-going services, project stakeholders, rollout plan and solution document and specifications review	✓	✓	-
	Prepare technical and functional specifications for INPUT and OUTPUT interface and/or PDTS file(s) including sample files or reports	✓	-	-
	Review all specifications related to IN and OUT interface file	✓	✓	-
	Identify and name the Power User(s)	✓	-	-
TMF Group Connect				
Setup	Set-up Global client environment (create global client + user right for TMF Setup Admin users)	-	✓	-
	Complete “TMF Group Connect user account request form” and provide to TMF Group IT	-	✓	-
	Creation of users as per the TGS Setup sheet	-	✓	-
TMF Group Share				
Data collection	If required, a separate kick-off call between TMF and the client’s Power User(s) to explain the way the users are defined with roles and how users will be setup and maintained	-	✓	-
	During the kick-off call, identify the users and define the correct roles for each user.	✓	✓	-
	Complete TGS setup sheet and return to client for signoff	-	✓	-
	Sign-off TGS setup sheet and return signed form to TMF	✓	-	-
Setup	Setup of folder structure as per TGS setup sheet	-	✓	-
	Setup of the distribution groups as per TGS setup sheet	-	✓	-
	Setup users and assign correct distribution groups in accordance to setup sheet	-	✓	-
Unit testing	Unit testing of TGS client configuration and user rights	-	✓	-

Section A – SET-UP ACTIVITIES		Client responsibility	TMF responsibility	
Area	Task/Activity		Included in set-up fee	Additional fee
Quick start session	TMF will schedule one call with the Client Power Users and TMF end users to demonstrate the functionality and important folders in TMF Group Share. During this session the users will be familiarized with provided support materials (Quick Start Guide) and how to access Support	✓	✓	-
	Additional quick start sessions can be agreed to when requested by the client	✓	-	✓
Maintenance & Support*	Files, report and data on TGS will be stored for the current and previous calendar year only. Older files will be automatically deleted from the system	-	✓	-
	Change to user setup (add, change or deactivate user access) based on User Change Request form	-	✓	-
	Create a new distribution group	-	-	✓
	Change of service setup or configuration – add new client affiliates, add new interfaces or other service not contracted	-	-	✓
SFTP				
Data collection	Collect all needed information with regards to the SFTP users via SFTP request form provided by TMF (maximum 4 users)	✓	-	-
Setup	Setup of Client's users	-	✓	-
	Setup of standard folders: <ul style="list-style-type: none"> ▪ "Client_to_TMF" ▪ "TMF_to_Client" 	-	✓	-
	Set up of PGP encryption when required by Client		✓	-
Test	Unit test of Client setup	-	✓	-
	Client test of SFTP connection	✓	✓	-
Signoff	Signoff on SFTP setup	✓	-	-
Other	Setup a non-standard folder structure	-	-	✓
	Implementation of Client specific encryption method	-	-	✓
Maintenance & Support*	Files, reports and data on SFTP server will be stored for a period of 90 days from receipt. Older files will be automatically deleted from the server.	-	✓	-
	At request of client Power user: add, change or deactivate user access or keys (max 5 changes per calendar year)	-	✓	-

Section A – SET-UP ACTIVITIES		Client responsibility	TMF responsibility	
			Included in set-up fee	Additional fee
Area	Task/Activity			
	Change to “whitelisted’ IP addresses	-	-	✓
Interfacing & PDTS				
Preparation	Prepare technical and functional specifications for INPUT and OUTPUT interface and/or PDTS file(s) including sample files or reports	✓	-	-
	Review all received specifications related to IN and OUT interface & PDTS file(s)	-	✓	-
	Participate in call between Client, Local and Global TMF to discuss data mapping	✓	✓	-
	Prepare mapping documents between Client file formats and local TMF data templates and TMF output reports and Client report requirements (where applicable)		✓	
	Sign-off of mapping document prior to development	✓	✓	-
	Setup of processes as agreed in mapping document(s)	-	✓	-
	Unit and integration testing	-	✓	-
	Client test to ensure correct file validation, translation (if and when needed) and delivery method.	✓	✓	-
	End-to-end parallel test run including payroll run (when & where available)	✓	-	✓
	Sign-off integration and closure of implementation phase	✓	-	-
Maintenance & Support*	Any and all changes to (the mapping and setup of) interface and PDTS file (eg new wage type) will go through change request process.	-	-	✓
Payroll Data Translation IN (PDTS IN)				
Preparation	Provide a sample of local TMF input template to Client to indicate data requirements	-	✓	-
	Deliver one ‘changes only’ file per payroll entity and pay period	✓	-	-
	Split combined file for multiple countries	-	-	✓
	Prepare and deliver INPUT files as per agreed layout, format and agreed delivery method for testing purposes as well as for service delivery after go-live	✓	-	-
Setup & delivery	Perform filename and data content validation as per the mapping document	-	✓	-

Section A – SET-UP ACTIVITIES		Client responsibility	TMF responsibility	
			Included in set-up fee	Additional fee
Area	Task/Activity			
	Create a Upload report with outcome of the validation and make the report available in TMF Group Share or TMF Horizon	-	✓	-
	Take appropriate action on the received file as per corresponding status (OK, WARNING, ERROR)	✓	✓	-
	Translate data from client format and layout into Local TMF required format and layout as per agreed mapping document	-	✓	-
Payroll Data Translation OUT (PDTS OUT)				
Setup and delivery	Prepare output file specification and file example	✓	-	-
	Prepare and deliver output file as per agreed specification	-	✓	-
	Translate data from local TMF format and layout into required client format and layout as per agreed mapping document	-	✓	-
	Provide test file as part of parallel run (where applicable)	-	✓	-
	Sign-off test file	✓	-	-
	Combine consolidated output files for various countries and/or entities	-	-	✓
Payslip splitter				
Preparation	Setup call with Client	✓	✓	-
	Confirm filename convention and file delivery requirement	✓	-	-
	Analysis of local payslip format as available in local TMF payroll platform	-	✓	-
	Prepare payslip splitter setup sheet	-	✓	-
Setup and delivery	Setup of splitting tool + Unit test	-	✓	-
	Validation of correct file split + file naming and provide setup signoff to TMF before commencing support phase	✓	-	-
	Provide TMF users access to client's platform (if applicable)	✓	-	✓
Maintenance & Support*	Execute payslip splitting as and when payslips are received and deliver the split payslips via agreed process	-	✓	-
	Change of an Employees' ID format, filename convention or payslip format request	✓	-	✓

2. Technical Information

This section provides information with regards to the various modules of TMF Group IN-SITE.

2.1. System requirements

■ Supported browsers

TMF Group Connect is a web-based portal system with no specific dependencies on any operating systems. It uses industry standards for web development such as HTML5 in order to be browser agnostic.

Formal testing and validation is currently only undertaken on a subset of commercially available browsers, specifically *Internet Explorer(v8 and above)* and *Google Chrome (v34 and above)*.

On occasion new browser versions and updates will be issued by the respective providers. TMF Group will assess the impact of any changes and will endeavour to ensure these are supported in reasonable time following such release.

Desktop Browsers

	Chrome (latest)	Internet Explorer	Microsoft Edge	Firefox	Safari
Mac	x	x	-	x	✓
Windows	✓	✓	x	✓	x

Mobile Devices

	Chrome	Microsoft Edge	Firefox	Safari
Android (4.4+)	✓	-	x	-
iOS	x	-	x	✓
Windows Mobile	-	✓	x	-

Although functionality should work on other modern commercial browsers, TMF cannot guarantee this.

■ Device support

TMF Group Connect has been designed for screen resolutions of SVGA or higher and keyboard and mouse input; whilst functionality should work on other devices, it is not optimised for mobile form factors or touch-based input.

2.2. Security

Security is the capability of a system to prevent malicious or accidental actions outside of the designed usage, and to prevent disclosure or loss of information. A secure system aims to protect assets and prevent unauthorized modification of information.

TMF has applied the following to ensure the security of infrastructure and data:

- All access to production hosts is over encrypted channels using Secure Sockets Layers (SSL).

- All access to production hosts is authenticated and role based authorization is enforced.
- Daily onsite backups of data are taken. On a weekly basis backups are replicated to a secondary site and a further encrypted copy is archived and taken off site to secure external facilities.
- Production environment is secured by firewall appliances and in addition each host runs a local firewall.
- Production hosts are monitored for unusual events.
- Client web sessions are timed out after a short period of inactivity.
- Data displayed to web users is always HTML escaped to minimize the risk of providing unsafe content.
- Data input by web users is always validated and sanitized to minimize the risk of introducing unsafe content into the system.
- Antivirus software runs on all TMF Group servers and performs on upload scans as well as daily checks.
- TMF Group Connect applies best practises for password management; the system requires complex passwords, applies a temporary lock on accounts after repeated failed login attempts and only stores 'hashes' of the passwords, not the passwords themselves. The algorithms used for the hashing are similar to those found in secure applications such as online banking and are non-reversible; even TMF Group support staff cannot access user passwords.
- TMF undertakes penetration test by a third party in case of new releases.

2.3. Availability

The proportion of time that the system is functional and working, can be measured as a percentage of the total system downtime over a predefined period. TMF will provide on-going remote access to Client's selected Data 24 hours a day 7 days a week, less scheduled down time for routine maintenance and upgrades. IT maintenance will be undertaken that Saturday that is closest to the 15th day of a month. Service disruption shall not be longer than 6 (six) hours;

Availability will be affected by system errors, infrastructure problems, malicious attacks, and system load.

- The portal is built in a highly available configuration spanning two separate facilities.
- Redundancy of all major system components reduces the likelihood that the loss of a single component instance will compromise the entire system.
- Partitioning of the system into loosely coupled components with pre-defined maximum workload thresholds help avoid or contain failures and prevent failure cascades.
- TMF Group's standard monitoring systems monitor the infrastructure for performance and capacity alerts.
- Scheduled downtime will be communicated to Power Users.

Service availability is calculated as follows:

$$\frac{(\text{Total Possible Uptime} - \text{Total Downtime})}{\text{Total Possible Uptime}} \times 100\%$$

Target Performance:	99.5%
Total Possible Uptime:	The Measurement Period less Excluded Downtime.

Total Downtime:	The downtime in minutes (for any Severity 1 incident which renders the Service(s) unavailable) during the Measurement Period for the Service components; however that Total Downtime shall not include Excluded Downtime.
Measurement Period:	The total number of minutes in the relevant month.
Excluded Downtime:	Time which may accrue during any Maintenance Window which is properly agreed in accordance with the Agreement.

The service level will be monitored and measured twenty-four (24) hours per day, each day of the year. On the first of every month, the calculation commences at 100% availability.

2.4. Data Retention

TMF IN-SITE can be used in addition to TMF Group's HR & Payroll, Accounting & Tax or Company Secretarial services only. The data retention is arranged under the local contract signed between Client and TMF Group. All actions to comply with these local data retention requirements fall under the local service delivery. TMF IN-SITE is not a part of this local requirement.

Specific files and/or data in the TMF Group Share portal will be deleted (purged) after the defined retention period has been exceeded. The default retention period is current year and previous year. This means that data from any earlier years will be purged.

Files and folders will be purged once a year and one month before the purge takes place, the Client's Power Users will be informed, allowing client users to download files and/or data before it is deleted from the system.

On a Global client level, the retention period can be extended by TMF Group in 12 month increments. The Client can request adjustment of the retention period under a chargeable change request process.

2.5. Single Sign-On

Single sign-on between the user profiles in the Client's domain and TMF Horizon is possible. To accomplish this TMF Group makes use of common industry standards for SSO (SAML2).

Such single sign-on is not included in the standard services scope. Upon request and after a separate technical solution discovery, a Fee quote can be provided under a change request process.

3. Support Terms

Support or change requests can only be submitted by the Client Power User(s) to TMF via email or via TMF Group Connect. Support or change requests received from non-Power Users will not be handled by TMF. These Users will be referred to the Power User(s).

These Support Guidelines are subject to change at TMF's discretion. Such changes will be communicated to the Client as soon as a new version has been released.

3.1. Supported Services

The following Services are covered in this document:

- TMF Group Connect
- TMF Group Share
- Interface including data validation
- Interface excluding data validation
- SFTP
- Payroll Data Translation Services (PDTs)
- Individual PDF Payslip delivery

Detailed services descriptions per module can be found in *Standard Services Descriptions* section of this document.

Support is provided by TMF Group as part of the Services acquired by the Client, subject to the Master Services Agreement and the Statement of Work.

Support does not include services for any service offering that is not directly contracted with and provided by TMF as part of the Services contractually agreed under the Statement of Work.

3.2. Support Period

Support is effective upon the Go Live Month specified in the signed setup sign-off form and ends upon the expiration or termination of the Services under the MSA and / or SOW (the Support Period). TMF is not obligated to provide support beyond the end of the Support Period.

3.3. Maintenance Fees

The Maintenance Fees paid by Client for the Services under the Statement of Work include the support described in this document. To be eligible to receive support, Client must have paid the Maintenance Fees for the period between go-live of the Services and through the current maintenance period in advance of receiving support. If Client has not paid all of the Maintenance Fees or any of the Setup Fees, Client will not be eligible to receive support until such Fees are paid in full.

3.4. Power Users

Power Users are the sole liaisons between Client and TMF Group for support of the Services. They are described in the Standard Services Description as Global or Local Client Administrators.

A list of Power Users will be provided by the Client during the setup of the Services. There will be a minimum of 2 Power Users who provide first line support to all Users within the (Global) Client and its local Client Affiliates.

Power Users also have the capability to initiate a change to Client User set-up (including addition, change of User rights or deactivation). All such changes should be made by the Power Users, however if assistance is required from TMF Group the Power User should submit a completed Change Request. A fee will be applied for such services.

Power Users must have, at minimum, initial basic instruction as provided during the Services setup and, as needed, supplemental instruction appropriate for the specific role, setup phase and/or customized services setup and usage. Power Users must be knowledgeable about the Services and the Client's (specific) setup in order to help resolve issues and to assist TMF in analysing and resolving service requests.

When submitting a service request, the Power Users should have a baseline understanding of the problem the Client is encountering and an ability to reproduce the problem, in order to assist TMF in diagnosing and resolving the problem.

To avoid interruptions in support of Services, the Client must notify TMF Group whenever the Power User's responsibilities are transferred to another individual or when the contact details of the Power Users have changed.

TMF Group may review service requests sent in by Client's Power Users, and may recommend specific instruction or training to help avoid service requests that would be prevented by such instructions and trainings.

3.5. Support Lines

3.5.1. Support Systems

TMF Group's primary means of customer support is through its ticket system in TMF Horizon. Secondary means of support is through email between the Client Power Users and the Global Business Support Helpdesk (see *Contact Information* below).

3.5.2. First Line Support

The Client Power Users are required to establish and maintain the organization and processes to provide "First Line Support" for the Services used directly by the Client's Users. First Line Support shall include but not be limited to (i) requesting changes to Client User set-up, (ii) a direct response to Client Users with respect to inquiries concerning the performance, functionality or operation of the Services, (iii) a direct response to Client Users with respect to problems or issues with the Services, (iv) a diagnosis of problems or issues of the Services, and (v) a resolution of problems or issues with the Services.

b) If, after reasonable efforts, the Client Power Users are unable to diagnose or resolve problems or issues of the Services, they may contact the TMF Group Global Business Services Helpdesk for "Second Line Support."

3.5.3. Second Line Support

Second Line Support by TMF Group's GBS Helpdesk shall consist of (i) making changes to Client User set-up, (ii) a diagnosis of problems or issues with the Services, and (iii) reasonable efforts to resolve reported and verifiable errors in the Services so that the Services perform in all material respects as described in the associated documentation (when and where available).

TMF Group may review service requests submitted by the Client's Power Users, and may recommend specific organization and process changes to assist or improve the current practices.

3.6. Global Business Services Helpdesk

Support will be provided by TMF Group's GBS Helpdesk and consists of:

- 1) The Second Line Support described above;
- 2) Responding to support requests logged via the TMF Group Connect tickets or sent directly to the GBS Helpdesk via email: GBS.Helpdesk@tmf-group.com
- 3) Program updates, fixes, security alerts, and critical patch updates;
- 4) General maintenance releases, selected functionality releases, and documentation updates;

The GBS Helpdesk is located in Pune (India) and will provide support for client support requests on working days (Monday - Friday) between 09.00 - 22.00 IST (Indian Standard Time).

The team will offer restricted hours support coverage on Bank Holidays working 11.00 - 20.00 IST on many occasions. However, on the global Bank Holidays no support cover is offered. These global Bank Holidays are New Year's Day, Good Friday and Christmas Day.

3.6.1. Support does not include the following

- 1) General instruction to Client's Users about use of the Services;
- 2) Changes to service setup or configuration (will follow agreed Change Request process);
- 3) Hardware and/or software installation and/or configuration to enable use of the (online) Services, including and not limited to internet connectivity issues on client side;
- 4) Maintenance or configuration related to the Client's own hardware, software and/or internal services, developed by the Client, its Partners, or other third parties;
- 5) Restoration of backups or recovery of Data deleted by any of the Users within the system.

All items not covered by TMF Group Service Support shall be agreed under change control, and invoiced at the Fees agreed in the Change Request Note.

3.7. Severity Definitions

TMF will propose the severity classification with great care, so that valid urgent situations obtain the necessary resource allocation from the GBS Helpdesk and other third line support teams within the TMF Group organisation.

Three priority levels have been defined: High, Middle and Low.

Client must provide TMF promptly with a contact who will work with the GBS Helpdesk during the issue resolution period in the case this is not the same person as the person who submits the issue.

The service request severity level will be based on the following severity definitions:

Severity	Description	Response and resolution
High	<p>Use of the Services is not possible or so severely impacted that Client cannot reasonably continue to use the Services processes within the agreed production timetable.</p> <p>Client experiences a complete loss of Service. The operation is critical to the Global Business Services and the situation is an emergency.</p> <p>The reported issue has a negative impact on a timely payment to the Client's employees and/or other third parties and/or as a result, the Client may face penalties from third parties.</p>	<p>TMF Group will use reasonable efforts to respond within twelve (12) hours and resolve urgent service requests within two (2) working days.</p> <p>TMF Group will work until the urgent service request is resolved or as long as useful progress can be made. When a workaround, an alternative solution or process can be put in place to prevent late payments, the severity of the issue will be downgraded to Middle.</p>
Middle	<p>Client experiences a loss of Services. Important features of the Services are unavailable; however, operations can continue in an altered way.</p> <p>TMF Group will work until the service request is resolved or as long as useful progress can be made. When a workaround, i.e. an alternative solution or process can be put in place, which allows the Global Business Services to continue, the severity of the issue will be downgraded to Low.</p>	<p>TMF will use reasonable efforts to respond within twenty-four (24) hours and resolve these service requests within three (3) working days after request has been received.</p>
Low	<p>Client experiences a minor loss of Service. The impact is an inconvenience, which may require a simple workaround to restore functionality or bypass the issue.</p> <p>Client must provide TMF Group promptly with a contact who will work with the GBS Helpdesk during this period</p>	<p>TMF will use reasonable efforts to respond within forty-eight (48) hours and resolve these service requests within five (5) working days after the request has been received, or within the agreed setup timeline for an agreed change request.</p>
Change Requests	<p>Client requests a service change or enhancement, or change to the agreed country and/or local Client Affiliates scope.</p>	<p>TMF will use reasonable efforts to respond within 48 hours and resolve these service requests within the agreed setup time line as agreed on the signed Change Request Note.</p>

3.8. Change of Severity Level

At the time TMF accepts a service request, TMF Group will record an initial severity level of the service request based on the severity definitions defined above. TMF Group's initial focus, upon acceptance of a service request, will be to resolve the issues underlying the service request. The severity level of a service request may be adjusted as described below.

a) Downgrades of severity levels

If, during the service request resolution, it turns out that the issue (no longer) warrants the severity level initially assigned based on its current impact on the production operation of the Services, then the severity level will be downgraded to the severity level that most appropriately reflects its current impact.

b) Upgrade of severity levels

If, during the service request resolution, the issue warrants the assignment of a higher severity level than that initially assigned based on the current impact on the production operation of the Services, then the severity level will be upgraded to the severity level that most appropriately reflects its current impact.

Client shall ensure that the assignment and adjustment of any severity level designation is accurate based on the current impact on the production operation of the Services. The Client acknowledges that TMF Group is not responsible for any failure to meet performance standards caused by Client's or any User's misuse or mis-assignment of severity level designations.

3.9. Service Request Escalation

If the Client believes in good faith that the Client has not received quality or timely assistance in response to a service request or that the Client urgently needs to communicate important support related business issues to TMF Group, the Power User may escalate the service request by contacting the GBS Helpdesk and requesting that the service request be escalated.

For service requests that are escalated, the GBS Helpdesk will engage the GBS Helpdesk Manager who will be responsible for managing the escalation.

The GBS Helpdesk Manager will work with the Client to develop an action plan and allocate the appropriate TMF resources. If the issue underlying the service request continues to remain unresolved, the Client may contact its Relationship Manager or Service Line Director to review the service request and request that it be escalated to the next level within TMF as required.

To facilitate the resolution of an escalated service request, the Client is required to provide contacts within its organization that are at the same level as that within TMF Group to which the service request has been escalated.