



TMF Horizon

STANDARD SERVICE DESCRIPTION

09/2025





TABLE OF CONTENTS

| | | |
|-----------|---|-----------|
| 1. | STANDARD SERVICES DESCRIPTIONS | 4 |
| 1.1 | Introduction | 4 |
| 1.2 | Common Deliverables | 5 |
| 1.3 | Standard User Roles | 7 |
| 1.4 | TMF Group Connect | 19 |
| 1.5 | TMF Horizon – “Core” module & “Payroll Processing via Core tickets” service | 20 |
| 1.6 | TMF Horizon - View | 23 |
| 1.7 | TMF Horizon – Exchange | 27 |
| 1.8 | TMF Horizon - Report | 30 |
| 1.9 | Transition | 35 |
| 1.10 | Acceptance | 41 |
| 1.11 | Training | 41 |
| 2. | ADD-ON SERVICES | 43 |
| 2.1 | Add-on menu and applicable fees | 43 |
| 2.2 | Invoicing | 44 |
| 2.3 | Termination | 44 |
| 2.4 | Agreed Delivery Period/Implementation Timeline | 44 |
| 2.5 | Digital Learning | 45 |
| 2.5.1 | Confirmation of Training Attendance | 45 |
| 2.5.2 | Postponement or cancellation of the TMF Horizon Training | 45 |
| 2.6 | Add-on Service Descriptions | 46 |
| 2.6.1 | Add-on Service – A – Extension of Data Retention & Purge Period | 46 |
| 2.6.2 | Add-on Service – B – Extended Employee Document Storage | 46 |
| 2.6.3 | Add-on Service – C – Output Files to sFTP | 46 |
| 2.6.4 | Add-on Service – D – Employee Access on behalf of the client administrator | 47 |
| 2.6.5 | Add-on Service – E – Maintenance of the GL Accounts Mapping | 47 |
| 2.6.7 | Add-on Service – G – Open Question and Answer Session | 48 |
| 2.6.8 | Add-on Service – H – Renumbering of Employees on Behalf of Client Administrator | 49 |



| | | |
|-----------|---|-----------|
| 3. | TECHNICAL INFORMATION | 50 |
| 3.1 | Programming | 50 |
| 3.1.1 | Supported Operating Systems | 50 |
| 3.1.2 | Supported Browsers | 50 |
| 3.2 | Security | 51 |
| 3.3 | Password Policy | 52 |
| 3.4 | Multi Factor Authentication | 53 |
| 3.5 | Single Sign-On | 53 |
| 3.6 | Final Output to sFTP | 54 |
| 3.7 | Availability | 55 |
| 3.8 | Data Retention | 56 |
| 4. | SUPPORT TERMSSS | 58 |
| 4.1 | Supported Services | 58 |
| 4.2 | Support Period | 58 |
| 4.3 | Power Users | 58 |
| 4.4 | Support Lines | 59 |
| 4.4.1 | Support Systems | 59 |
| 4.4.2 | First Line Support | 59 |
| 4.4.3 | Second Line Support | 60 |
| 4.4.4 | Digital Client Platform Support Team | 60 |
| 4.5 | Support Exclusions | 60 |
| 4.6 | Technical support services and priority definition | 61 |
| 4.6.1 | Change of Technical Support Services Priority | 62 |
| 4.7 | Service Request Escalation | 63 |
| 5. | APPENDIX A | 64 |
| 5.1 | End of Year document – Supported Countries | 64 |
| 5.2 | End of Year document (EOY) – Countries where EOY is not mandatory | 67 |
| 5.3 | TMF Horizon (Exchange and View) – Languages | 68 |



1. STANDARD SERVICES DESCRIPTIONS

1.1 Introduction

TMF Horizon is a HR and Payroll Service solution developed to provide a single access portal for clients to establish communication, share documents and monitor business process (payroll) between TMF's client and TMF's affiliates. TMF Horizon is enabled to offer the following service modes:

Payroll Services

- TMF Horizon enables single access portal to process payroll and utilises TMF's affiliates to provide a complete payroll service to a client's employees

HR Administration services

- TMF Horizon services as Task Management, Ticket Management, Document Sharing and Communication

HR administration and Payroll services

- Combination of both service options

TMF Horizon is a comprehensive portal providing HR administration and/or Payroll services, with four modules:

Core - This module provides basic ticketing, display calendar, Task management and notifications. All entities in TMF Horizon have the Core module as the minimum layer of functionality, with each additional module added to expand capabilities

View - Employee Portal, used by client's employee to access Payslips, End of Year documents, raise tickets, view tasks, employee documents and policy documents

Exchange – This module assists in the exchange of input & output via a workflow timeline

Report - Consolidated payroll output reporting for professional users. Horizon Analytics provides meaningful visual as "Dashboards" for the report data available in TMF Horizon along with dashboard for financial forecasting.



1.2 Common Deliverables

| Features | Explanation of Features |
|---|---|
| Default Language | TMF Horizon is available as standard in English. |
| Add-on Languages | Please refer to the add on services menu for the list of available languages (click hyperlink to view the list of available languages). |
| Global/Local Client Administrator User Access | <p>The Digital Client Platform Implementation Team will initially create the Global/Local Client Administrator account(s). The system will generate an email to the User with an embedded link to the system to register their user account.</p> <p>Registration process is applicable to all the users. Global/Local Client Administrator(s) will repeat this process for all client's Users (i.e., name / email address & roles). There is an option to save and send notification now or later.</p> <p>The Global/Local Client Administrator(s) will be similarly responsible for terminating User access when such access is no longer required and on leaving of the employee.</p> |
| User Rights | The Global/Local Client Administrator(s) will determine the access for each User. The functionality available to the User is defined by the role(s) assigned and combined with access to data per country and local payroll entity. |
| Password | <p>The default TMF Group password policy will be applied as standard during the set-up of TMF Horizon.</p> <p>Users will be required to change passwords every 60 days.</p> <p>Refer to the TMF Horizon Technical Information section for further details.</p> |
| Secure Sign On | <p>Multi-Factor authentication process will be deployed for client users where Single Sign On is not set up. Initially user must register their account and create a personal password. During the registration process user must also register for multi factor authentication to select the MFA method.</p> <p>Users can MFA method as email or phone.</p> <p>MFA verification will apply on every login.</p> <p>When SSO has been applied, password expiration is determined by the client's internal password policies.</p> |



| Features | Explanation of Features |
|---|--|
| User Email Address | The email address for each user must be unique and will be used as the login account name. Use of generic (group) email addresses to setup users is not permitted. |
| Multiple Payrolls | Employees may be granted access to more than one payroll where employed and paid via different payrolls processed by TMF. |
| Termination of Sessions | <p>The system will disable a session when Users log out and prevent reuse.</p> <p>Sessions will be automatically terminated with no activity after 18 minutes.</p> |
| Access post Professional User termination | Once a Global Client Administrator has indicated a leaving date, access to TMF Horizon View will be terminated. In exceptional cases global client administrator can provide temporary access to the terminated users. |
| Theme | <p>TMF Group logo will always be present on the left of the portal. During implementation, the client's logo may be added to the right of the portal. Refer to the Statement of Work with reference to client's logo file specifications</p> <p>Client Name and Logo</p> <p>Where possible, the name and logo of the client, maybe added into the TMF Horizon solution. To do so, TMF will need to receive in writing the permission from the client to use its name and logo. No other rights will be granted to TMF other than those expressly granted.</p> <p>The logo file shall meet the following technical specifications: (a)files format: PNG; (b) maximum file size: 256 kb; (c) image and resolution sizes: maximum height 70px, maximum width 180px, minimum resolution 300dpi (high resolution).</p> <p>Logo files that do not comply with these technical specifications, cannot be used.</p> |



| Features | Explanation of Features |
|-----------------------------|--|
| Calendars and Notifications | <p>These will be used in the time zone of the TMF Affiliate. All client's Users and TMF affiliates will be designated a time zone.</p> <p>Tasks will be defined by date and time, with 18:00 CET/CEST being the TMF default.</p> <p>Email notifications for Tickets and General notifications are enabled as default on new user accounts.</p> <p>At the end of each day, the system will delete any notifications (excluding document parsing notifications) that have a creation date of more than 90 days.</p> <p>The only notifications that will not be deleted are all the document parsing notifications (including failure notifications) such as Payslips, End of Year (EOY) or Report Data file notifications.</p> |

1.3 Standard User Roles

This section defines the standard user roles that will be deployed as part of the TMF Horizon delivery. Each User will be assigned one or more roles as per the instructions from client.

Role assignments are also cumulative, i.e., if more than one role is assigned to a user then the higher privilege for any role elements will take precedence.

| Role Name | Functionality Area | Role Summary |
|------------------------------------|--|--|
| Client Global Administrator | Account, Employee & Professional User Management | View and manage employee, user and account details for all Local Client Entities within the scope of their Global Client |
| | Tickets | View and manage only their own tickets |
| | Tasks | View and manage their own and other user tasks for all Local Client Entities within the scope of their Global Client. |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash for all Local Client Entities within the scope of their Global Client |
| | Processing Schedule and Calendar Management | View the Calendar, additional steps and processing schedule for all Local Client Entities within the scope of their Global Client |



| Role Name | Functionality Area | Role Summary |
|---------------------------------------|--|---|
| | Push Messaging & Notifications | View their own Push Messages and Notifications |
| | Global Client Settings | View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings |
| | Local Client Settings | View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report. Manage certain General Local settings, Theme Settings and Employee Registration Settings |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Global HR Administrator | Employee & Professional User Management | View and manage employee and HR user details for all Local Client Entities within the scope of their Global Client |
| Client Global HR Manager | Tickets | View and manage both their own tickets and those raised by other HR professionals or Employees for all Local Client Entities within the scope of their Global Client. |
| Client Global Manager | Account, Employee & Professional User Management | View employee, user and account details for all Local Client Entities within the scope of their Global Client |
| | Tickets | View and manage both their own tickets and those raised by others for all Local Client Entities within the scope of their Global Client |
| | Tasks | View and manage their own and other user tasks for all Local Client Entities within the scope of their Global Client. |



| Role Name | Functionality Area | Role Summary |
|-----------|---|--|
| | Timeline / Workflow process | <p>View the Payroll Dash and Payroll Status Dash for all Local Client Entities within the scope of their Global Client.</p> <p>View the timeline and payslips, interface files, input files, view and accept draft output, view final output and view rating release dates and ratings for all Local Client Entities within the scope of their Global Client</p> <p>Manage final client approval of the timeline where two step approvals is enable for a Local Client Entity</p> |
| | Processing Schedule and Calendar Management | <p>View the Calendar, additional steps and processing schedule for all Local Client Entities within the scope of their Global Client.</p> <p>This role can also accept / reject Calendar changes</p> |
| | Push Messaging & Notifications | <p>View their own Push Messages and Notifications.</p> <p>Manage Push Messages for all Local Client Entities within the scope of their Global Client</p> |
| | Global Client Settings | <p>View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings</p> |
| | Local Client Settings | <p>View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report</p> <p>Manage, submit and approve non-processing days, as well as the Payslip example and annotations</p> |
| | Employee Documents & Policy Documents | <p>View and manage both Employee Documents & Policy Documents</p> |
| | KPI Dashboard Reports | <p>View KPI Dashboard</p> <p>Manage Dashboard widgets</p> |



| Role Name | Functionality Area | Role Summary |
|---|--|--|
| Client Global Payroll Specialist | Account, Employee & Professional User Management | View employee, user and account details within the scope of their assigned Global Client |
| | Tickets | View and manage only their own tickets |
| | Tasks | View and manage their own and other user tasks within the scope of their assigned Global Client |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash within the scope of their assigned Global Client View the timeline and payslips, interface files, view and submit input files, view and approve draft output, view and accept final output and view and manage rating release dates and ratings |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule View and manage additional steps within the scope of their Global Client This role can also accept / reject Calendar changes |
| | Push Messaging & Notifications | View their own Push Messages and Notifications. Manage Push Messages for their Global Client |
| | Global Client Settings | View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings |
| | Local Client Settings | View all Global Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report |
| | Employee Documents & Policy Documents | View and manage both Employee Documents & Policy Documents |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Global SSC | Account, Employee & Professional User Management | View employee, user and account details for all Local Client Entities within the scope of their Global Client |

| Role Name | Functionality Area | Role Summary |
|-----------|---|--|
| | Tickets | View and manage both their own tickets and those raised by others for all Local Client Entities within the scope of their Global Client |
| | Tasks | View and manage their own and other user tasks for all Local Client Entities within the scope of their Global Client. |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash for all Local Client Entities within the scope of their Global Client. View the timeline and payslips, Interface files, input files, draft output, final output and rating release dates & ratings for all Local Client Entities within the scope of their Global Client |
| | Processing Schedule and Calendar Management | View the Calendar, additional steps and processing schedule for all Local Client Entities within the scope of their Global Client |
| | Push Messaging & Notifications | View their own Push Messages and Notifications. Manage Push Messages for all Local Client Entities within the scope of their Global Client |
| | Global Client Settings | View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings |
| | Local Client Settings | View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report. Manage the Payslip example and annotations |
| | Employee Documents & Policy Documents | View and manage both Employee Documents & Policy Documents |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |



| Role Name | Functionality Area | Role Summary |
|---------------------------------|--|--|
| Client Global Interface contact | Account, Employee & Professional User Management | View employee, user and account details for all Local Client Entities within the scope of their Global Client |
| | Tickets | View and manage only their own tickets |
| | Tasks | View and manage only their own tasks |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash for all Local Client Entities within the scope of their Global Client. View the timeline, view and submit Interface files for all Local Client Entities within the scope of their Global Client |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule for all Local Client Entities within the scope of their Global Client |
| | Push Messaging & Notifications | View their own Notifications |
| | Global Client Settings | View General Information and PDTS settings |
| | Local Client Settings | View General Information and PDTS settings |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Global Bulk Data | Account, Employee & Professional User Management | No Access |
| | Tickets | View and manage only their own tickets |
| | Tasks | View and manage only their own tasks |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash for all Local Client Entities within the scope of their Global Client |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule for all Local Client Entities within the scope of their Global Client |
| | Push Messaging & Notifications | View their own Notifications |
| | Global Client Settings | View General Information |
| | Local Client Settings | View General Information |



| Role Name | Functionality Area | Role Summary |
|-----------------------------------|--|--|
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Local Onboarder | Account, Employee & Professional User Management | No Access |
| | Tickets | View and manage only their own tickets |
| | Tasks | View and manage their own and other user tasks within the scope of their assigned Local Client entity |
| | Timeline / Workflow process | No Access |
| | Processing Schedule and Calendar Management | View the Calendar, additional steps and processing schedule within the scope of their Local Client entity |
| | Push Messaging & Notifications | View their own Push Messages and Notifications |
| | Global Client Settings | View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings View and manage GL Account Settings and GL Account Mappings |
| | Local Client Settings | View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report. |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | No Access |
| Client Local Administrator | Account, Employee & Professional User Management | View and manage employee, user and account details within the scope of their assigned Local Client entity |
| | Tickets | View and manage only their own tickets |



| Role Name | Functionality Area | Role Summary |
|-----------------------------|--|---|
| | Tasks | View and manage their own and other user tasks within the scope of their assigned Local Client entity |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash within the scope of their Local Client entity |
| | Processing Schedule and Calendar Management | View the Calendar, additional steps and processing schedule within the scope of their Local Client entity |
| | Push Messaging & Notifications | View their own Push Messages and Notifications |
| | Global Client Settings | View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings |
| | Local Client Settings | View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report. Manage certain General Local settings, Theme Settings and Employee Registration Settings |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Local Manager | Account, Employee & Professional User Management | View employee, user and account details within the scope of their assigned Local Client entity |
| | Tickets | View and manage both their own tickets and those raised by others within the scope of their assigned Local Client entity |
| | Tasks | View and manage their own and other user tasks within the scope of their assigned Local Client entity |



| Role Name | Functionality Area | Role Summary |
|-----------------------------|--|--|
| | Timeline / Workflow process | <p>View the Payroll Dash and Payroll Status Dash within the scope of their Local Client entity</p> <p>View the timeline and payslips, interface files, input files, view and accept draft output, view final output and view release dates & ratings</p> <p>Manage final client approval of the timeline where two step approval is enabled for a Local Client Entity</p> |
| | Processing Schedule and Calendar Management | <p>View the Calendar and processing schedule</p> <p>View and manage additional steps within the scope of their Local Client entity.</p> <p>This role can also accept / reject Calendar changes</p> |
| | Push Messaging & Notifications | <p>View their own Push Messages and Notifications.</p> <p>Manage Push Messages for their Local Client Entity</p> |
| | Global Client Settings | <p>View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings</p> |
| | Local Client Settings | <p>View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report.</p> <p>Manage, submit and approve non-processing days, as well as the Payslip example and annotations</p> |
| | Employee Documents & Policy Documents | <p>View and manage both Employee Documents & Policy Documents</p> |
| | KPI Dashboard Reports | <p>View KPI Dashboard</p> <p>Manage Dashboard widgets</p> |
| Client Local Payroll | Account, Employee & Professional User Management | <p>View employee, user and account details within the scope of their assigned Local Client entity</p> |



| Role Name | Functionality Area | Role Summary |
|------------------------|--|---|
| Specialist | Tickets | View and manage only their own tickets |
| | Tasks | View and manage their own and other user tasks within the scope of their assigned Local Client entity. |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash within the scope of their assigned Local Client entity View the timeline and payslips, interface files, view and submit input files, view and approve draft output, view and accept final output and view and manage rating release dates and ratings |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule View and manage additional steps within the scope of their Local Client entity This role can also accept / reject Calendar changes |
| | Push Messaging & Notifications | View their own Push Messages and Notifications. Manage Push Messages for their Local Client Entity |
| | Global Client Settings | View all Global Client settings such as General Information, Contracted Modules, Data Retention rules, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings |
| | Local Client Settings | View all Local Client entity settings such as General Information, Contracted Modules, Data Retention rules, Payroll Frequency, Processing Days and Calendar Steps, Processing Days, Out Of Office Days, Payroll Input and Output Types, Employee Registration Settings, Grace Period for the Horizon Access, Theme settings, PDTS Settings and Permissions Report |
| | Employee Documents & Policy Documents | View and manage both Employee Documents & Policy Documents |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Local Interface | Account, Employee & Professional User Management | View employee, user and account details within the scope of their assigned Local Client entity |



| Role Name | Functionality Area | Role Summary |
|----------------------|--|---|
| contact | Tickets | View and manage only their own tickets |
| | Tasks | View and manage only their own tasks |
| | Timeline / Workflow process | View the Payroll Dash and Payroll Status Dash within the scope of their assigned Local Client entity View the timeline, view and submit Interface files for all Local Client Entities within the scope of their assigned Local Client entity |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedules within the scope of their assigned Local Client entity |
| | Push Messaging & Notifications | View their own Notifications |
| | Global Client Settings | View General Information and PDTS settings |
| | Local Client Settings | View General Information and PDTS settings |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| | | |
| Client Local Finance | Account, Employee & Professional User Management | No Access |
| | Tickets | View and manage only their own tickets |
| | Tasks | View and manage only their own tasks |
| | Timeline / Workflow process | View the Payroll Dash, Payroll Status Dash, Timeline and specific final output file types within the scope of their Local Client entity |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule within the scope of their Local Client entity. |
| | Push Messaging & Notifications | View their own Notifications |
| | Global Client Settings | View General Information |
| | Local Client Settings | View General Information |
| | | |



| Role Name | Functionality Area | Role Summary |
|-----------------------|--|---|
| | Client Exchange Rates | View Client exchange rates screen Manage client exchange rates screen, able to import client specific exchange rates on global level, able to manually add, update and delete exchange rates |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| Client Local Acceptor | Account, Employee & Professional User Management | No Access |
| | Tickets | View and manage only their own tickets |
| | Tasks | View only their own tasks |
| | Timeline / Workflow process | View the Payroll Dash, Payroll Status Dash, Timeline, Interface files, Input and final output within the scope of their Local Client entity View and accept draft output Note: <i>In case a two-step approval is configured for the draft output, the Client Local Acceptor can download and approve (draft) payroll output for the assigned Local Client Entities</i> |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule within the scope of their Local Client entity |
| | Push Messaging & Notifications | View their own Notifications |
| | Global Client Settings | No Access |
| | Local Client Settings | No Access |
| | Employee Documents & Policy Documents | No Access |
| | KPI Dashboard Reports | View KPI Dashboard Manage Dashboard widgets |
| | | |
| Client Local HR Admin | Account, Employee & Professional User Management | View and manage employee, user and account details within the scope of their assigned Local Client entity |
| | Tickets | View and manage only their own tickets |



| Role Name | Functionality Area | Role Summary |
|-----------|---|--|
| | Tasks | View and manage only their own tasks |
| | Timeline / Workflow process | No Access |
| | Processing Schedule and Calendar Management | View the Calendar and processing schedule within the scope of their Local Client entity. |
| | Push Messaging & Notifications | View their own Push Messages and Notifications. Manage Employee Push Messages for their Local Client Entity |
| | Employee Documents & Policy Documents | View and manage both Employee Documents & Policy Documents |
| | Local Client Settings | No Access |
| | Global Client Settings | No Access |
| | KPI Dashboard Reports | No Access |

1.3.1 TMF Group Connect

In addition to the above standard roles, each user can be assigned the ability to access Global Payroll Reports. The Global and Local Client Administrators have the capability to enable access to any of the Global Reports on a per-user basis.

Note: All the users who has access to at least one of the “Global Payroll Reports” will also gain access to Horizon Analytics.

1.4 TMF Group Connect

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

Using a single sign on framework, cloud hosting and API architecture, TMF Group Connect brings together internal and SaaS applications to deliver functionality with security of client's data.

| Features | Explanation of Features |
|---------------|---|
| Portal access | TMF Group shall provide access to its portal through which other information and/or Services shall be made available to the client. |



| Features | Explanation of Features |
|----------------------|--|
| Applications | Access to TMF Group 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 may be possible. To accomplish this TMF Group makes use of common industry standards for SSO based upon SAML2 authentication.</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. |

1.5 TMF Horizon – “Core” module & “Payroll Processing via Core tickets” service

This base module is automatically included / mandatory for all Horizon clients and can be used during the onboarding of payroll and of the Horizon system itself (TMF Horizon – Core) as well as for a simplified payroll processing via ticketing in a simplified manner (TMF Horizon – Payroll Processing via Core tickets).

1.5.1 TMF Horizon – Core (module)

This module is primarily to allow the exchange of communication via tickets, create and view the processing schedule, track tasks and exchange data via the basic ticketing process between the customer and TMF affiliates.

It is in most cases the very first module to be implemented as the ticketing functionality facilitates the implementation process for payroll and Horizon.

Access to this module is restricted by the customer to Professional Users only. For this module, Professional Users will be granted access via the following web address:

<https://Exchange.TMFHorizon.com>

| Features | Explanation of Features |
|----------|-------------------------|
|----------|-------------------------|



| | |
|----------------------|---|
| Exchange Home Screen | <p>The main screen will display four options:</p> <ul style="list-style-type: none">⌕ Dashboards⌕ Tasks⌕ Calendar⌕ Payroll Processing<ul style="list-style-type: none">– User Input– Customer Review– sFinal Output <p>On a daily basis, the User will be notified of a list of tasks due that day at 00:01GMT. Also displayed are overdue tasks with quick links to aid completion. The User is able to add/delete quick links to the Home Screen menu.</p> |
| Dashboards | The Home Dashboard displays ticket responses and outstanding tasks |
| Tasks | The Tasks functionality allows for the insertion of new tasks to be included in the processing timeline of any Client and / or Client entity. These will appear as notifications to the Task owners. |
| Processing Schedule | <p>The calendar will allow the Client and TMF affiliates to view the schedule of working days and tasks within each payroll.</p> <p>User can submit change requests to adjust the deadline dates within the cycle where required (and not yet processed)</p> |
| Ticketing | <p>The Ticketing functionality allows for the creation of new tickets, and responses (including the exchange of files). Escalation tickets can also be triggered where necessary.</p> <p>Tickets can be reassigned to alternative owners for response where needed.</p> <p>Users can export ticketing information to excel spreadsheet, including the ticketing history</p> |
| User Management | The Client Administrator will be able (and required) to manage the client's own users. This includes activities such as create new user and edit/terminate existing users. |



| | |
|-----------|---|
| Audit log | <p>Actions taken by a user will be logged within the Audit log. The audit log can be queried by the user so he can see which actions he took through time.</p> <p>Users with Administrator level access will also see the actions taken by other users within their organisation.</p> |
|-----------|---|

1.5.2 TMF Horizon - Payroll Processing via Core tickets (Service)



This service is sometimes also referred to as “Core only” because with this “Payroll Processing via Core tickets” services active, the Exchange, View and/or Report modules will not be in scope of the agreement!

This service is specifically designed for less complex Clients who simply want a method to exchange information in a secure way. This service is therefore contracted in addition to the “TMF Horizon - Core” module.

This service includes all features mentioned above for “TMF Horizon – Core”, and in addition also includes the “Payroll Processing via Core tickets” service.

In contrast to the other modules, this specific service consists of the following:

- ⌚ Setup of the client local entity and client professional users on the TMF Horizon – Core” module, after which the client administrator maintains the users
- ⌚ Process to create and maintain a payroll processing calendar within TMF Horizon
- ⌚ Tickets to for secure data collection during payroll setup
- ⌚ Tickets for secure data exchange with an approval workflow for payroll processing
- ⌚ The Exchange, View and Report module will not be in the client scope when this specific service has been opted for. Chapters and paragraphs in this document concerning these modules therefore do not apply
- ⌚ Due to the simplicity of this setup no training will be required and is therefore not included

As this Core module covers a reduced scope of features and functionality, a different fee model shall also apply (see “pricing schedule”).

The features included in this this service are:



| FEATURES | EXPLANATION OF FEATURES |
|---|--|
| All features mentioned above for “TMF Horizon - Core” | |
| Payroll Processing via Core tickets | The Core module allows customers to exchange data for simple, low volume payrolls via a ticket (per pay period) if the full Exchange functionality is not required. This precludes the use of exchanging data via interfacing or SFTP within the processing cycle. |
| | This service does NOT include TMF Horizon modules “Exchange”, “Report” and “View”. |



Please note: Client will not be able use the Exchange portal and can therefore not combine the TMF Horizon portal with any interfacing services. Therefore, when (automated) interfacing is required, this service should not be opted for!

1.6 TMF Horizon - View

This module is for client’s employees to access TMF Group systems to primarily view pay slips and use the inbuilt communication tool.

- Access will be direct to the web via web browsers on either desktop via <https://www.TMFHorizon.com>
- Mobile app store for mobile Applications using the following web address

Mobile Application

Client’s employees can also access TMF Horizon View module via mobile application by downloading the application from the App Store - the Google Play Store (Android) and the Apple Store (iOS)

In the Google Play Store (Android), the application can be found via search or using the link provided.

- Android link <https://play.google.com/store/apps/details?id=com.tmfhorizon>

In the App Store (iOS), the application can be accessed using the URL below

- iOS link <https://apps.apple.com/app/tmf-horizon/id6474122904>



| FEATURES | EXPLANATION OF FEATURES |
|----------------------|--|
| Initial Login Screen | employee users will be able to recover forgotten passwords via the login screen. |
| View Portal | <p>A summary of the available features is as follows:</p> <ul style="list-style-type: none"> ⌚ Payslip Viewer ⌚ Payslip Search ⌚ Ticket Manager ⌚ User Settings ⌚ Push Messaging ⌚ Employee Documents ⌚ Policy Documents |
| Payslip Viewer | <p>The initial screen displays an overview of the pay slips per period and the net pay stated on the payslip.</p> <p>Employees will view a standard PDF payslip respective of Payroll standard delivery in each country. Where clients have customised local payslip format, additional configuration charges will apply to view in TMF Horizon.</p> <p>Where there is the necessity to correct a previous period payslip, this will be published in addition to the original.</p> <p>Pay slips are released to an employee to view upon reaching a Payslip release date defined in the customer processing calendar as standard.</p> <p>Employee End of Year documents (for applicable countries) will also be displayed within the same area. Please see the appendix for a list of currently supported countries.</p> <p>NOTE: Due to local software restrictions for TMF Japan, the PDFs have embedded security. As a result, payslips are uploaded to TMF Horizon however the gross and net pay values will be recorded as zero on the</p> |



| | |
|----------------|--|
| | <p><i>Payslip screen and in the View module as the values cannot be read from the payslip documents.</i></p> <p><i>Although the file name can be extracted, the document cannot be. Therefore, the .png file that is normally produced as a picture of the slip will not be made available. Instead, a text message will display that advises the employee that they need to download the slip to view it.</i></p> |
| Payslip Search | <p>Users can search pay slips where they have been processed via TMF group services.</p> <p>Employee users will be able to download or print pay slips in bulk. This will allow them to save all slips which are about to be deleted. Zip format is supported for bulk download.</p> |
| Ticket Manager | <p>Employee users can raise queries to the client nominated payroll specialist through the use of a ticket. Each ticket will require a reason code and allow free text communication. The payroll specialist can reply to the employee user via the ticket.</p> <p>Employee users will be able to attach documents to the ticket with the following restrictions: one attachment per ticket to a maximum size of 10 MB.</p> <p>The payroll specialist may forward the ticket to the TMF Group local office for complex payroll queries. The local office will answer queries and return tickets to the Payroll Specialist, who can then communicate with the employee user via the ticket. The Payroll specialists will be able to see the tickets of other users (within their assigned country and entity scope).</p> <p>All correspondence relating to queries will form part of tickets and tickets (both open and closed) are accessible in a dedicated tab within the portal.</p> <p>Employee users, client professionals or TMF can close a ticket. If a ticket is not responded to or actioned within 21 calendar days, it will be automatically closed.</p> |



| | |
|--------------------|---|
| User Settings | Users can turn on and off certain email notifications and change their login password |
| Push Messaging | Various defined users will be able to push messages to groups of employee users by country, payroll entity or individual employee users. Refer to the standard User roles section for details. Message recipients will be notified of a new message via email. These notifications can be disabled by the User if required. |
| Employee Documents | <p>Employee specific documents targeted at specific individuals can be uploaded to the TMF Horizon View area by users with the relevant role privileges. These will show an upload date and file type. They will be available to view, download singly, or download in bulk.</p> <p>Employee documents which are uploaded need to be in line with the max loadable file size rule for the system (10 MB).</p> <p>The total maximum sum of the files in the Documents folder per employee cannot be greater than 20 MB.</p> <p>When a document is uploaded which would result in exceeding this 20MB, then there will be a warning and the document will NOT be uploaded.</p> <p>Warning will inform that the file will result in exceeding the max sum of file size for the employee. Reduce the file size and try again.</p> <p>Acceptable document formats are Microsoft Office documents, Text, CSV and PDF.</p> |
| Policy Documents | <p>The policy documents targeted at specific individuals can be uploaded to the TMF Horizon View area by users with the relevant role privileges. These will show an upload date and file type and the document status.</p> <p>When attaching a policy or procedure document TMF Group/ the Client will have the ability to require the employee's acknowledgement and / or acceptance of that document. Such confirmations will be available to view via document acceptance reports.</p> |



| | |
|-----------|--|
| | <p>The size of each upload file is restricted to 10 MB.</p> <p>Acceptable document formats are Microsoft Office documents, Text, CSV, and PDF.</p> |
| Audit log | <p>Actions taken by a user will be logged within the audit log. The Audit log can be queried by the user so he can see which actions he took through time.</p> |
| | |

1.7 TMF Horizon – Exchange

This module is primarily to exchange data between the Client and TMF affiliates for payroll processing purposes (recommended for standard or higher complexity payrolls).

This module extends over the functionality of the Core module.

Access to this module is restricted by the Client to professional users, it is not expected that employee users will be granted access. For this module, professional users will be granted access via TMF Connect portal using the following web address:

<https://Exchange.TMFHorizon.com>

| Features | Explanation of Features |
|----------------------|---|
| Exchange Home Screen | <p>The main screen will display four options:</p> <ul style="list-style-type: none">⌚ Dashboards⌚ Tasks⌚ Calendar⌚ Payroll Processing<ul style="list-style-type: none">– User Input– Customer Review– Final Output |



| | |
|---------------------|--|
| | <p>Daily, the User will be notified of a list of tasks due that day at 00:01GMT. Also displayed are overdue tasks with quick links to aid completion. The User can add/delete quick links to the Home Screen menu.</p> |
| Dashboards | <p>Payroll Processing Status Dashboards will display the current status of client entity payrolls, outstanding tasks, activity Calendar and QuickLinks.</p> <p>KPI Dashboards will display (at either Global and/or Local level as appropriate) Open Payrolls, overall headcounts and average payroll values.</p> <p>At Global level, only a selection of charts featuring accuracy levels, rejections levels and head counts will display. These will be detailed by various fixed parameters such as region and country.</p> |
| Tasks | <p>The Tasks functionality allows for the insertion of new tasks to be included in the processing timeline of any client and / or client entity. These will appear as notifications to the Task owners.</p> <p>Notification of any overdue tasks will also be completed by a summary email on a daily basis. Note the User cannot turn off overdue task notifications by email</p> <p>Tasks will appear in the Calendar view for each client / client entity.</p> |
| Calendar | <p>The calendar will allow the client and TMF affiliates to build up a schedule of working days and tasks within each payroll. Both the Client and relevant TMF affiliate will designate Out Of Office working hours. Additional task items will display within the payroll processing calendar.</p> <p>Users view the Calendar by month, week or day highlighting the number of tasks per day. Hovering over these items will expand the tasks due. Clicking on that task will take the User to that action point. The Calendar view will always default to the last selected view by the User.</p> |
| Payroll Status Dash | <p>Users may view per payroll entity, period, date range, status, overdue tasks, today's tasks and future tasks that period. Clicking on the relevant view will open the appropriate process stage for action where appropriate.</p> |
| Payroll Timeline | <p>The payroll timeline shows the fixed steps of the payroll workflow. It also shows ownership and the planned + actual completion date.</p> <p>At each stage of the process, the respective parties are notified by the system that the action has moved to that User for further action where</p> |



| | |
|--|---|
| | appropriate. |
| Payroll Timeline User Input | <p>Displays one or more drop zones where relevant data files can be dragged and dropped into the system. The input submission types will have been determined during implementation and allows each type to become a mandatory requirement where payroll processing will not proceed without submission.</p> <p>Where in the master data a TMF affiliate has indicated that country rules require early notification of company new starters, then the client users are able to make multiple notifications to TMF throughout the payroll regarding these new starters.</p> <p>When input is submitted, a notification will be sent to the TMF affiliate advising that the inputs are ready for processing.</p> |
| Payroll Timeline Draft Processing and Customer Review | <p>Once the payroll has been uploaded by the TMF Local Payroll Specialist, a Notification will be sent to the TMF Reviewer. This Reviewer will be defined at the time of submission of the file(s) from a list of TMF reviewers - with the individual not being able to select themselves.</p> <p>Once the TMF Reviewer has approved the draft output, the client Payroll specialist will be notified that the draft is ready for review and approval. This person has three options:</p> <ol style="list-style-type: none"> 1. Full Approval (where the payroll status moves to Finalising); 2. Qualified Approval (where the approver is required to complete a comment box giving details of the payroll qualification); 3. Rejection (where the approver is required to complete a comment box giving details of reason for rejection. The payroll process commences again from Input Stage if a client issue, or the Draft Processing if a TMF issue). <p>Optionally the client can have defined on a per entity level that the draft needs to be reviewed and accepted by a second person as well.</p> |
| Payroll Timeline Final Output | <p>The number and type of output types are defined at local client data implementation stage (Local Client Settings > File types). A drop zone is included within the completion task area for the local office to drag and drop files into their respective output area.</p> <p>Local country TMF pay slips (in PDF format) are a mandatory field.</p> |



| | |
|--|---|
| Payroll Timeline Final Approval | Once the TMF affiliate has loaded the system with appropriate documents, the payroll output is submitted to the client's Payroll specialist for approval. This person has two options: <ol style="list-style-type: none">1. Approve (the system notifies TMF local office that payroll is now closed). On Approval, pay slips are release for employee view;2. Reject (where the Approver is required to fill a comment box with reason for rejection). This triggers a Priority 1 ticket to the local office for urgent resolution. Pay slips will not be released to the employees and the payroll process commences again from an earlier stage (depending on chosen error code – Input stage if a client issue, Final Output stage if a TMF issue). |
| Audit log | Actions taken by a user will be logged within the Audit log. The audit log can be queried by the user so he can see which actions he took through time. Users with Administrator level access will also see the actions taken by other users within their organisation. |

1.8 TMF Horizon - Report

This module is primarily to view the dashboard and to collect pre-defined standard TMF Horizon Reports.

Access to this module is restricted by the client to professional users. Where HR Administration services only are contracted, the Report Module is not available. For this module, professional users will be granted access using the following web address:

<https://Exchange.TMFHorizon.com>

| Features | Explanation of Features |
|----------|-------------------------|
|----------|-------------------------|



| | |
|------------------|---|
| My Dashboard | <p>The module landing page is configurable by the User. The User will be able to choose from pre-defined widgets and place them on the screen with flexibility surrounding widget placement and size.</p> <p>The User can select from a number of pre-defined reports and place them as Favourites in widgets on the dashboard. The User will be able to define the parameters of the reports and the system will maintain these settings until such time that these are changed by the User. The widgets will show graphics only.</p> |
| Standard reports | <p>The global payroll report module will include 6 payroll reports in standard pre-defined TMF defined format and 2 dashboards.</p> <p>The standard reports available are:</p> <ul style="list-style-type: none"> ④ Headcount report ④ Finance Report ④ Variance Report ④ Bulk Data Report ④ GL Report (Detail) ④ GL Report (Summary) ④ Horizon Analytics Dashboard (Finance Analytics & Employee Analytics) <p>Notes:</p> <ul style="list-style-type: none"> ④ The GL report includes a Client Self-Service element. The client will have to add the GL Account codes and map these to the wage types before the GL report will provide useful output. ④ The Bulk Data Report is available to allow clients to upload data to their own data warehouse. ④ The reports will appear in tabular view with drill-down (where applicable) and extract capabilities. |
| Filter Options | <p>Reports will have a selection of filter parameters depending upon their purpose. Examples include:</p> <ul style="list-style-type: none"> ④ Global Client |



| | |
|-------------------|---|
| | <ul style="list-style-type: none"> ⌚ Country ⌚ Local client entity (If applicable) ⌚ Pay Period ⌚ Date From and Date To Coverage of report ⌚ Currency <p>Period associated to the chosen frequency.</p> <p>User has the ability to drill down into the report data in different ways (where the report supports drilldown functionality. Individual column and row drill downs are available.</p> |
| Graphical Options | <p>The graphs will be exportable to PDF, JPEG or PNG.</p> <p>Each report may have up to three graph options that can be selected by the user e.g., bar, chart, pie</p> |
| Tabular Options | <p>The tabular data should be exportable to excel and CSV.</p> <p>Many of the tables have drill down capability against the following fields (where applicable for each report type and client):</p> <ul style="list-style-type: none"> ⌚ Country ⌚ Client (Global) ⌚ Entity ⌚ Cost Centre ⌚ Department |
| Currency | <p>The standard currency of an entity is defined by the country code of their assigned TMF affiliate.</p> <p>The global currency is defined during Global Client implementation.</p> <p>The user has the option to display the data in local or Global Client Currency.</p> <p>Where currency conversion has occurred a list of the currencies and conversion rates applied can be shown. If multiple conversion rates for a single currency have been applied, then the average rate will be shown.</p> <p>When a Global Client choose to provide client specific exchange rates, these client specific exchange rates (only when imported) will be used by the global report.</p> |



| | |
|---------------------------|---|
| TMF KPI Dashboard Summary | <p>A detailed report set supports the dashboard summary details. They can be accessed via drilldown options available in the KPI Dashboard.</p> <p>Dashboard summaries based upon a defined period ranges use values within the last six months, except for several the Metrics displaying snapshot data from the prior pay run</p> |
|---------------------------|---|

1.8.1 TMF Horizon – Horizon Analytics

Horizon Analytics provides meaningful visuals as “Dashboards” to report data available in TMF Horizon. This can enable our clients to draw trends and patterns they need, to make informed decisions. Horizon Analytics also includes “Predictive Analytics” capability for Payroll data available in TMF Horizon. Horizon Analytics include below dashboards:

- ④ Financial Analytics: Provides Financial Summary and Financial Forecasting dashboard using payroll data available in TMF Horizon
- ④ Employee Analytics: Provides Map view dashboards using aggregated employee counts



“The Client will acquire, including without limitation, the numbers, percentages, results, and outcome of the payroll summary forecast functionality in TMF Horizon from TMF Group on an “as-is” basis, without any other representations or warranties from TMF Group and/or its Affiliates, express or implied, including any warranty of adequacy, accuracy, quality, integrity, reliability, appropriateness, completeness, merchantability, or fitness for a particular purpose. The Client will have the sole responsibility of, including without limitation, the numbers, percentages, results, and outcome of the payroll summary forecast functionality in TMF Horizon without any direct or indirect liability towards TMF Group and/or its Affiliates.”

Who can access Horizon Analytics:

- ④ User who has access to (at least one) Global Reports will also have access to Horizon Analytics and its dashboards, meaning all the users with the Global Payroll Reporting User role
- ④ Horizon Analytics will be available in the left side menu item for Global Clients and Local Client Entities where Report Module is enabled and live



| Features | Explanation of Features |
|---------------------------------|---|
| Data availability in Dashboards | <ul style="list-style-type: none"> data is available only for Local Client Entities where Report data has been successfully processed data is available only for active Global Clients and active Local Client Entities Report data until last completed calendar month (if current month = February, data in dashboard will be until January) is included in the dashboard Any updates on the report data will be reflected on the dashboard after the refresh job is completed |
| Finance Analytics | <p>Finance Analytics dashboards provides visual representation of the payroll data available in TMF Horizon.</p> <p>Finance Analytics includes the following views (for last 3 months / last 6 months / last 1 year data):</p> <ul style="list-style-type: none"> Payroll summary: Aggregated Top level Financial Totals like Total Gross Salary, Total Employer Cost and Total Net Salary Payroll Summary Variance Payroll Summary by Wage Group Comparison View: All the dashboards can also be compared against selected Countries and Entities Forecast View: Dashboards to display forecasted values for Financial top-level totals and respective Wage groups. Forecasted values are derived by the built-in function of the reporting tool. Dashboard displays an actual forecasted line along with higher and lower confidence lines. Last 12 months of actual data is required to drive forecasted values. Period of which report data is missing, reporting tool applies “mean” of the available payroll data to calculate forecasted values. |
| Employee Analytics | <p>Employee Analytics provides map view dashboards to the aggregated Employee data available in TMF Horizon.</p> <p>Employee Analytics includes the following views for data up to last 1 year:</p> |



| | |
|----------------|---|
| | <ul style="list-style-type: none"> ⌚ Payroll View: Aggregate Employee data from Payroll perspective with details like Total Employee Payroll Records, Average Employee Salary, Average Employer Cost ⌚ HR View: Aggregate Employee data from HR perspective with details like Head Count, Starters, Leavers and Attrition rate |
| Filter Options | <p>User will have a selection of filter parameters depending upon their purpose. Examples include:</p> <ul style="list-style-type: none"> ⌚ Global Client ⌚ Country ⌚ Local client entity (If applicable) ⌚ Currency ⌚ Up to Month (in case of Finance Analytics) ⌚ From Month (in case of Employee Analytics) ⌚ To Month (in case of Employee Analytics) |
| Export Options | <p>The data in the dashboards will be exportable in CSV or Excel format</p> <p>Only individual dashboard data will be exportable at a time.</p> <p><i>Please note: Export for "Forecast Dashboards" are only available in csv format.</i></p> |
| Currency | <p>The user has the option to display the data in local or Global Client Currency.</p> <p>Where currency conversion has occurred a list of the currencies and conversion rates applied can be shown.</p> <p>When a Global Client chooses to provide client specific exchange rates, these client specific exchange rates (only when imported) will be used by the global report.</p> <p>TMF Group takes no responsibility for the accuracy of client -provided Exchange Rate data, and such data must be loaded and maintained by Client users. This data can be loaded via import or by manual input methods only.</p> |

1.9 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 TMF Horizon module provided, TMF Group 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.

For new clients, the earliest Horizon live date will be one month after the first payroll live date.

An outline of the Transition Steps and ownership is detailed below.

| Section A – SET-UP ACTIVITIES | | Client Responsibility | TMF Responsibility | |
|-------------------------------------|---|-----------------------|------------------------|-------------------|
| Area | Task/Activity | | Included in Set-up Fee | At Additional Fee |
| TMF Horizon Project Preparation | | | | |
| Kick-off | 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 | ✓ | ✓ | - |
| | Identify and name the Global / Local Client Administrator(s). the Client will be requested to define at least two such users | ✓ | - | - |
| s | Propose and agree to Go-live plan when not already defined in the pre-sales phase | ✓ | ✓ | - |
| TMF Group Connect setup activities | | | | |
| Setup | Setup Global client environment (create global client and user rights for TMF Global Admin users) | - | ✓ | - |
| | Complete “TMF Group Connect user account request form” and provide to TMF Group IT | - | ✓ | - |
| | Creation of initial employees and users as per the Group Connect Setup sheet | - | ✓ | - |
| TMF Horizon common setup activities | | | | |



| Section A – SET-UP ACTIVITIES | | Client Responsibility | TMF Responsibility | |
|-------------------------------|--|-----------------------|------------------------|-------------------|
| Area | Task/Activity | | Included in Set-up Fee | At Additional Fee |
| Data Collection & Setup | Create Global client records (for Global deliverables) | - | ✓ | - |
| | Create Local Client entities within TMF Horizon | - | ✓ | - |
| | If required, call between TMF Group and the Global / Local Client Administrator(s) to explain the way the users are defined with roles and how users will be setup and maintained. | ✓ | ✓ | - |
| | Identify and name the Client professional users and determine which roles they need to get assigned. | ✓ | - | - |
| | Set up of the by the client provided Client Professional user accounts for initial system on-boarding | - | ✓ | - |
| | Set up and Maintenance of Client Professional user accounts post initial system on-boarding | ✓ | - | - |
| TMF Horizon View activities | | | | |
| Data collection & Setup | Complete employee user set-up sheet for each client entity and provide to TMF Group | ✓ | - | - |
| | Set up of the (by the client provided) employee user accounts in TMF Horizon View for initial system on-boarding | - | ✓ | - |



| Section A – SET-UP ACTIVITIES | | Client Responsibility | TMF Responsibility | |
|---------------------------------|--|-----------------------|------------------------|-------------------|
| Area | Task/Activity | | Included in Set-up Fee | At Additional Fee |
| | Set up and Maintenance of employee user accounts in TMF Horizon View post initial system on-boarding | ✓ | - | - |
| | Confirm Employee document list and Policy Document list to be uploaded to TMF Horizon | ✓ | - | - |
| | Upload and maintain the Employee documents and Policy Documents in TMF Horizon | ✓ | - | - |
| | Determine countries that will have End of Year Employee documentation | ✓ | ✓ | - |
| TMF Horizon Exchange activities | | | | |
| Data collection & Setup | During the kick-off call, identify and name the professional users and assign the correct roles to be setup. | | | |
| | Discuss the standard processing schedule for all default Horizon Exchange steps | ✓ | ✓ | - |
| | Discuss additional processing tasks related to each payroll | | | |
| | Provide TMF Group with information to determine the settings which create the default timeline steps and list of additional tasks and owners | ✓ | - | - |



| Section A – SET-UP ACTIVITIES | | Client Responsibility | TMF Responsibility | |
|---------------------------------------|--|-----------------------|------------------------|-------------------|
| Area | Task/Activity | | Included in Set-up Fee | At Additional Fee |
| | Validate the system proposed calendar, amend where needed and approve the Local Processing Schedule per payroll (yearly recurring activity) | ✓ | ✓ | - |
| | Set up Client Non-Working days and Non- Processing Days on the Client entity Settings | ✓ | ✓ | - |
| | Apply timeline default activities and additional tasks to entity schedule | - | ✓ | - |
| Unit testing | Unit testing of TMF Group Exchange setup and user rights | - | ✓ | - |
| Quick start session and user training | TMF Group will schedule one call with the client professional Users and TMF Group end users to inform about functionalities in TMF Group Exchange. During this session the users will be familiarized with provided support materials (Quick Start Guide) and be explained how support is provided | ✓ | ✓ | - |
| | Additional quick start sessions can be agreed to when requested by the client | ✓ | - | ✓ |
| | Review User Guides and Training Videos available under the Help Menus in TMF Horizon | ✓ | - | - |
| | Ensure employee users are directed to the training materials available within TMF Horizon | ✓ | - | - |
| Acceptance | Acceptance of TMF Group Exchange setup | ✓ | - | - |



| Section A – SET-UP ACTIVITIES | | Client Responsibility | TMF Responsibility | |
|-------------------------------|---|-----------------------|------------------------|-------------------|
| Area | Task/Activity | | Included in Set-up Fee | At Additional Fee |
| Maintenance & Support | One cycle of Transition Team support in first live processing | - | ✓ | - |
| | Handover solution to Global Support Team | - | ✓ | - |
| | Change of service setup or configuration – add new client affiliates, add new interfaces or other service not contracted | - | - | □ |
| TMF Horizon Report activities | | | | |
| Data collection | Provide TMF Group with Local Field, Wage Type and Wage Group Mapping for client-specific payroll fields | - | □ | - |
| | Review Mapping and sign off with Client. If not approved within 48 hours after the approval request has been send to the client, TMF will consider the mapping Approved. Any subsequent changes will be subject to Change Control. | □ | □ | - |
| Data set-up | Apply client-specific Local Field, Wage Type and Wage Group Mappings | - | □ | - |
| Report Access | Set up users with access to the Global Payroll Reports as preferred | □ | - | - |
| Unit Testing | Unit testing of TMF Group Report setup | □ | □ | - |



| Section A – SET-UP ACTIVITIES | | Client Responsibility | TMF Responsibility | |
|---|---|--------------------------|--------------------------|-------------------|
| Area | Task/Activity | | Included in Set-up Fee | At Additional Fee |
| Setup & Maintenance of GL Account Code mappings | Setup and maintenance of GL Account Codes and Mapping is a Client Self Service activity (if GL in operation) | <input type="checkbox"/> | - | - |
| Acceptance | Acceptance of TMF Group Reports setup (one signoff for the whole system) | <input type="checkbox"/> | - | - |
| Maintenance & Support | Post Transition Acceptance the normal maintenance of the Wage Type and Wage Group Mappings is done by the TMF Local Payroll Specialist. | - | <input type="checkbox"/> | - |

Please note that all Transition activities and on-boarding documentation will be undertaken in English language versions only.

1.10 Acceptance

Acceptance means that TMF has completed the set-up process of TMF Horizon in line with the Standard Service Description. Upon completion, client shall be asked to confirm acceptance of the set-up and start using the system as per the Go-Live Date of TMF Horizon. In the event that client shall reject completion, TMF shall take corrective actions as soon as possible and after taken actions, ask confirmation again. In the event that client shall not reject completion or shall not confirm acceptance within 15 business days from the date of request to confirm acceptance or at the time of first live use of TMF Horizon by the client, Acceptance shall be deemed to have taken place.

1.11 Training

TMF Group will provide one single initial TMF Horizon Training session with the Client (TMF Horizon for Client Payroll Specialists and Administrators). The primary system functionalities/capabilities will be covered in one webinar session and will include key roles and their responsibilities in TMF Horizon as well



as key functions within the system. This free of charge training for TMF Horizon includes one instructor led live webinar training session to familiarize the user with navigating and using TMF Horizon and will give the trainees a possibility to do hands on exercises within the next 24 hours after the training delivery. When and where possible in the planning, client training sessions will be conducted before the Go -Live Date of TMF Horizon to enable the users to become familiar with how to navigate the system before using it.

It is the client's responsibility to assign a person to join the training session, who will then be responsible for disseminating/cascading the training knowledge within the client's organization (with a view to utilizing a Train the Trainer approach within the client's business).

Our clients are typically organized in a global centralized manner, but it can also happen that your representatives are based in various locations over the world. We do encourage however that you try to get all your local, regional and global representatives on this one free training session. In case any additional trainings are required, then these can be requested via Change Request process and will incur an additional fee.

To support both the employee and professional users, a set of User Manuals with information relevant to each role are available for client within TMF Horizon and upon request to provide guidance and support. These can be accessed by the client via the "Help" function of TMF Horizon and they are in English version only.

Additional reference materials such as Training Presentation and Exercise Books will also be provided to the client after the training session. Please note that all additional training reference materials can be provided in English or Spanish versions. It is recommended that all users review the materials appropriate to their access upon first use.

As not all clients use the Reports functionality, a specific training for the Reporting functionality can be provided as an Add-on service when required.



2. ADD-ON SERVICES

TMF Horizon's Add-on Services are additional services which can be added on top of the standard offering to further support client needs. This form will stipulate the agreed scope, terms and fees (if any), applicable to the contracted add-on services.

2.1 Add-on menu and applicable fees

The following fees apply to services contracted in the "Services Scope" section of this form:

| ADD-ON SERVICE | | ONE-OFF SET-UP FEE | RECURRING FEE |
|------------------------------|--|----------------------------------|---|
| Non-Standard, ad-hoc request | | Fee at request | Fee at request |
| A | Extension of Data Retentions and Purge Period (maximum of 2 years) | Free | Free |
| B | Extended Employee Documents Storage (maximum of 2 years) | Free | Free |
| C | Output files to sFTP | 1750 EUR per Local Client Entity | 405 EUR / Annum per Local Client Entity |
| D | Employee Access Management on behalf of Client Administrator | Free | Per payslip fee is raised with 1.6 EUR |
| E | Maintenance of the GL Accounts Mapping | Not Applicable | 175 EUR/hour. Min charge of 30min. per change |
| F1 | Additional standard sessions "Horizon for Client Payroll Specialists" - Per additional webinar session with up to 10 delegates | 580 EUR per session | Not Applicable |



| | | | |
|-----------|---|---------------------------------|----------------|
| F2 | Additional standard sessions "Horizon for Client Payroll Specialists" - Per additional webinar session with up to 15 delegates | 870 EUR per session | Not Applicable |
| G | Horizon Open Q&A session (Minimum of 2 hours) | 175 EUR/hours | Not Applicable |
| H | Renumbering of Employees on behalf of client administrator | 870 EUR per local client entity | Not Applicable |

**We highly encourage to add SSO to ALL TMF Horizon setups.*

2.2 Invoicing

All fees for the add-on services contracted in this Change Request Form (CR) will be invoiced by TMF Group BV, an entity registered in The Netherlands TMF Group B.V. (Luna Arena building Herikerbergweg 238, 1101CM Amsterdam, 1100 DW, The Netherlands), following the standard HRP invoicing process and terms.

When applicable, a monthly overview of time spent on an Add-on service will be provided to the client, as a specification to the invoice to the client entity as specified above.

2.3 Termination

Client and TMF Group can terminate this Add-on service for any reason. When a client wishes to terminate, a written notice (including a preferred termination date) will be sent to TMF Group to cancel the services.

If the Global Client, with which the CR is signed terminates, the service is stopped for the whole Global Client (including all local entities), unless the termination is for specifically named entities only.

2.4 Agreed Delivery Period/Implementation Timeline

This CR will start as of the date on which this document has been signed by the client and received by TMF Group.

The implementation timeline will vary per selected add-on service and will be agreed upon after the sign-off of this CR.



2.5 Digital Learning

2.5.1 Confirmation of Training Attendance

TMF Group will provide two initial TMF Horizon Training session to client. When and where possible in the planning, client training sessions will be conducted before the go live date of TMF Horizon to enable the users to become familiar with how to navigate the system before using it.

Client to confirm in writing of their attendance to the agreed schedule for the TMF Horizon trainings. The confirmation shall refer to client's acceptance of the meeting invites for the training courses sent by the Digital Learning Team. The confirmation shall refer to, or include as an attachment, the meeting invites for the training sessions, and the client's confirmation shall be received by the Digital Learning Team at least fourteen (14) business days prior to the relevant course date.

Upon receipt of the above confirmation, Digital Learning Team will proceed with the organization of the training courses and, if not yet agreed by the parties, notify client of the course date with reasonable advance.

2.5.2 Postponement or cancellation of the TMF Horizon Training

Client may request, by giving the Digital Learning Team notice in writing in adequate advance, the postponement of a confirmed or agreed course, provided that, if the postponement request is received by Digital Learning Team within the accepted prescribed period for notice of cancellation.

In the event of cancellation by the client, the client shall be liable for all consequential charges related to the cancellation and/or rescheduling of the training session. When rescheduling will need to take place, any provided discounts will no longer apply.

| NOTICE PERIOD FOR THE CANCELLATION | CANCELLATION FEE APPLIED |
|---|--|
| More than ten (10) business days | No charges for the reschedule of the training |
| Between seven (7) to ten (10) business days | Fifty percent (50%) of the course price |
| Less than seven (7) business days | One hundred percent (100%) of the course price |



Digital Learning Team reserves the right to reschedule the course dates depending on the availability of the Digital Learning Team. Digital Learning Team shall endeavour to inform client as soon as possible of the alternative course dates reasonably convenient for client and the Digital Learning team.

2.6 Add-on Service Descriptions

2.6.1 Add-on Service – A – Extension of Data Retention & Purge Period

The Local Client Entity **Settings** define the number of months after which the data will (automatically) be deleted from TMF Horizon. There is a separate setting for each local client entity and for each of the modules. The default setting for each module is 24 months and can be extended to maximum of 2 years (maximum 48 months).

TMF Horizon's standard storage period in all modules is 24 months where 1 month of data is automatically deleted as it goes beyond 24 months. EG - when the oldest data is 25 months old, month 1 will be deleted.

There are no costs for changing/prolonging this period for a maximum of 24 months over the standard storage period, but it is required to contractually agree how long this personal and private data will be made available to the client and/or the client's employees via a duly signed change request.

2.6.2 Add-on Service – B – Extended Employee Document Storage

TMF Horizon applies an average of 5MB on non-payroll documents across all employees within client's entity (e.g., if an entity has 10 employees, the total limit is 50MB for this entity but not strictly limited to 5MB per employee) for a maximum of 24 months.

Via a configuration change, this file size storage can be increased on an entity level so that the client will be able to store more files for their employees.

TMF may decide to raise this total storage capacity for specific client entities. Client will have to use this within reason though. Client may also be requested to upload files in a smaller size (e.g., scans of document with smaller files size/pixels)

Document storage covers the total employee document file size that can be stored within a client setup. To raise the amount of storage space, TMF can agree with a client to raise the amount of MB's TMF can give to a client. If within reason, TMF can do this for free via this change request.

2.6.3 Add-on Service – C – Output Files to sFTP

In case a client prefers to get a specific payroll output send to a sFTP server to be (automatically) picked up there by the client, then TMF can configure this for specific Output File Types.



Setup is done globally or locally so that only specific users can access the sFTP folders.

Files can only be synced with a TMF Group sFTP server. Sending files to a client specific sFTP server is not possible.

2.6.4 Add-on Service – D – Employee Access on behalf of the client administrator

When the client prefers not to maintain the employees in the employee user administration, then this can be done by the Horizon Support on behalf of clients. A strict process (with SLA) is followed to ensure this goes smooth.

The activities that would be taken over are:

- ④ Completion of the employees' access registration process – inputting all the mandatory information including e-mail address and mobile number.
- ④ Automatic and partial creation of new employees in the payroll output Horizon function (Creating of employees' account during the payslip upload).

Data to be able to maintain the employees on client behalf will be shared by the client with the GBS Helpdesk through Horizon tickets and in prescribed format.

This service is limited to the management of employee user data under menu "Admin > Employees" in TMF Horizon. Administration of professional TMF Horizon users on behalf of the client under the menu "Admin>Users" is explicitly excluded and will be done by the client Administrator(s) as per the original contract

2.6.5 Add-on Service – E – Maintenance of the GL Accounts Mapping

This service is limited to the up-date or new set-up of the GL Account Mapping for existing wage types or new wage types in TMF Horizon which is performed under menu "Admin > Global Clients Settings".

This service assumes that the Initial Wage Type mapping is already in place.

TMF will require a permanent finance contact on the client side who will provide the financial data required for these updates for example chart of accounts and perform validation of the set up and/or updates performed by TMF.



2.6.6 Add-on Service – F1 & F2 – Additional webinar sessions “Horizon for Client Payroll Specialists” (with up to 10 delegates or 15 delegates)

In addition to the two free Standard TMF Horizon Digital Learning webinars included within the (global) agreement, client can opt for additional standard TMF Horizon Digital Learning webinar sessions.

This might be convenient for the client's trainees in case the trainees are located in various regions of the world or to fit a go live schedule more conveniently if the different countries goes live in 'waves' over an extended period of time. It may also apply when client adds more countries to the global scope of the agreement at a later point in time and new users need to be trained.

The webinar is focussed on TMF Horizon users with the role as “Client Payroll Specialist” and/or “Client Administrator”. It will explain what functionalities are available and enable TMF Horizon users to work with the system in a correct way.

- ⦿ This Digital Learning consists of 2 hours instructor led online webinar;
- ⦿ Maximum of 10 or 15 delegates will be allowed within one webinar;
- ⦿ Minimum number of delegates per TMF Horizon Digital Learning is 2;
- ⦿ Scheduling and time zone as requested and agreed with Client;
- ⦿ Webinar and any provided material will be either in Spanish or English;
- ⦿ Client trainee workbook (DOCX) is delivered via email to all delegates, and
- ⦿ Every delegate gets access to the TMF Horizon Digital Learning environment on the day of the TMF Horizon Digital Learning + 24 hours extra to do exercises and get some hands-on practice.

2.6.7 Add-on Service – G – Open Question and Answer Session

As a follow up on the training, clients sometimes would like to have an additional Q&A session to discuss any specific questions they may still have or discuss client specific situations.

Such a session will require no preparation work or content development work for the TMF digital learning team. The session will be invoiced on time spend basis.

If client requests this open Q&A session with no preparation work and content development work involved, the session will be invoiced on a time spent basis (with a minimum of a two (2) hour session).



2.6.8 Add-on Service – H – Renumbering of Employees on Behalf of Client Administrator

When a client is planning to renumber all employee ID's which must be used on the payslips, there are various things that need to be done. The 3 most important actions are (1) planning, (2) renumbering of the active employees in the local TMF Payroll and (3) the renumbering of the active employees in TMF Horizon so the employee numbers on the payslip and in Horizon match when they are uploaded.

Employee renumbering in TMF Horizon can only be done manually by the client administrators. In case a client does not want to take care of this task but would like TMF Group to plan and take care of the renumbering on the client's Administrator's behalf, then this can be done via this add-on service. Client will only need to agree to a planning and provide the data in the required format.



3. TECHNICAL INFORMATION

3.1 Programming

TMF Horizon is programmed in C+ language on an ASP.NET 4.5 MVC 5 framework and uses REST/JSON APIs for integration with other (standard) services.

System Requirements

3.1.1 Supported Operating Systems

The system has been formally tested on the following operating system: Windows & MacOS.

TMF Group will assess the impact of any major releases of operating systems released by these providers and will endeavour to ensure these are supported in reasonable time following such release.

3.1.2 Supported Browsers

TMF Horizon supports the latest, stable releases of all major browsers and platforms, however formal testing and validation is currently only undertaken on a subset of commercially available browsers such as Edge, Chrome and Safari.

Microsoft are withdrawing support for the IE11 browser on 15th June 2022. It is recommended to use modern browsers like Microsoft Edge, Chrome, Safari etc to access TMF Horizon.

As such, TMF Horizon will no longer be supported on IE browsers after 15th of June 2022.

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.

On mobile devices TMF Horizon is supported on the following browsers:

| OS | BROWSER | |
|---------|---------|--------|
| | CHROME | SAFARI |
| Android | ✓ | □ |
| iOS | □ | ✓ |



Although functionality should also work on other modern commercial browsers, TMF cannot guarantee this. **Note:** Microsoft 365 apps and services including Power BI, will no longer support Internet Explorer 11 (IE11) starting in August 2021. As a result of this, professional users of TMF Horizon using IE 11 may face problems while working on KPI/Global reports.

We recommend switching from Internet Explorer to a modern browser, including Microsoft Edge/ Google Chrome/Safari

TMF Horizon View Mobile Application is supporting both iOS & Android and are available on App Store & Google Play store for download using the urls.

Service Access within the Mobile Devices:

Mobile application asks permission to allow access to Storage / Gallery. Any document downloaded from the app will be available in the downloaded section of the device

- User can access the storage to upload files during the Ticket creation.
- User can access the Gallery to upload Profile picture in the App.

Apart from the above the application does not prompt for any other service access from the device including Location

3.2 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:

- ④ Production hosts (software and data) are based in the Microsoft Azure West Europe region in The Netherlands. Disaster Recovery is in the paired facility in Ireland
- ④ All access to production hosts is over encrypted channels using Secure Socket Layers (SSL).
- ④ All access to production hosts is authenticated and role-based authorization is enforced.
- ④ Initial access to register as a valid user requires multi-factor authentication (MFA)
- ④ 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.
- ④ Production hosts are monitored for unusual events.
- ④ Client web sessions are timed out after a period of inactivity set at 18 minutes



- ④ Data displayed to web users is always HTML escaped to minimize the risk of providing unsafe content.
- ④ Data input by web users is always validated and sanitized to minimize the risk of introducing unsafe content into the system.
- ④ Antivirus software runs on all TMF Group servers and performs on upload scans as well as daily checks.
- ④ TMF Horizon applies best practices 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 like those found in secure applications such as online banking and are non-reversible; even TMF Group support staff cannot access user passwords.
- ④ TMF undertakes penetration test by a third party in case of new major releases.
- ④ The internet gateways through which the Horizon web interfaces are delivered have been hardened to disable insecure SSL & TLS protocols. We undertake regular vulnerability scanning to ensure only secure transmission protocols are supported
- ④ Our certificate's public key is RSA 2048 and an SHA256 bit hash is used. TLS 1.2 protocol is used end to end.
- ④ All files uploaded will be automatically anti-virus scanned by the system.
- ④ **Encrypted/Password protected files:**
 - Password protected files are not formally supported. It is not recommended to use ANY "Encrypted/Password protected files" within TMF Horizon.
 - Encrypted/Password protected archive files like .zip/.7z files will be blocked and cannot be uploaded
 - It is possible to upload Encrypted/password protected files with extensions listed in the whitelist. This is a legacy unsupported capability that will be blocked in a future release.

3.3 Password Policy

The default TMF Horizon password settings are as follows:

| Password policy | Settings |
|-----------------|----------|
| Allow Change | Yes |
| Allow change | Yes |



| Password policy | Settings |
|--|------------|
| Expiry (nr days) | 60 |
| Min Length (nr characters) | 8 |
| Case sensitive | Yes |
| # History Checks | 4 |
| Check numeric | Yes |
| Check symbol | Yes |
| Check Upper and Lower Case | Yes |
| Check Login Name | Yes |
| Logout after keyboard and mouse inactivity | 18 minutes |

Password settings are additive, i.e., at least 2 of 3 of mixed case, numeric and other characters required. The last ten prior passwords cannot be re-used. No part of the login name can be used as the password.

Client's professional and employee users must not disclose or share their personal password with anyone.

Client's professional and employee users are responsible for any activities that occur under their account. They shall ensure that they exit or log-off from their account at the end of each session of use. They shall notify their employer immediately of any unauthorized use of their personal password or account or any other breach of security that is known or suspected by them.

3.4 Multi Factor Authentication

For the client where Single Sign On is not set up, the user accounts login will be enabled with multifactor authentication. Users can choose to authenticate using their phone number or email address.

Multifactor authentication applies on every login.

TMF Group has chosen the Microsoft Identity Platform as the solution to provide this capability.

3.5 Single Sign-On

In case a client has Single sign-on available within their organization, it is standard to implement this during the Horizon implementation to ensure the Client benefits from the security and functional advantages this has to offer.



To accomplish this TMF Group makes use of common industry standards for SSO (SAML2).

Implementation of single sign-on is included in the standard services scope.

Single Sign-On (SSO) allows client users to logon to TMF Horizon with their own internal logon name and password. In case of TMF Horizon we use TMF Group Connect to integrate the user authentication with client's own user identification identity provider so that the employees of the client can use the same logon name (email) and password as they use within their own company's network.

Countries and entities will not be able to choose independent solutions and are expected to use the same email domain (@client.com).

When client would like to mass change a large part of, or all email addresses, especially in the case when client has Single Sign-On (SSO) enabled, it is strongly advised to discuss and plan such change with the Digital Client Platform Support Team. This way they can evaluate the changes up front, plan all needed actions for the change and prevent any issues when the users want to logon via the new email address/logon.



Note:

- ⌚ A technical discovery needs to take place to ensure the technical compatibility is a match. The "SSO Discovery Form" will be sent to the client after the initial Horizon kick off call, so they can fill out the required information. This needs to be sent back to TMF and reviewed.
- ⌚ Only if the review of the technical discovery has a positive conclusion can SSO be implemented.

3.6 Final Output to sFTP

TMF Horizon offers the possibility to automatically send certain pre-agreed final output files (after final output approval) to a sFTP server, hosted and managed by TMF Group. TMF Horizon clients who opt for this will be provided with the address and logon details so they can connect to this server. From here it is possible to "pull" the files to their own environment and process them as preferred and/or required.

These files will be available on the sFTP server for the duration of 15 days as of posting and will be automatically deleted after day 15. The files will remain in Horizon for the duration of the Horizon purge period.

This option can be activated for all entities combined (one folder will be used from which one user can pull all files from the various entities in scope), or on an entity-by-entity basis (separate folders are created per entity and separate users will be able to connect and pull the files for a specific entity).



In case you prefer to use this optional service, please ensure a conscious choice is made for the preferred option and ensure this is in line with your internal security policies before use of this option. Additional costs will apply for this service. A quote can be provided upon request.

Please note that due to security reasons, TMF Horizon cannot output files to another solution than the above mentioned two options, i.e., TMF Horizon does not push files to the client's or the client's third-party servers.

3.7 Availability

TMF Group will endeavour to plan maintenance during the weekend (Sat-Sun) to limit the impact for all users. Only essential/critical maintenance might be undertaken during a weekday (Mon-Fri). Where we are notified of any impact, we will communicate the expected outage accordingly. There will be occasions where the service is not impacted at all by these planned maintenance events.

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

- ④ The portal is built in a highly available configuration spanning two separate facilities.
- ④ Redundancy of all major system components reduces the likelihood that the loss of a single component instance will compromise the entire system.
- ④ Partitioning of the system into loosely coupled components with pre-defined maximum workload thresholds help avoid or contain failures and prevent failure cascades.
- ④ TMF Group's standard monitoring systems monitor the infrastructure for any issues that affect service availability. Scheduled downtime will be communicated to Global / Local Client Administrators.

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

| Statistic | Measure |
|------------------------|--|
| Target Performance: | 99% |
| 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. |



| Statistic | Measure |
|---------------------|--|
| 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.

3.8 Data Retention

TMF Horizon can be used in addition to TMF Group's HR & Payroll service only. The HR & Payroll data retention is arranged under the local HR & Payroll contract signed between client and TMF Group. All actions to comply with these local data retention requirements for HR & Payroll services fall under the local HR & Payroll service delivery. TMF Horizon is not a part of this local requirement.

Specific files and/or data in the Horizon portal will be deleted (purged) after the defined purge period has been reached. The default purge period for all modules in TMF Horizon is 24 months. This means that data as mentioned in the table below, which is older than 24 months will automatically be purged.

Every last calendar day of the month, the system will purge the oldest month, leaving always 24 months available for the client and/or employees.

Two months before the system starts purging data, the Client's Administrator will be informed when the data purging starts, allowing client users to download files and/or data before it is deleted from the system.

On a Global client level, the purge period can be adjusted by TMF Group to a maximum of 48 months with 24 months being default and another extension of 24 months. The Client can request adjustment of the purge period (max upto 48 months) free of charge under change request process.

| Function | Not Purged | Purge period applied |
|----------------------------------|------------|----------------------|
| Core – Tickets | ✓ | - |
| Exchange - input & Output files | - | ✓ |
| Report – Data uploaded on Step 4 | - | ✓ |
| View – Payslips | - | ✓ |
| View – Tickets | - | ✓ |



| Function | Not Purged | Purge period applied |
|---|------------|----------------------|
| View – Employee documents | - | ✓ |
| View - Policy documents | ✓ | - |
| KPI data - all data used for all KPI reports | ✓ | - |
| All audit data including records of user login / logout of system and significant field updates (View/Create/Email/Delete/Edit) | ✓ | - |



4. SUPPORT TERMS

4.1 Supported Services

The following Services are covered in this document:

- ④ TMF Horizon Core
- ④ TMF Horizon View
- ④ TMF Horizon Exchange
- ④ TMF Horizon Report

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 global 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.

4.2 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 global agreement and / or statement of work (the Support Period). TMF is not obligated to provide support beyond the end of the Support Period.

4.3 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 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 CR. 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.

4.4 Support Lines

4.4.1 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 Digital Client Platform Support Team (see Contact Information below).

4.4.2 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 Digital Client Platform Support Team for “Second Line Support.”

4.4.3 Second Line Support

Second Line Support by TMF Group’s Digital Client Platform Support Team shall consist of (i) making changes to client Power User setup only, not all users (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.

4.4.4 Digital Client Platform Support Team

Support will be provided by TMF Group’s Digital Client Platform Support Team and consists of:

- ④ The Second Line Support described above
- ④ Responding to support requests logged via the TMF Group Connect tickets or sent directly to the Digital Client Platform Support Team via email: Horizon.support@tmf-group.com
- ④ Program updates, fixes, security alerts, and critical patch updates
- ④ General maintenance releases, selected functionality releases, and documentation updates

The Digital Client Platform Support Team has a Support Access Role. To be able to provide adequate support, the users with this role will have access to all data. There are various policies in place within TMF regarding data security and confidentiality and all support employees have signed non-disclosure agreement.

The Digital Client Platform Support Team will provide support for client support requests 24 hours and 5 days a week including bank holidays. The support coverage is starts Monday 6:00AM IST and ends on Saturday 6:00AM IST.

4.5 Support Exclusions

- ④ General instruction to client’s users about use of the Services.
- ④ Changes to service setup or configuration (will follow agreed CR process);
- ④ 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.
- ④ 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 CR.

4.6 Technical support services and priority definition

TMF will propose the technical support services with great care, so that valid urgent situations obtain the necessary resource allocation from the Digital Client Platform Support Team and other third line support teams within the TMF Group organisation.

Five priority levels have been defined.

Client must provide TMF promptly with a contact who will work with the Digital Client Platform Support Team 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:

| Technical Support Services | | | | | |
|----------------------------|--|---|---|---|--|
| | Description | Definition | Target Performance Level | Minimum Performance Level | |
| | Resolution time for technical application or system requests | Resolution time of application and system requests P1: within one (1) Business Day P2: within two (2) Business Days P3: within five (5) Business Days P4: planned release (for low priority Tickets and application information requests) P5: planned release (for CRNs) | 98% of Tickets closed within the applicable resolution time | 95% of Tickets closed within the applicable resolution time | |



| | |
|--|---|
| | means the period of time between the Ticket creation by client or TMF, which requires an escalation to the TMF technical support team for resolution, and the notification by TMF to the client of a resolution (i.e., repair or bypass the escalation will not be deemed a resolution), excluding waiting periods (periods during which TMF has to await client's or third party's performance of services/deliveries which precede performance of TMF's obligations). During waiting periods, the resolution time is suspended. |
|--|---|

Technical Support Services Tickets are prioritized by TMF in its sole discretion, based upon the following criteria. (Priority 1 to 5 – P1 to P5):

- ⌚ Priority 1: Business-critical issues that have an immediate impact on the payroll accuracy or timeliness or block the execution of critical business processes for which no workaround has been identified. The issue potentially has a major impact or impacts a large proportion of the population.
- ⌚ Priority 2: Business-critical issues that have no immediate impact on the payroll accuracy or timeliness but block the execution of key business processes for which no workaround has been identified. The issue potentially has a major impact or impacts a large proportion of the population.
- ⌚ Priority 3: An issue with an immediate impact on the payroll accuracy or timeliness, or on the execution of critical business processes but for which a workaround is available.
- ⌚ Priority 4: An issue with no immediate or low impact for Client and/or on the rendered Services. The time of resolution will be mutually agreed. Application information requests are by default prioritized as Priority 4.
- ⌚ Priority 5: An issue with no immediate or low impact for client and/or on the rendered Services. The time of resolution will be mutually agreed. CRNs and direct changes to the Services are by default prioritized as Priority 5

4.6.1 Change of Technical Support Services Priority

At the time TMF accepts a service request, TMF Group will record an initial technical support priority of the service request based on the priority 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 technical support priority of a service request may be adjusted as described below.

- ⌚ Downgrades of technical support priority

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



🕒 Upgrade of technical support priority

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

Client shall ensure that the assignment and adjustment of any priority 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 miss-assignment of severity level designations

4.7 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 Digital Client Platform Support Team and requesting that the service request be escalated.

For service requests that are escalated, the Digital Client Platform Support Team will engage the Digital Client Platform Support Team Manager who will be responsible for managing the escalation.

The Digital Client Platform Support Team 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.



5. APPENDIX A

5.1 End of Year document – Supported Countries

The following table outlines which countries and document types of employee end of year document we plan to support for bulk file upload in the payslip area. Where a particular document type is not supported for bulk upload due to a change in the applicable laws and regulations or technological implications occur, the documents can still be uploaded by the client on a per employee basis to the Employee Documents area of TMF Horizon.

| Country | Document Name/Type & comments |
|----------------|--|
| Albania | Deklarata Individuale Vjetore e Te Ardhurave (DIVA) Annual Individual Tax Declaration |
| Argentina | Formulario 1357 - Liquidación de Impuesto a las Ganancias Income Tax Settlement |
| Australia | PAYG Payment Summary |
| Austria | Lohnzettel für den Zeitraum (Formular L16) |
| Bangladesh | Income Tax Deduction Certificate / Salary Certificate |
| Belgium | Fiche 281.10 |
| Brazil | DIRF - Declaração do Imposto de Renda Retido na Fonte |
| Canada | Form T4 Slip (État de la rémunération payée) Statement of Remuneration Paid |
| China | Yearly Remuneration Report by Employee |
| Colombia | Certificado de ingresos y retenciones |
| Croatia | IP Form |
| Cyprus | Form IR63 (The Certificate of Emoluments) |
| Czech Republic | VÝPOČET DANĚ A DAŇOVÉHO ZVÝHODNĚNÍ |
| Germany | Lohnsteuerbescheinigung |
| Greece | E1 Form (Annual Income Tax Statement) |

| Country | Document Name/Type & comments |
|-------------------|--|
| Albania | Deklarata Individuale Vjetore e Te Ardhurave (DIVA) Annual Individual Tax Declaration |
| Argentina | Formulario 1357 - Liquidación de Impuesto a las Ganancias Income Tax Settlement |
| Australia | PAYG Payment Summary |
| Hong Kong | IR56B Form |
| Hungary | M30 Form (Annual Tax Certificate) |
| Iceland | Launamiði (Year End Wage Filing) |
| India | Form 16 (TDS Certificate) |
| Indonesia | Form 1721-A1 |
| Israel | Form 106 |
| Italy | The Certificazione Unica (CU) |
| Japan | Gensen-Choshu-Hyo (Salary & Tax Certificate) |
| Jordan | AR/3 Form |
| Kenya | P9 Form (Tax Deduction Card) |
| Republic of Korea | Receipt for Wage & Salary Income Tax Withholding |
| Lithuania | Remuneration Statement (Asmens kortelė) |
| Luxembourg | Certificat de rémunération (Annual Earnings Statement) |
| Malaysia | EA form (C.P 8A) a.k.a Borang EA (Yearly Statement) |
| Malta | FS3 Form - Payee Statement of Earnings |
| Mozambique | DECLARAÇÃO ANUAL DE INFORMAÇÃO CONTABILÍSTICA E FISCAL (M/20H) |
| Netherlands | Jaaropgave / Jaaropgaaf (Annual Statement) |
| Norway | Annual Statement (Summary of income, deductions and withholding tax) |
| Pakistan | Certificate of Collection or Deduction of Tax |
| Peru | Certificado de Rentas y retenciones de 5ta. Categoría |
| Philippines | BIR Form 2316 |



| Country | Document Name/Type & comments |
|--------------|--|
| Albania | Deklarata Individuale Vjetore e Te Ardhurave (DIVA) Annual Individual Tax Declaration |
| Argentina | Formulario 1357 - Liquidación de Impuesto a las Ganancias Income Tax Settlement |
| Australia | PAYG Payment Summary |
| Poland | PIT-11 Form (Personal Income Tax) |
| Portugal | Annual IncomeTax Statement (DECLARAÇÃO DE RENDIMENTO) |
| Romania | Annual Tax Certificate |
| Serbia | Form PPP-PO - POTVRDA O PLAĆENIM POREZIMA I DOPRINOSIMA PO ODBITKU Certificate of Paid Taxes and Contributions by Deduction |
| Singapore | Form IR8A (Return of Employee's Remuneration) |
| Slovenia | Povzetek obračuna dohodkov, izplačanih v obdobju 1.1. do 31.12.20xx za REZIDENTA RS Summary of the calculation of incomes paid in the period 1.1. until 31/12/20xx for RS RESIDENTS |
| Slovakia | Annual deduction of tax deductions from the receipts of a natural person for out-of-work activities |
| South Africa | IRP5 Certificate (The Employee Tax Certificate) |
| Spain | Certificado de retenciones e ingresos a cuenta del IRPF |
| Sri Lanka | T-10 Certificate of Income Tax Deductions |
| Switzerland | Lohnausweis - Certificat de salaire (Salary Certificate) |
| Taiwan | Income Tax Withholding & Non-Withholding Statement |
| Thailand | Withholding Tax Certificate |
| UK | Form P60 |
| Uruguay | Datos a suministrar al contribuyente - Resolución N° 662/007 Num. 37 bis |
| USA | W-2 Form |
| Venezuela | Formato ARC |



5.2 End of Year document (EOY) – Countries where EOY is not mandatory

Note - Below is the list of countries where the provision of sharing an End of Year document with an employee is not a legislative requirement.

| COUNTRY | END OF YEAR DOCUMENT |
|--------------------|----------------------|
| Albania | Not Mandatory |
| Australia | Not Mandatory |
| Bulgaria | Not Mandatory |
| Bolivia | Not Mandatory |
| China | Not Mandatory |
| Costa Rica | Not Mandatory |
| Croatia | Not Mandatory |
| Czech Republic | Not Mandatory |
| Denmark | Not Mandatory |
| Dominican Republic | Not Mandatory |
| Egypt | Not Mandatory |
| El Salvador | Not Mandatory |
| Estonia | Not Mandatory |
| Finland | Not Mandatory |
| France | Not Mandatory |
| Guatemala | Not Mandatory |
| Greece | Not Mandatory |
| Honduras | Not Mandatory |
| Ireland | Not Mandatory |
| Jamaica | Not Mandatory |
| Lithuania | Not Mandatory |



| | |
|-----------|---------------|
| Mexico | Not Mandatory |
| Nicaragua | Not Mandatory |
| Panama | Not Mandatory |
| Romania | Not Mandatory |
| Sweden | Not Mandatory |
| Turkey | Not Mandatory |
| Vietnam | Not Mandatory |

5.3 TMF Horizon (Exchange and View) – Languages

The following languages are available in TMF Horizon, any additional language request will be ssan add-on service:

| LANGUAGE | LANGUAGE AVAILABLE IN EXCHANGE & REPORT (FOR PROFESSIONAL USERS) | LANGUAGE AVAILABLE IN VIEW (FOR EMPLOYEE USERS) |
|--------------|--|---|
| ENGLISH (GB) | DEFAULT | DEFAULT |
| CHINESE | X | ✓ |
| CZECH | ✓ | ✓ |
| DUTCH(NL) | X | ✓ |
| FINNISH | X | ✓ |
| FRENCH(FR) | ✓ | ✓ |
| DUTCH (NL) | X | ✓ |
| GERMAN(DE) | X | ✓ |
| GREEK | X | ✓ |
| HUNGARIAN | X | ✓ |
| ITALIAN | ✓ | ✓ |
| JAPANESE | ✓ | ✓ |
| KOREAN | ✓ | ✓ |



| | | |
|------------|---|---|
| NORWEGIAN | X | ✓ |
| POLISH | ✓ | ✓ |
| PORTUGUESE | ✓ | ✓ |
| ROMANIAN | X | ✓ |
| SLOVAKIAN | X | ✓ |
| SLOVENIAN | ✓ | ✓ |
| SPANISH | ✓ | ✓ |
| SWEDISH | X | ✓ |
| THAI | ✓ | ✓ |
| TURKISH | X | ✓ |

Disclaimer

Whilst we have taken reasonable steps to provide accurate and up to date information in this publication, we do not give any warranties or representations, whether express or implied, in this respect. The information is subject to change without notice. The information contained in this publication is subject to changes in law applicable per jurisdiction. All material in this document is the property of TMF Group and cannot be reproduced without permission.

None of the information contained in this publication constitutes an offer or solicitation for business, a recommendation with respect to our services, a recommendation to engage in any transaction or to engage us as a legal, tax, financial, investment or accounting advisor. No action should be taken based on this information without first seeking independent professional advice. We shall not be liable for any loss or damage whatsoever arising because of your use of or reliance on the information contained herein.

This is a publication of TMF Group B.V., P.O. Box 23393, 1100 DW Amsterdam, the Netherlands (contact@tmf-group.com). TMF Group B.V. is part of TMF Group, consisting of many companies worldwide. Any group company is not a registered agent of another group company. A full list of the names addresses and details of the regulatory status of the companies are available on our website: www.tmf-group.com.

© 2022 TMF Group B.V