HRIS IMPLEMENTATION SERVICES STATEMENT OF WORK

This HRIS Implementation Statement of Work ("SOW") details the scope of implementation services Lattice will provide in relation to Lattice HRIS (henceforth the "HRIS Implementation Services"). This SOW is made a part of any applicable Order Form, and is hereby incorporated into the HRIS Addendum and Terms of Service between Lattice and Customer (the "Terms"). Any capitalized terms used herein but not otherwise defined will have their meaning set forth in the Terms.

1. Services

1.1 <u>Services to Client</u>:

Lattice will provide the HRIS Implementation Services in accordance with the plan described in Table A. The plan identifies key milestones and activities to be performed and the party responsible for such activity, with additional details in section 2 (Lattice Commitments) and section 3 (Customer Commitments). The HRIS Implementation Services will consist of recurring one-hour implementation meetings led by a Lattice Implementation Manager, product training materials, and the included Deliverables. Product training materials consist of training videos and data migration templates. Subject to the Customer making available all required information and personnel in a timely manner, HRIS Implementation Services will be provided over a six-week period (the "SOW Term").

<u>Table A: HRIS Implementation Plan</u>:

Topic	Quick Start Service Offering Description
Timeline	6 Weeks 6 Meetings
Kickoff & Discovery Meeting	1 Combined Kickoff and Discovery Call (1 Hour)
Product Training	- Three 1-Hour Q&A Product Setup Review calls 1-Hour Fields & Data Overview (4 Hours)
Data Upload Deliverables	- Active Employee Data - Terminated Employee Data - Compensation Data - Base Pay & Bonus Payouts Only

	- Historical Compensation Data
	   ○ Base Pay Only
	- Future Time Off Requests
	- Time Off Balances
	   ○ Current Year Only

Out-Of-Scope for Data Upload	- Historic Time Off Requests - Other Historical Employee Data - Historical Documents
Client Surveys	- Customer Experience Survey - Product Feedback Survey

Deliverables will be produced in accordance with the HRIS Implementation Plan above. Following the graduation call, the Services will be deemed accepted unless, within a period of five (5) calendar days, the Customer provides Lattice with written notification of any material deficiencies.

2. Lattice Commitments

2.1 <u>Lattice Commitments</u>:

Customer will be closely supported by a Lattice HRIS Implementation Manager. The Implementation Manager will be available as a product education and troubleshooting resource, will track progress towards milestones and action items, and will assist with data import into Lattice HRIS in accordance with Table A above. The HRIS Implementation Manager will collect feedback and track key milestones and tasks throughout the implementation to ensure timely launch of Lattice HRIS. The HRIS Implementation Manager will not be responsible for Customer data extraction or Customer data cleanup, for creating Customer policies, or for completing Customer-specific system configuration.2.2

2.2 <u>Implementation Manager Communication</u>:

- Implementation Managers will try to accommodate all meeting requests, with preferred hours from 9:00am to 5:00pm in their stated time zones.
- Implementation Managers are expected to respond to customer emails within 48 hours, Monday-Friday. If a customer requires Immediate help or escalation, they should contact Lattice Customer Care through in-app chat or email (customercare@lattice.com).

2.3 <u>Lattice Customer Care Communication</u>:

- Chat and email support Monday through Friday starting at 9am GMT and ending at 5pm Pacific Time.
- Customers may sign up for admin office hours to ask questions live with a product specialist.
- Invitation to monthly product and best practices webinars.
- Self-service resources including our Help Center and Lattice University video tutorials.

3. Customer Commitments

3.1 <u>Customer Commitments</u>:

As part of the implementation partnership, Customer will complete training and configuration tasks in preparation for the weekly implementation meetings. Customer will be responsible for collecting, formatting, and approving all Customer data to be imported into Lattice HRIS. Lattice will provide data import templates to the Customer. Customer will be responsible for configuring the policies, permissions, and workflows particular to its instance of Lattice HRIS. Customer may submit feedback related to Lattice HRIS throughout the implementation or during the final review. If applicable, Customer will also assign an IT/technical lead to configure integrations.

Customer commits to responsive communication, ensuring that team members attend scheduled meetings and that Customer obligations are met in a timely manner. Lattice is not responsible for timeline or deliverable delays or inaccuracies caused by Customer.

4. Fees and Payments

4.1 <u>Payment for Services</u>:

The fees for HRIS Implementation Services will be as set forth in the applicable Order Form. Unless otherwise expressly stated in each respective SOW, Customer will be invoiced for HRIS Implementation Services upfront, on the Order Form Start Date. Fees are due in accordance with the Terms.

5. License Grant and Use Restrictions

5.1 <u>No Works for Hire</u>:

The HRIS Implementation Services provided to Customer will not constitute works for hire and Lattice reserves and retains the right, title, and interest, including without limitation, all patents, copyrights, and trade secrets, and all other intellectual property rights and right in connection therewith will be the sole property of and remain the sole property of and remain with Lattice.

5.2 <u>License Grant</u>:

Subject to the provisions of the Terms and this SOW and Customer's full and final payment of all fees, Lattice hereby grants to Customer a limited non-exclusive, non-sublicensable, revocable, non-transferable license to use, copy, distribute, and display training materials related to Lattice HRIS ("Materials") for Customer's internal business operations only, (the "License") provided that all Materials containing Lattice's logo, trademarks, or other proprietary markings and notices contained in such Materials continue to contain such logos, and trademarks as originally provided to Customer.

5.3. <u>Restrictions</u>:

Customer may not use the Materials in any manner or for any purpose other than as expressly permitted by this SOW. Customer will not, except as explicitly permitted in the SOW: (a) sublicense or distribute the Materials or any portion of the Materials to third parties; or (b) alter, create derivative works of or otherwise modify the Materials provided by Lattice.

5.4 <u>License to Use Feedback</u>:

Customer grants Lattice a worldwide, perpetual, irrevocable, royalty-free license to use and incorporate into Lattice HRIS any suggestion, enhancement request, recommendation, correction or other feedback provided by Customer or Customer's Authorized Users relating to the operation of Lattice HRIS.