



CONNECTED WORKFORCE PROFESSIONAL SERVICES SCHEDULE

This Connected Workforce Professional Services Schedule establishes terms and conditions for Connected Workforce Professional Services ordered by Customer and provided by Vendor under an Order Document executed under a Cloud Services Agreement. Terms not otherwise defined herein shall have the meanings set forth in the Cloud Services Agreement.

A. IMPLEMENTATION PROFESSIONAL SERVICES

If specified on the Order Document, Implementation Professional Services are designed to prepare Customer’s Location(s) (as specified on the Order Document) for use of Vendor’s Software / Cloud Services and include the following:

PROCESS	DELIVERABLES
Project steering	<ul style="list-style-type: none"> ● Project preparation review ● Develop action plan ● Evaluate progress to date ● Review upcoming action items and confirm timelines for execution
Milestone and mapping sessions	<ul style="list-style-type: none"> ● Review IT, automation and data configuration requirements ● Confirm that Customer acknowledges and understands infrastructure needs and resources ● Discuss Customer data required for Vendor’s platform implementation ● Create Customer roadmap and assign personnel resources to complete initiatives
Scoping and/or success plan activity	<ul style="list-style-type: none"> ● Onsite or remote review of the initial scope, coaching focus, business objectives, and systems alignment
Enablement and initial configuration	<ul style="list-style-type: none"> ● Construction and enablement of the Vendor software platform (per Location) ● Customer Data imports ● Confirm that the software is accurately reporting Customer’s data ● Configure software elements to proceed with initial user training ● Validate go-live readiness

B. COACHING PROFESSIONAL SERVICES

Modules and Capabilities Summary

Coaching Professional Services, as applicable for each respective software module or capability purchased by Customer and to the extent specified on the Order Document, are focused on the following:

- Productivity Module:
This module is designed to let employees “know the score” on how they are performing and is intended to facilitate healthy competition between employees to win the day. Leveraging the “Daily Meeting” and “Huddle” functions, collaboration increases so that the frontline operators have a voice to their leaders. Through the introduction of Visual Factory and enhancement of management operating systems, this module is intended to enable frontline teams to adapt in the moment and respond with a sense of urgency and bias for action.

- Compliance Module:**
 The goal of this module is to “go paperless” with production and or quality checks. Reducing the use of paper can lead to a higher quality operation and afford employees the opportunity to respond real time to conditions that occur outside Customer’s standard specification. This module is intended to reduce waste and defects by transferring quality ownership to the employees who are making the product. Often weight or dimensional checks via statistical process control (SPC) or customer validations will be included in the scope.
- Reliability Module:**
 Operator care concepts introduced in this module are designed to prevent breakdowns before they become a maintenance problem. This is intended to assist in reducing tension between production and maintenance teams. Key technical or maintenance staff take on the role of a “doctor” and help coach frontline workers on the “Senses” function, and can go as far as operator driven basic preventative maintenance (i.e., CIL: “clean, inspect, and lubricate”) and centerline setup of equipment. Additionally, operators can have visibility into open maintenance owned workorders.
- Learning Module:**
 This module is designed to facilitate a positive experience for employees by making them feel part of the team from day-one. Employee enablement can result in positive transitions for employees into their new roles, which can lead to career growth within Customer’s company. This can afford Customers the opportunity to become a destination employer. Skills matrices, onboarding process, buddy programs, and learning visibility and digitized OJT (on-the-job training) are part of this module to drive the onboarding and upskilling processes.
- Redzone Scheduling:**
 Redzone Scheduling is designed to facilitate a more efficient scheduling process for the plant floor. The software is designed to understand the complexities of the products, line capabilities, and the changeover requirements and therefore can help organize production schedules quickly to minimize changeovers and maximize running time. With this capability, the plant can also respond more quickly to plant disruptions, product challenges or schedule shifts in real-time. The plant should see more uptime, increased capacity, and a simpler scheduling experience with a more connected frontline and scheduling team.

Coaching Deliverables

Unless otherwise specified in the Order Document, Coaching Professional Services are sold as a package of 4-weeks for each module or capability purchased and may be provided either onsite or remotely over the course of approximately 90-days per-module or capability and include the following:

PROCESS	DELIVERABLES
Initial Launch	<ul style="list-style-type: none"> • Train users on front-end User Interface module features or capabilities • Train operators, mechanics, QA, supervisors, and other personnel as discussed with Customer • Train administrators on the back-end application module features or capabilities • Administrative application training for Customer appointed personnel
Specific Team Coaching	<ul style="list-style-type: none"> • Collaborate on software usage within the Customer’s management operating system • Introduce huddles, Dr. Rounds, or other agreed upon operating system methods related to the applicable module or capability, to be introduced at Vendor’s discretion, OR align to Customers existing Manufacturing Operating System (or similar system used by Customer) and coach accordingly • Direct coaching and feedback of agreed upon operating system methods effectiveness

Weekly Project Call Updates	<ul style="list-style-type: none"> Review progress made through coaching and prepare for upcoming coaching weeks Develop action lists, review data, and prepare for kaizens Review employee performance, uplifts, results, and behavior indicators
Summary Assessment of Deployment	<ul style="list-style-type: none"> Review deployment outcome. Discuss Customers results Overview of coaching impact. Outline miracle results and stories

C. TARGETED COACHING WEEKS

If specified on the Order Document as “Targeted Coaching,” these focused weeks are designed to meet a specific Customer need (e.g., reinforcing of specific behaviors, additional time onsite to support existing Coaching, a Customer refresher, and/or introduction and support of new features/updates).

These weeks will be focused on specific components of the Software Services purchased by Customer and agreed upon by Customer and Vendor. The number of Coaching weeks available are defined in the Order Document. These weeks may be reallocated to any Location and may be reassigned as needed by the Customer. Customer may also purchase additional Targeting Coaching as needed.

Customer shall be invoiced for Targeted Coaching at the Location identified on the Order Document, and Customer assumes the responsibility of self-assessing the Tax obligations according to the jurisdiction in which the work is being performed.

D. PRODUCTION SYSTEM ALIGNMENT

If specified on the Order Document as “Production System Alignment,” these services consist of preparation and data gathering, onsite decision making for standards, and remote documentation and summary activity. This standard definition will serve as the primary means of consistency across different designated Locations on both the metrics and data gathering portion of the deployment and on the behavioral portion of the coaching.

ACTIVITY	TIMING	DELIVERABLES
Phase 1: Manufacturing Operating System Awareness	1-2 days onsite or remote can be paired with a Success Plan	Manufacturing Operating System: <ul style="list-style-type: none"> Alignment of MOS KPIs and Forums Understanding of MOS adoption across network Understanding of organization CI capabilities and future state
Phase 2: Configuration and Consistency	1-3 days onsite or remote	Defining and Decisions: <ul style="list-style-type: none"> Naming conventions T-Max (Theoretical Maximum) Downtime (planned vs. unplanned) Shift Start Process Problem Groups Behavioral expectations Flexible vs. Fixed decisions (from site to site) Roles and Responsibilities Reporting
Phase 3: Production System Alignment (PSA)	Remote sessions following Phase 2	Validating & Ensuring: <ul style="list-style-type: none"> Action burndown from Phase 2 Launched site audit Sustainability plan development and handover

Customer must allow and facilitate the foregoing services within 12 months of the Order Document’s Effective Date.

E. STEERING AND SUSTAINABILITY

If specified on the Order Document as “Steering and Sustainability,” the following applies: using plant data, behavioral trends, recognition, and highlights, each division will share progress and barriers of the Vendor’s deployment and continuous improvement efforts. Plant leaders will share results and what is working in a competitive and collaborative environment to maximize the leverage of the deployment and contribute to the desired culture change.

ACTIVITY	TIMING	DELIVERABLES
Monthly Steering Prep	Monthly, occurring the week prior to the steering meeting	<ul style="list-style-type: none"> ● Vendor aligns key metrics that represent a strong deployment, a working production system, and elements of behavioral change. ● Vendor works with the plant teams to gather evidence of cultural influence & recognition for sharing. ● Vendor supports with open action items to be escalated and addressed at the steering meeting.
Monthly Steering Meeting	Monthly	<ul style="list-style-type: none"> ● Vendor leads these meetings initially, but plant leaders take over the presentation of the data and eventually the plant teams own the preparation for the steering. ● Typical steering meetings represent 1 hour, with a brief update for the longer-term plants and a slightly more in-depth overview from the newer plants. Open Q&A and sharing of highlights, recognition, leadership tactics are welcomed. ● Ultimately, over the duration of steering, the goal is to build this approach into Customer sustained plant or divisional reviews done without Vendor’s direct involvement.
Leadership Steering	Occurs at the launch of these Steering Services, and then as needed for the duration of these Services.	<ul style="list-style-type: none"> ● Initial objective setting and overall leadership alignment for steering activities. ● Vendor recommends integrating the recognition aspect of this steering into any plant leadership meetings or company-wide events that allow visibility of results & recognition to be shared across the Customer’s organization.

Customer must allow and facilitate the foregoing services within 12 months of the Order Document Effective Date. These Services are provided remotely.

F. OPERATIONAL REQUIREMENTS

- 1) Customer shall reasonably cooperate with Vendor to provide and install all equipment necessary for proper functioning of the Services, including installing at least one (1) week prior to the start of Vendor’s implementation/preparation Professional Services, and thereafter to maintain, the following:
 - All equipment, in an updated version, in safe condition and fully configured as required to utilize the Services, including supported required devices with supported operating systems, TV screens, utility connections, power devices, Programmable Logic Controllers (PLCs), and any service-specific devices.
 - Virtual or physical server with required operating system, access management, and networking to install and run Redzone Logger and supported OPC-UA server software.
 - Wi-Fi throughout the Location; physical networking to connect any PLCs to Customer’s network.
 - Sensors/signals installation to reliably detect and measure products consistent with Vendor operational requirements. Program or modify existing PLCs to provide counts as required.
- 2) During Vendor’s implementation/preparation Professional Services, Customer shall:
 - Assign project leads and/or technical leads as Vendor liaisons.
 - Assist in OPC-UA Server and Vendor Logger agent software installation or provide remote access to automation server to enable the support team to configure necessary software.
 - Attend preparation calls to confirm scope, timing and responsibilities, kick-off call, and all follow-up work.

- Populate template spreadsheets to pre-populate users, products, locations, assets, loss reasons and other requisite data.
- Provide shop floor operations, maintenance, and QA personnel necessary to support successful group activities while Vendor coach is on site.

G. SUPPORTING TERMS

- 1) Vendor will direct all Vendor personnel to fully comply with any of Customer's policies and procedures disclosed to Vendor regarding on-site safety while performing Professional Services at Customer's Locations. Customer will ensure the physical safety and security of on-site Vendor personnel, at Customer's expense and to Vendor's reasonable satisfaction. Vendor may subcontract its services in whole or in part, provided Vendor remains fully responsible for the performance of its subcontractors.
- 2) Customer's reimbursement of travel and other expenses incurred in connection with Vendor's performance of Professional Services will be in accordance with Vendor's Expense Reimbursement Policy, available at <https://rzsoftware.com/expense-reimbursement-policy>.
- 3) Customer must allow the timely commencement of Professional Services as agreed in the Order Document or otherwise promptly after the Effective Date. Additional steps and responsibilities for collaborative project activities will be agreed at the kickoff call and subsequent project status calls. Once any Professional Services have been scheduled between Vendor and Customer, if Customer subsequently cancels or requests to reschedule with less than four (4) weeks written notice prior to launch (Coaching Services Week #1), or two (2) weeks written notice prior to the initiation of any other week, then Customer shall either (i) forfeit its right to receive those Services, without reducing the corresponding payment obligation, or (ii) pay Vendor a fixed amount of USD \$10,000 to compensate for the loss of the week. In either case, Customer shall also reimburse Vendor for any non-refundable travel expenses.
- 4) In the event the Customer has not allowed Professional Services to have occurred within one year after the date such services were originally contemplated, at no fault of Vendor, Customer remains obligated to pay for such Professional Services and Vendor shall be under no further obligation to provide such services or refund any corresponding payments. For clarity also, any request for rescheduling will remain subject to Vendor's availability and written confirmation, and any changes in Start Dates for Professional Services shall not change the Customer's previously-agreed Software / Cloud Services Start Date (i.e., the date on which Customer's software subscription commences).