

## MOBILIZATION SERVICES POLICY

Failure to perform the following may cause changes to the Mobilization Services schedule, fees and expenses, level of effort required, or otherwise impact Accenture's performance of the Mobilization Services and Accenture shall have no liability with respect to its inability to perform the Mobilization Services resulting therefrom.

- Client shall make the identified key users available for training and workshops during the agreed times;
- Client shall co-ordinate and inform all internal departments and possible third parties involved, who are not sub-contractors of Accenture, and ensuring their proper participation;
- Client shall provide a room with capacity for all workshop attendees, beamer, flipchart and internet connection;
- Client will be responsible for carrying out any SFSF specific activities required for the successful installation of the application including configuration, provisioning, security setup, etc. in a timely fashion;
- Client shall utilize at least two applications of SFSF: one test application and one production application. It is Client's responsibility to obtain any required license related to SFSF;
- Client shall grant sufficient rights to Accenture in order to connect to all applications of SFSF Employee Central as scheduled for unit testing;
- Client shall be responsible that only anonymized HR data will reside on the test application;
- Client will be solely responsible for determining whether any services provided by Accenture (i) meet Client's requirements; (ii) comply with all laws and regulations applicable to Client; and (iii) comply with Client's applicable internal guidelines and any other agreements it has with third parties;
- Except for Accenture's responsibilities described in the related Service Order Form for the Mobilization Services, Client will own and undertake all activities associated with system acceptance testing in the area of product management (planning testing, draft test cases, create test cases, execute test cases, retest after correction by Accenture, sign system acceptance, etc.) ("Acceptance");
- Client will need to promptly sign-off the requirements document discussed and agreed during workshops before configuration can start;
- Client will need to do the final sign-off of configuration;
- Client will provide appropriate security access to Accenture resources within the relevant SFSF Applications for the purposes of setup and testing;
- Client will provide relevant information on SFSF configuration and system setup to Accenture resources needed to properly configure the Accenture cloud based application ;
- It is Client's responsibility to raise a ticket with the Accenture support team if they detect an issue;
- Client will be responsible of regression testing after deployment of new versions to ensure the corresponding tool is properly working as expected;
- Client will be responsible for carrying out any SFSF specific activities required for the successful installation of the application including configuration, provisioning, security setup, etc. in a timely fashion.