GUARDIAN IMPLEMENTATION SERVICES STATEMENT OF WORK FOR MCDONALD'S FRANCHISEE

This online Statement of Work ("SOW") defines the goals, scope, and other important details supporting the delivery by Equifax Workforce Solutions LLC ("EWS") of Professional Services to Customer for one (1) or more projects related to the Guardian Software standard services offerings. The offerings to be delivered will be designated and agreed upon between EWS and Customer within an executed Order Form.

PROJECT AREAS

Guardian Implementation

Scope

EWS will provide Professional Services to Customer to implement the Guardian Electronic I-9 and E-Verify Solution ("Guardian"), which enables employers to electronically complete the Form I-9 and E-Verify process, manage I-9 and related E-Verify deadlines, and detect and remediate prior I-9 compliance mistakes.

As part of implementation, EWS will:
1. Setup the base Guardian system for the following:
   A. Customer legal entities;
   B. Customer locations;
   C. Default email templates; and
   D. Users based on Customer specifications.
2. Review with Customer at a high level, the following within the Guardian system:
   A. System login/accessibility;
   B. General system setup (related to above);
   C. General user management; and
   D. Access to user guides and Help tool.
3. Enable submission of I-9s from Guardian system to the federal government's E-Verify system for one (1) or more legal entities, as indicated on an Order Form:
   A. Create subaccount for each requested legal entity in the E-Verify system;
   B. Generate and deliver E-Verify Memoranda of Understanding (MOU) with the Department of Homeland Security (DHS) for each subaccount; and
   C. Configure Guardian to utilize the E-Verify account(s) at one (1) or more locations.
4. Configure the integration with the McHire onboarding solution (as indicated on an Order Form) to enable the bi-directional sharing of the following information:
   A. New hire:
      i. Names (First, Last, Middle, and Other Last Names);
      ii. Email address;
      iii. Unique employee identifier;
      iv. Social security number; and

         v.   Start date.
- B. Company:
    - i. Legal Entity Names;
    - ii. Location Names, IDs, and Addresses; and
    - iii. McDonald's corporate identifiers (e.g., Organizational ID).
- C. I-9 status updates:
    - i. Section 1 not complete;
    - ii. Section 1 complete; and
    - iii. Section 2 complete.
5. Deliver pre-recorded training videos that include more detailed information about the solution.

Assumptions

This scope is based upon the below assumptions being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the cost and timeline to deliver:
1. EWS will provide up to five (5) hours to implement the base solution and provide additional consulting/support for project status calls and all methodology-related activities required to enable the solution to go live;
2. Customer will provide the necessary information required for the implementation including but not limited to Customer-specific legal entities, locations, and user accounts; and
3. As part of E-Verify setup (if applicable), Customer will provide basic employer information to EWS for subaccount setup and sign a MOU for each legal entity.

Exclusions

The following items are considered out of scope:
6. Customizations including the following:
    - A. Roles and permissions;
    - B. Notifications; and
    - C. Compliance reports;
7. If Customer has selected the McHire integration on an Order Form:
    - A. Any requested changes or enhancements to the pre-packaged McHire integration service; and
    - B. Post-implementation monitoring of the McHire integration by EWS.
8. Additional integration services outside of the McHire integration (if applicable);
9. Custom training videos; and
10. Live webinars or onsite training.

Deliverables

Deliverable
Software Solution

DELIVERABLE DESCRIPTIONS

The following table provides an overview of the EWS project deliverables. Please reference the specific Project Areas for a listing of the applicable deliverables.

Deliverable	Description
Software Solution	The Software configuration delivered at the conclusion of the Project.
Implementation of the solution as described in scope.	

KEY ASSUMPTIONS

The following key assumptions are applicable to all services offerings unless otherwise noted. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the cost and timeline to deliver.

11. Services start date is subject to a mutually agreed upon schedule after execution of an Order Form;
12. Services are intended to be implemented in a timeframe of contiguous weeks;
13. Scheduling delays that impact the project timeline may result in delayed go-live and/or changes to project costs;
14. All services will be provided remotely;
15. EWS and Customer will discuss generally acceptable working hours and take into consideration time zone differences. Issues deemed as non-critical will only be addressed during normal business hours;
16. Software solution will be delivered in one (1) production environment;
17. Go-live for implementation and integration(s) (if applicable) will occur simultaneously. Go-live for data migration (if applicable) will occur independently;
18. Customer is responsible for solution management post go-live including enhancements or customizations and user management;
19. Immediately following completion of solution setup, Customer should contact EWS Technical Support for all support inquiries; and
20. After execution of an Order Form, all changes to the services will be processed with an authorized change order as set forth below unless otherwise agreed to in writing by both EWS and Customer.

CUSTOMER OBLIGATIONS

To facilitate EWS's execution of the Professional Services, Customer agrees, at a minimum, to the following obligations. The parties acknowledge and agree that failure to meet the responsibilities noted will likely affect project duration, cost and/or quality in the execution and completion of Professional Services.

21. Customer will assign a project sponsor or manager, who will be the final escalation point for all decisions and issues;
22. Customer will designate a Software administrator who will actively participate in the project(s);
23. Customer will engage the appropriate business process owners or subject matter experts, who are knowledgeable about the current business practices and capable of contributing as needed;
24. Customer will make reasonable efforts to maintain consistent resources throughout the project(s);
25. Customer will manage third party application setup (i.e. installation, configuration), testing, training, and go-live support related to any integration(s) with Software; and
26. Customer will execute timely decision-making, review of all EWS deliverables, and completion of all Customer deliverables, action items, and resolution of issues throughout the course of the project(s). Untimely or non-response may result in project delays.

CHANGE ORDER PROCESS

Requested changes to an executed Order Form will be managed using the Project Change Control Process outlined below.

If any party believes that a change to an executed Order Form is warranted, the party shall issue a Change Request in writing. The EWS and Customer project teams will review the Change Request, determine the impact and attempt to agree to the change(s). Once the change(s) are agreed upon, EWS will provide a formal Change Order to Customer outlining the change in Professional Services, the impact on hours, resources, timeline and/or cost.

Customer and EWS will fully execute each mutually agreed upon Change Order prior to the requested changes taking effect. Customer and EWS acknowledge that this may affect Professional Services, timelines and deliverables, and therefore will make reasonable efforts to execute any changes to this SOW with enough lead-time to minimize the influence on the project. No Change Order is binding upon the parties until it is executed by both Customer and EWS.