



Business Systems House

www.bshsoft.com



Payroll Outsourcing Services Definition

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Contents

A. Introduction	3
B. Service Delivery	3
C. Statutory Requirements & Maintenance	4
C.1 Statutory Requirements	4
C.2 Maintenance for extraordinary statutory legislation changes	4
D. Collateral documents: Payroll Procedure Manual & Payroll Processing Timetable:	5
E. Services	6
E.1 Services - Recurring:	7
❖ <i>L1 – Payroll Administration</i>	<i>7</i>
❖ <i>L2 – Information and Assistance</i>	<i>9</i>
❖ <i>L3 – Processing Services</i>	<i>11</i>
❖ <i>L4 – Post Processing Service</i>	<i>14</i>
❖ <i>L5 – Relationship with third parties</i>	<i>16</i>
❖ <i>L6 – Application Management</i>	<i>19</i>
E.2 Services - Implementation:	21
❖ <i>L1 – Local Implementation Service</i>	<i>21</i>

A. Introduction

The Services Definition is composed of Services provided at each individual local country. Services are grouped into two categories being Recurring Services and Implementation Services, which are limited to the boundaries of the Standard Recurring Services defined in 'Services - Recurring' section which state both BSH and Client obligations.

In BSH's effort to constantly improve the quality of its Service, BSH reserves the right to update this Services Definition over time in order to keep it in line with best practices and local country regulation, provided that the Services will be at least of a comparable level. In the case of an update, BSH will inform the Client of such change.

B. Service Delivery

BSH will deliver Services, in accordance with this Agreement, to meet the minimum legal compliance specific to payroll as defined and controlled by the local country government authority. Minimum legal compliance specific to payroll per country, or local country custom and practice, may vary Service content and delivery by BSH in local countries. The localization description documents (Country Specifics & Payroll Output List - reports, declarations, certifications, registrations) will be available upon Client request.

The Service Definition defines 3 categories of services:

- **Standard Services:** Services included in BSH standard offer, available in all local countries, with exceptions where indicated "Where and when available".
- **Add-on Services:** Optional additional Services that may be selected by the Client, at additional charges (fixed price or quotation based) dependent on Client requirements, and when and where available.

© *Add-on Services are identified in this document with this symbol and in italics*

Before the delivery of any Add-on Service, the Client must notify in writing, via the appropriate sign-off documentation, its acceptance of the quotation provided by BSH, duly agreed by the authorized Client representative.

- **Out-of-BSH Scope Services:** Services that are not provided as part of the BSH Services (both Standard Services and Add-on Services) and mentioned for information purposes only.

BSH disclaims any responsibility as to these Out-of-BSH Scope Services. Any damages, direct or indirect, of any kind arising from or in any way related to the use of these Out-of-BSH Scope Services will be the exclusive responsibility of Client.

C. Statutory Requirements & Maintenance

C.1 Statutory Requirements:

BSH will provide the local country Payroll Process Cycle payroll declarations, payroll registrations and payroll certificates in accordance with local country statutory payroll requirements, as defined by local country government authority, and operational reports in line with market standard best practices. These are listed in the local country Payroll Output Lists. BSH reserves the right to update the lists over time.

C.2 Maintenance for extraordinary statutory legislation changes:

In the unusual event of a change in legislation impacting statutory requirements that extraordinarily impacts the level of maintenance required and therefore, extends beyond what is reasonably considered regular maintenance within the Agreement, BSH reserves the right to apply charges for additional maintenance work required in these circumstances. This applies specifically, but not exclusively, to the following Entries of this document:

- a. L13: Provision of work contract templates
- b. L43: Production & delivery of standard outputs
- c. L62: Statutory rules
- d. L63: Maintenance of Collective Labor Agreements

D. Collateral documents: Payroll Procedure Manual & Payroll Processing Timetable:

Payroll Procedure Manual and Payroll Processing Timetable: Documents describing how the service is delivered and to which time schedule.

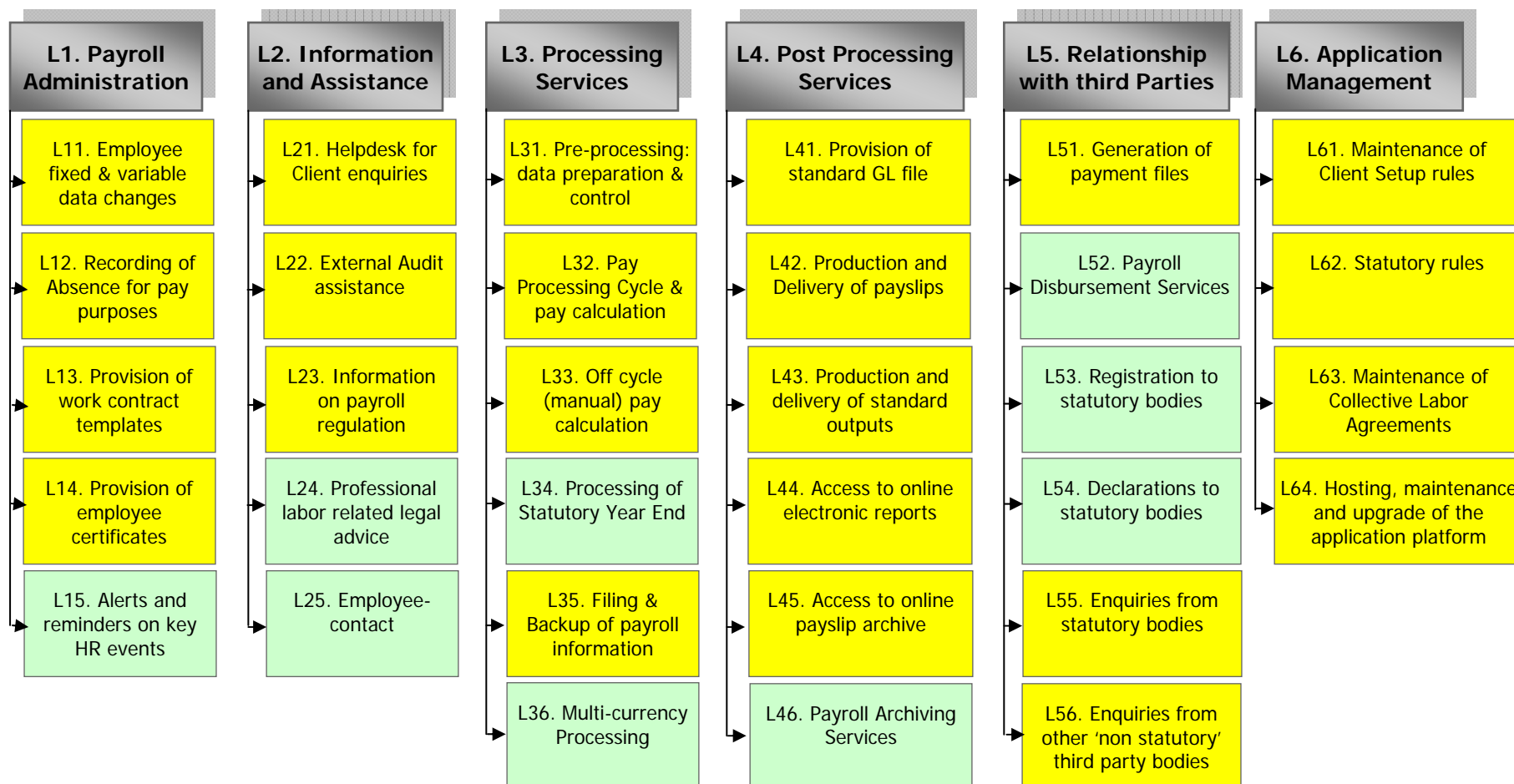
	Definitions	BSH obligations	Client obligations
Payroll Procedure Manual	<ul style="list-style-type: none"> This document is provided per country respecting the appropriate local country statutory requirements and includes : <ul style="list-style-type: none"> BSH's Standard Operating Procedures (SOP), which includes both Client and BSH's day to day duties (e.g. input data types, Service commitments, off-cycle calculation scenarios) for the provision of Recurring Services which are common and apply to all Clients, and Specific Client Operating Procedures (COP) which includes information regarding the Clients payroll specific rules, (e.g. input method used, key contacts, payment instruction methods...) and exceptions to the above This document will act as the key reference guide for both parties and allow BSH to perform payroll on the client's behalf 	<ul style="list-style-type: none"> Agree to adhere, and follow, all procedures as defined within this document and in conjunction with the Payroll Processing Timetable (as referenced below) Provide the Client local country Payroll Procedure Manual at the end of the implementation process Maintain the Payroll Procedure Manual for each Client and where applicable, deviations for each logical payroll grouping, (where employee pay characteristics, classifications or remuneration, or references) for the purposes of calculating and reporting payroll are required Only implement a change to Client specific information in this document when agreed in writing between both parties Update the document and re-issue when required 	<ul style="list-style-type: none"> Agree to adhere, and follow, all procedures as defined within this document and in conjunction with the Payroll Processing Timetable (as defined below) Notify BSH of any change to the payroll size or internal organization, which will affect the operation of the service Notify BSH of any changes to Client key contact names Notify BSH of information that can improve this document to enhance the provision of services Notify BSH of any changes that are within the contracted service scope and impact the Payroll Procedure Manual at a minimum of one month prior to the start of the Payroll Process Cycle in which the changes are date effective Appoint a deputy in case of absence
Scheduling, managing the Payroll Processing Timetable	<ul style="list-style-type: none"> The Payroll Processing Timetable identifies all the key dates in the Payroll Process Cycle (reception of input transactions, processing, payment dates, delivery of reports, availability of online outputs) Payroll Cycle Process: defines the end to end activity of each payroll period to meet a predetermined payment and reporting timeline 	<ul style="list-style-type: none"> Prepare for each logical payroll grouping a Payroll Processing Timetable to define for both parties the respective deadlines and other obligations to be undertaken for each Payroll Process Cycle This Payroll Processing Timetable is defined at time of implementation and updated annually 	<ul style="list-style-type: none"> Agree to adhere, and work, to the scheduled payroll dates, as defined in the Payroll Processing Timetable If by no other communication the Payroll Processing Timetable is assumed to have been agreed and accepted by the Client 10 business days after publication of this schedule Changes, at Client request, to the Payroll Processing Timetable must be notified to BSH with a minimum of two Payroll Process Cycles advance notice

E. Services

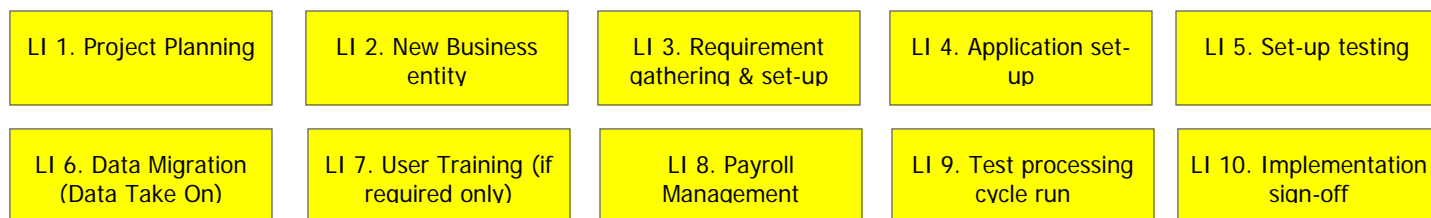
L – Recurring Services:

BSH Payroll
Outsourcing Services

Out- Of BSH
Standard Scope



LI – Local Implementation Services:



E.1 Services - Recurring:

❖ L1 – Payroll Administration

	Definitions	BSH obligations	Client obligations
<p>L11. Employee fixed & variable data changes (Starters, leavers, changes in employment conditions, etc.)</p>	<ul style="list-style-type: none"> Refers to the process of recording and maintaining employee related payroll information to include 'fixed' employee data and master files changes (including employee records management) and variable pay (transactions) adjustments Excludes the gathering and collation of the data by the Client internal organization prior to the data capture and data entry (unless by means of distributed BSH tools) Fixed employee data: the classification of employee personnel data that is 'semi-permanent' in nature and less prone to regular changes. The grouping of this data forms an employee master file record Starter: employee for whom their contract of employment is starting. For payroll purposes this employee classification may require specific controls (inc. employee certificates) for first payroll processing Leaver: employee for whom their contract of employment is ending or ended. For payroll purposes this employee classification may require specific controls (inc. employee certificates) for final payroll processing Flexi-form: is preformatted local country input form Variable pay: Classification of 'one-time' adjustments that are non-permanent (e.g. overtime, commissions, incentives) and targeted at a specific payroll period 	<ul style="list-style-type: none"> Maintain Client personnel master file by processing the fixed employee data changes submitted by Client (starters, leavers, changes in employments, etc.) and apply variable transactions (overtime, incentives, unpaid work, deductions, etc.) in the method determined by BSH as defined within the Payroll Procedure Manual, by either: <ul style="list-style-type: none"> standard input document provided or approved by BSH standard input templates provided by BSH (flexi-form) through direct entry by client into BSH application platform, portal or ESS/MSS module or through other input method approved by BSH, provided that such information is completed correctly and bears the appropriate authorization of the client Obligations are based upon limits of changes available in the "Baseline Table" of the Agreement Payroll changes are not to be submitted by phone, or by any non agreed communication method, to respect Client security considerations <p>☉ <i>Interface Capabilities: if required and when available in the local country. BSH can accept electronic data, provided in an BSH predefined standard format, by prior agreement, for both fixed data changes and variable pay adjustments. Interfaces will be subject to local country Setup fee (& may incur an ongoing processing fee). Quotations are available upon request</i></p>	<ul style="list-style-type: none"> Data entry and submission in the agreed format and no later than the cut-off date as indicated in the Payroll Processing Timetable. If data arrives after the due date, the Client acknowledges that in this circumstance, BSH cannot be held responsible for any failure, to meet payment dates. BSH will and can only employ a 'reasonable endeavor' approach to these late submissions Use, each and every payroll period, the method of input determined by BSH at the start of Recurring Services All monetary values must be provided gross and in the local legal currency Responsible for the accuracy & completeness of data By completing and/or providing data to BSH (including electronic data), as defined in the Payroll Procedure Manual, the Client gives their implicit authorization for BSH to include this data in the Payroll Process Cycle <p>☉ <i>When interface Capabilities are adopted by the Client:</i></p> <ul style="list-style-type: none"> <i>Data must be provided in an BSH predefined standard format at a pre-agreed frequency and timeline</i> <i>Provide resolutions to any errors identified within the import process, that require corrective action, when requested by BSH</i> <i>Respect BSH's local country payroll related processes in place to support Recurring Services</i>

<p>L12. Recording of Absence for pay purposes</p>	<ul style="list-style-type: none"> • The recording and/or calculation, where appropriate in local country, of absence days for the purposes of statutory payroll reporting and payment • The service includes the interpretation and calculation of local country statutory sickness, maternity or social security related pay schemes • It does not include the Administration / Management of Absence or Leave, 'Time and Attendance' or 'Time Labor Management' on behalf of the Client • Final Values : Provision by the Client of monetary values for inclusion in payroll processing rather than having them calculated by the BSH application platform 	<ul style="list-style-type: none"> • After receiving an absence instruction, as defined in the Payroll Procedure Manual, BSH processes only for the purposes of payroll, and only those applicable absences notified by the Client, to generate the payroll transactions that need to be considered for gross-to-net calculation in the corresponding pay period and year-end processing. BSH then includes them in the corresponding data input flow • Where applicable in local country, service includes the recording of leave days for payslip reporting purposes when required by statutory regulation 	<ul style="list-style-type: none"> • The administration/management and recording of absence or leave, will remain with Client and/or his Tax / Social Security advisors • Communicate to BSH the Final Values or dates, as required by local country to allow BSH to process correctly sickness, maternity or social security related pay schemes • Provide any absence data by the cut-off date, as defined in the Payroll Processing Timetable • Where and when required, obtain from the employee any information, including signature, for sickness and related documentation within the scope of this service provision
<p>L13. Provision of work contract templates</p>	<ul style="list-style-type: none"> • Provision of a standard template to assist in the recording and preparation of a new employee and their contractual details into the application platform by means of a pre-formatted layout 	<ul style="list-style-type: none"> • When and where available in the local country, BSH can provide a work contract template for new starters to allow the Client to pre-fill employee details <p>☉ <i>Pre-filling, customized contract or all additional work, when and where available, are at additional charges with a price available upon request</i></p>	<ul style="list-style-type: none"> • Any legal advice as to the appropriateness of such templates for Client's purposes shall be given by Client's own qualified advisors • Responsibility for completeness and accuracy of the information entered into the work contract template and any subsequent output from this
<p>L14. Provision of employee certificates</p>	<ul style="list-style-type: none"> • The generation, when required, of defined country statutory payroll certificates and documents that the employer should remit to employees, as required by country local labor regulation, as a consequence of personal administration activities linked with L11 & L12 • Excludes certificates which are unable to be generated by BSH due to any local country reason (e.g. regulation) 	<ul style="list-style-type: none"> • When and where applicable in the local country, BSH will provide certificates in line with the statutory payroll requirements. The current list of outputs is available upon request. BSH reserves the right to update the list over time • BSH delivers the above employee certificates to the Client primary contact who is in charge of the remittance of the documents to the individual employee concerned 	<ul style="list-style-type: none"> • Remittance of the documents produced by BSH to the concerned employee

L15. Alerts and reminders on key HR events	<ul style="list-style-type: none"> • The tracking of specific employee life cycle events or those linked with the employers' contractual obligations and issuing of associated alerts or notifications • <i>This service is not available today as a standard</i> • <i>When and where available in the local country, this is an Out-of-BSH Scope Service</i> 		
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❖ **L2 – Information and Assistance**

	Definitions	BSH obligations	Client obligations
L21. Helpdesk for Client enquiries (professional users)	<ul style="list-style-type: none"> • A local support infrastructure, predominately provided by the use of telephone (fax and email queries are supported) allowing a communication channel for timely access to authorized BSH key contacts for Clients professional Human Resources users to communicate with BSH during local country business days and regular business hours (as defined in the Payroll Procedure Manual) 	<ul style="list-style-type: none"> • Provide support and answer payroll questions, to a reasonable level of demand, subject to the following: <ul style="list-style-type: none"> - Queries only related to payroll gross-to-net calculations, and associated reporting processed by BSH from commencement of Recurring Services - Queries, if not satisfied within the initial contact, will be responded to within predefined timelines as defined in the Payroll Procedure Manual 	<ul style="list-style-type: none"> • Ensure that all queries and contact with BSH are only via the provided communication channels, and with the named BSH key contact person(s) assigned by Client, and that contact details are kept up to date • Ensure the named key contact assigned by Client is adequately trained in the Clients HR policies and procedures and in the service provided by BSH
L22. External Audit assistance	<ul style="list-style-type: none"> • Support service for independent external audit assessments of payroll related activities and reporting • External audit refers to regulatory review by an external Statutory body (tax, social security & other official body) to evaluate the validity and reliability of payroll information • <i>Consultancy performed by a local expert, where BSH conducts, manages or directly participates with the Client in the audit, either at BSH's or the Client's premises, is an Out-of-BSH Scope Service</i> 	<ul style="list-style-type: none"> • To the extent that information is already available, and previously provided to the Client, BSH will support Client: <ul style="list-style-type: none"> - with information related to payroll and other BSH services for an external statutory authority audit (for the periods of pay processing since the start of Recurring Services by BSH), - and where possible, provide copies of relevant reports and general assistance regarding statutory payroll calculations performed by BSH ☉ <i>The production of specific ad-hoc reports requested by Client or its auditors may be charged at additional fees, price available upon request</i> 	<ul style="list-style-type: none"> • Advise BSH of the need to provide information to support external statutory authority audit, at least 10 business days in advance • Responsibility for the management, conducting and participation in the audit process

<p>L23. Information on payroll regulation</p>	<ul style="list-style-type: none"> • Provision of general information, in a common local country format, regarding applicable changes to the local country payroll related regulation (i.e. legal restrictions controlled by government authority body; e.g. regulation timelines, where to find information, how calculations are performed), published by the appropriate authorities and publicly available • This will not be considered as, or replace any, legal advice or local professional representation on labor or payroll related matters or regulations (See Entry L24) 	<ul style="list-style-type: none"> • Provide general information on payroll questions when requested by the Client • This information will be provided either by email, online or within a periodic bulletin 	<ul style="list-style-type: none"> • Responsibility to acquire, as necessary, professional legal and labor representation to meet local country statutory and labor regulations • Ensure that all queries and contact with BSH are via a named key contact assigned by Client
<p>L24. Professional labor related legal advice (consultancy)</p>	<ul style="list-style-type: none"> • To provide professional legal advice or local legal representation on labor related matters or regulations • <i>This service is not available as a standard</i> • <i>When and where available in the local country, this is an Out-of-BSH Scope Service</i> 		
<p>L25. Employee-contact</p>	<ul style="list-style-type: none"> • A support infrastructure allowing contact service for employees to answer questions on payslip matters • <i>This service is not available as a standard</i> • <i>When and where available in the local country, this is an Out-of-BSH Scope Service.</i> 		

❖ L3 – Processing Services

	Definitions	BSH obligations	Client obligations
L31. Pre-processing: data preparation & control	<ul style="list-style-type: none"> • During the Payroll Process Cycle, the control of activities prior to calculating payroll including the integration, checking and control of data entered in the payroll application • Control Information: A checklist to help to identify possible omissions from regular submissions of payroll information and allowing corrective actions to be taken so that deviation from regular submissions is minimized • Back-Pay : the process to calculate and make payment for arrears of earnings, due to salary changes being date effective in the past, respecting rules and regulations for such process • The calculation of special expatriate emoluments and tax calculations are specifically excluded from this service <p><i>When and where available in the local country:</i></p> <ul style="list-style-type: none"> - <i>Travel Expense Reimbursement</i> - <i>Expatriate Payroll Consultancy are Out-of-BSH Scope Services</i> <ul style="list-style-type: none"> • Note: BSH cannot guarantee to process unscheduled input if received after the deadline for the main payroll run. When requested, provide BSH with Control Information to identify expected data 	<ul style="list-style-type: none"> • Prepare on time before processing the payroll data input received (in Entries L11 & L12) in the input format or method agreed by BSH provided that any such information is legible and bears, or implicitly bears, the appropriate authorization from Client • Check that all the expected data for the pay period have been received, determined either: <ul style="list-style-type: none"> - based on the regular submissions of data each period (by business entity not per individual employee) or - against 'Control Information' agreed in advance & if supplied by Client. This is to check that the intended data has been received without omission or duplication • Validate the format of all inputs to ensure compliance with the requirements of BSH application platforms • Detect and notify the client of improbable transactions prior to the payroll processing (in so far as these can be obviously determined by BSH) <p>⊙ <i>When and where available in a local country, calculation of employee Back-Pay/retrospective bulk pay for salary changes effective prior to current pay period, is with additional charges, price provided upon quotation</i></p>	<ul style="list-style-type: none"> • Ensure that all change data respects the data capture responsibilities as defined in Entries L11 and L12 • Ensure that all change data, permanent and variable, will be accurate, complete and made available to BSH promptly at the required cut-off date, with the agreed format and will meet the relevant deadlines as defined in the Payroll Processing Timetable • Resolve or amend rejections addressed by BSH that are detected in the input control process • Administrate expatriates, and other special employee types • For Expatriates, requiring tax equalization, advise to BSH and provide clear documented guidance on how pay elements / deductions should be treated • When applicable, information relating to special employee types (including Expatriates) or pay element types (e.g. benefits) must be presented as Final Values to enable BSH to calculate the gross-to-net payments <p>⊙ <i>Where employee Back-Pay / retrospective pay are requested, Client must notify BSH of intention to request this service as soon as it is identified. Timelines for final Back-Pay / retrospective pay calculation processing must be confirmed and agreed with BSH prior to issuing internal communication</i></p>

<p>L32. Pay Processing Cycle & pay calculation</p>	<ul style="list-style-type: none"> • The calculation of accurate and statutory compliant gross-to-net pay including associated emoluments, earnings and deductions from pay based on input data provided by the Client • Gross pay : total earnings before all deductions • Gross-to-net : the summing of all earnings (gross pay) and subtraction of all deductions to determine the amount remaining (net pay) • Additional runs, being all those outside of the regular scheduled Payroll Process Cycle • Sign-off is the formal acknowledgement of acceptance by the Client, of calculated results, in accordance with the terms of the Agreement 	<ul style="list-style-type: none"> • Calculate pay in accordance with the calculations and rules contained in the Payroll Procedure Manual and at a frequency of one Payroll Process Cycle per pay period (except in pre-agreed exceptional circumstances) in the local country currency • As, and when stated in the Payroll Procedure Manual, make available to Client gross-to-net figures • Check the output and ensure, to the best of its ability, that all payslips and associated reports are free of error, (i.e. BSH will not knowingly dispatch erroneous results) • Gain Client Sign-off of the Payroll Process Cycle results • <i>Additional runs, (e.g. out of schedule, processing for payroll events such as 13th period, payments on account, special runs, pay simulation etc.) will be charged at the conditions of the Agreement</i> 	<ul style="list-style-type: none"> • When stated in the Payroll Procedure Manual, check the gross to net figures and advise BSH by return of any significant errors • Notify immediately any errors for corrective action in the following pay period. • Formally sign-off the Pay Processing Cycle results (If by no other communication or process, the payroll is considered to have been signed-off by the Client 3 business days after the delivery of payroll output reports in local country) • Fully discuss with BSH for all requests for additional processing runs (for the avoidance of doubt, BSH cannot necessarily automatically accept such requests) • <i>When additional runs are requested, Client must advise BSH of request to process additional payroll cycle process runs with a minimum of 10 (ten) business days advance notice</i>
<p>L33. Off cycle (manual) pay calculation</p>	<ul style="list-style-type: none"> • Provided to assist in the calculation of individual employee payslips, usually due to unforeseen circumstances and performed outside of the regular Payroll Process Cycle • As standard, this service is restricted to provision of payslips when statutory rules demand pay corrections to be made in the current pay period • Includes individual calculations of employee pay for exceptional circumstances where unforeseen events (such as starters and leavers joining or leaving or other incidental circumstances) occur after the cut-off date and before the next Payroll Process Cycle • Includes provision of 'Adjustments in Advance' which are 'indicative amounts' provided and off-set against corrections in the next pay process cycle 	<ul style="list-style-type: none"> • Provide, as required, in certain prescribed circumstances (starters, leavers), as defined in Payroll Procedure Manual, and to a reasonable level of requests, individual off-cycle manual pay calculations. Beyond these limits or circumstances, additional charges apply • Off-cycle pay calculations will include the provision of 'Adjustments in Advance' • For all other special and rare circumstances, and only upon BSH's agreement, these additional transactions for such circumstances may be calculated in, at most, one extra payroll run, following the regular cycle per period (if possible by local country practice) 	<ul style="list-style-type: none"> • Execute payment to employees with off-cycle pay calculations, when necessary • Accept possible additional charges for requested off-cycle payments to fix errors caused by Client • Notify the employee accordingly and when necessary

<p>L34. Processing of Statutory Year End (Tax Year End)</p>	<ul style="list-style-type: none"> • The processing of adjustments and reconciliation amounts for the sole purposes of the preparation of statutorily required reporting (employee and employer statements) at the end of the local country (jurisdiction) fiscal or statutory year • In all jurisdictions, laws regarding official payroll reporting require specific statements (declarations) at least once per twelve months. ('Year End' periods vary per local country and per statutory return) 		<ul style="list-style-type: none"> • Managing all aspects of statutory (Tax/Social Security) year end payroll related processing • Prepare the set of end of year statutory output documents in the correct format. List of outputs and reports by local country is available upon Client request (Also refer to Entries L43 and L54)
<p>L35. Filing & Backup of payroll information</p>	<ul style="list-style-type: none"> • Filing relates to the grouping of data for the purposes of organization and protection • The service includes the filing in a secure location, or the taking of regular secure backups of all application platform master files, data, hardcopy documents, reports, input data files and similar items that BSH requires for the performance of its business needs • For the avoidance of doubt this service is performed only for as long as this Agreement is in effect • Excludes the provision of Payroll Archiving (See Entry L46) 	<ul style="list-style-type: none"> • The service includes the filing, or the taking of regular secure backups, of information that is provided by the Client and pertain to pay periods processed by BSH • This information is kept in a secure storage for a statutory period of time where applicable or for a period deemed by BSH as prudent for the continuous and smooth delivery of the payroll service • Thereafter, these files are destroyed unless it is in conflict with those filings which may be retained for a period to meet BSH's provision of business needs, and in so far as it is reasonably possible to do so 	<ul style="list-style-type: none"> • Legal responsibility to formally archive all payroll records and reports as required for the period of time stipulated by Client internal audit requirements or by the appropriate local country statutory legislation • Store and retain all payroll documentation and reports (including originals of any documents sent to BSH) • Secure and retain any records held on any previous payroll software or system, and reports, to meet their internal and any local country statutory requirements • When required, provide working copies of any current or historical documentation required by BSH to render the service
<p>L36. Multi-currency Processing</p>	<ul style="list-style-type: none"> • The processing of payments in currencies different than local currency • The processing of multi-currency payments 		

❖ L4 – Post Processing Services

	Definitions	BSH obligations	Client obligations
L41. Provision of standard local General Ledger reports / pay detail files	<ul style="list-style-type: none"> Standard outputs for the purposes of providing data and information for posting into the General Ledger 	<ul style="list-style-type: none"> After committing the pay calculation for the current period of the Payroll Process Cycle, and prior the closing date, as defined in the Payroll Processing Timetable, provide a general ledger ("GL") file in a standard local BSH format ☉ <i>Customization of the GL file format as a Client specific GL interface, to meet Client needs, at additional charge (quotation price upon Client requirements)</i> 	<ul style="list-style-type: none"> Select format when several formats are available Transfer of the standard GL file into the financial system (and manipulate the standard interface file if required) Maintain an up to date GL account coding table, as per local country practice, by advising BSH or entering GL account code references directly into BSH application platform Notify BSH for any changes affecting locally the GL file to a timeline as documented within the Payroll Procedure Manual
L42. Production and Delivery of payslips	<ul style="list-style-type: none"> A payslip document is an employee notice providing a breakdown of earnings, deductions and payment value (net pay) for the current Payroll Process Cycle period Traditionally a Payslip document is a paper document, sometimes replaced or complemented by an electronic document, referred to as an e-payslip delivered by various electronic media methods The payslip will be in the appropriate local country format as determined by BSH and is documented in the local country Payroll Procedure Manual 	<ul style="list-style-type: none"> Produce the individual employee payslips documents in the local country recognized format Deliver in either paper or electronic form, according to Client requirements Paper delivery will be by standard mail to a single local country Client specified primary business address ☉ <i>Delivery of paper documents to multi-location or employee specified address (on file) is at additional charges (handling + postage)</i> ☉ <i>Delivery by alternative method (e.g. Courier), will be charged, price available upon request.</i> 	<ul style="list-style-type: none"> Indicate single Client specified primary business delivery address Provide up-to-date addresses, either for postal or electronic delivery, as applicable Distribute payslip documents to employees as and when required ☉ <i>For the delivery of paper documents to employee address, specify the employee address (If no employee address is available these payslips will be returned to the Client for onward distribution)</i>

<p>L43. Production and delivery of standard outputs</p>	<ul style="list-style-type: none"> • Production and delivery of a set of payroll outputs and reports, in line with the average market standards, for management or operational use • BSH reserves the right to update this set over time • Payroll outputs are delivered in the appropriate format, either paper or electronic media, as per local country requirement or determination • BSH can only provide reports that require historic data from past pay periods if the appropriate history is available within BSH application platforms 	<ul style="list-style-type: none"> • Produce and provide payroll outputs, in either paper or electronic form, as defined in Payroll Procedure Manual • These output reports are delivered by standard mail in a pre-agreed timely manner (as defined in Payroll Processing Timetable) to a single client specified primary business address, or as per local country practice or regulation ⊙ <i>Specific Client reports, if requested, are available at additional charges</i> ⊙ <i>Delivery by alternative method (e.g. Courier), will be charged at additional fees, price available upon request</i> 	<ul style="list-style-type: none"> • Indicate single client specified primary business address • Provide up-to-date addresses, either for postal or electronic delivery, as applicable • Retention and archive of all payroll documentation and reports as required by the Clients internal and local country statutory requirements (See Entries L35 & L46)
<p>L44. Access to online electronic reports (e-reports)</p>	<ul style="list-style-type: none"> • Online access to reports in electronic format for designated HR professional users • Generally, outputs are available online within a maximum of 3 business days after payroll processing has been completed 	<ul style="list-style-type: none"> • When and where available in the local country, as defined in the Payroll Procedure Manual, provide online access for designated HR professional user(s) to selected output reports in electronic format 	<ul style="list-style-type: none"> • Store securely all logons/passwords provided by BSH • Provide up-to-date email addresses for electronic delivery, as applicable
<p>L45. Access to online payslip archive</p>	<ul style="list-style-type: none"> • Online access to historical payslips in electronic format for designated HR professional users (May include online access for employees to view payslips (only) online) 	<ul style="list-style-type: none"> • When and where available in the local country, provide access to on line payslip history 	
<p>L46. Payroll Archiving Services</p>	<ul style="list-style-type: none"> • Collect historical pay and related records to meet the local country statutory needs and obligations • This service is not available as standard • <i>When and where available, this is an Out-of-BSH Scope Service</i> 		

❖ L5 – Relationship with third parties

	Definitions	BSH obligations	Client obligations
L51. Generation of payment files	<ul style="list-style-type: none"> • Generation of net pay transfer instructions and/or files to third parties to initiate the transfer of payments for employees • Where possible and available, generate net pay transfer instructions and/or files to third parties to initiate the transfer of payments for statutory and third party organizations • Employees, tax/ social security and other 3rd parties must be paid directly from Client's own bank account or, as per local country custom and practice, a specific bank account setup by the Client for payroll purposes where BSH has direct access and holds power of attorney • <i>When and where applicable in the local country: Services may be available to utilize a non Client bank account or payment facility to allow the initiation of payments. This is an Out-of-BSH Scope Service</i> 	<ul style="list-style-type: none"> • Issue on time net pay transfer instructions as agreed between Client and BSH to nominated bank accounts in the local country, with at least one of the following possible methods available in standard: <ul style="list-style-type: none"> - via the countries approved Bank Automatic Payment System or approved format - by issuing net pay listings for Client execution - by issuing a secure file for Client execution - by declaring payment information to the Client bank on Client behalf • In case of overpayments or underpayments for a 'significant difference', BSH will recalculate payslips to allow manual off cycle payments, or alternatively 'adjustments in advance', whichever Client decides most appropriate [See Entry L33] • Note: For the avoidance of doubt, BSH always respects the agreed timetable for net pay transfer submission, except where the Client shall invoke cancellation or postponement in accordance with this paragraph 	<ul style="list-style-type: none"> • When required as stated in the Payroll Procedure Manual, the Client must either: <ul style="list-style-type: none"> - Pass file, arrange with and instruct their own bank to execute the payment process transfer - Execute, when necessary, employee net payments, according to the listing provided by BSH • Instruct the bank to stop individual payments, when required • Ensure all payments for employees, statutory and other third parties are executed on time from the transfer instructions provided by BSH • Notify BSH immediately any over payments or under payments for corrective action • Recover any overpayments
L52. Payroll Disbursement Services	<ul style="list-style-type: none"> • Movement of all payments, calculated during the Payroll Process Cycle, on behalf of the Client. It includes the applying to impound all funds required to meet payroll obligations and guarantee to disburse all payroll related payments at due date • <i>This service is not available as standard.</i> • <i>When and where available in the local country, this is an Out-of-BSH Scope Service</i> 		

<p>L53. Registration to statutory bodies (Tax, social security & other official)</p>	<ul style="list-style-type: none"> • Registrations are notifications to statutory (Tax and social security) authorities of a new starter/leaver in the prescribed format by that authority body • BSH reserves right to update registrations over time • Excludes provision of Registrations where not legally permissible by BSH • Excludes registrations to other non statutory third parties 		<ul style="list-style-type: none"> • Perform registrations in line with payroll requirements with statutory authorities (and other 3rd party bodies) • Register employee information with the local country statutory authorities when registration must be performed by the Client, as defined in the Payroll Procedure Manual • Notify non-statutory and third party authorities/bodies of a new starter / leaver
<p>L54. Declarations to statutory bodies (Tax, social security and other official)</p>	<ul style="list-style-type: none"> • Production of declarations in line with statutory payroll requirements accurately to the appropriate authority body, in the appropriate format (including EDI) by that authority and in a timely manner as stated by the local country regulation • BSH reserves the right to the update the list of statutory declarations over time • Submit where BSH is able directly to statutory or third party organizations on the Client behalf • Excludes, provision and either/or submission, where not legally permissible by BSH • Excludes returns to 'other third parties' 		<ul style="list-style-type: none"> • In preparation for final statutory Year End periodically review and approve prepared reconciliations as required by BSH local country practice to ensure obligations can be met on time • Produce and submit, from the information supplied by BSH, declarations and settle financial liabilities at the due periodical intervals, or end of year, to fulfill obligations as prescribed by local country regulation • From the information supplied by BSH, ensure all deductions are paid to the relevant parties within the required deadlines
<p>L55. Enquiries from statutory bodies (Tax, social security & other official)</p>	<ul style="list-style-type: none"> • General enquiries received from tax & social security authorities • These general enquiries must relate to periods of Payroll Process Cycle managed by BSH since start of Recurring Services • Support is based on information previously provided • Service excludes surveys requested by statutory and third party professional bodies 	<ul style="list-style-type: none"> • Support the Client with appropriate payroll information or guidance only, to allow the Client to answer payroll related enquiries from official statutory bodies • Explain and correct any errors identified • <i>⊙ Completion of a document, or direct communication with the third party, concerning a payroll related enquiry on Client behalf may be charged at additional fees, price available upon request</i> 	<ul style="list-style-type: none"> • Answer & respond to all enquiries from tax, social security and other official bodies • Grant BSH appropriate authority if and when applicable

<p>L56. Enquiries from other 'non statutory' third party bodies</p>	<ul style="list-style-type: none"> • General enquiries received from other non statutory third party bodies, related to periods of Payroll Process Cycle managed by BSH since start of Recurring Services 	<ul style="list-style-type: none"> • Where possible, offer general assistance to the Client with the appropriate payroll information to answer enquiries received from other third party non statutory bodies 	<ul style="list-style-type: none"> • Answer & respond to all enquiries from other third party non statutory bodies
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❖ L6 – Application Management

	Definitions	BSH obligations	Client obligations
L61. Maintenance of Client Setup rules	<ul style="list-style-type: none"> The configuration of a payroll application platform, used for calculating payroll, to meet specific Client requirements. Setup configuration includes the definition of certain characteristics of application platform functionality Payroll parameters: allow the definition of certain characteristics of application platform functionality 'Light' maintenance refers to configuration adjustments (e.g. adjustments to payroll parameters, values settings or accumulation rules) which do not require: <ul style="list-style-type: none"> specific analysis to determine requirements or custom programming to deliver the changes or provision of specific test plans to validate changes prior to implementation 	<ul style="list-style-type: none"> Maintain and configure the BSH application platform payroll parameters to perform correctly gross-to-net calculations as specified by the Client Changes at the Clients instigation or request will be undertaken as follows: <ul style="list-style-type: none"> For any 'light' maintenance of the Client's Setup, BSH will action, test and validate a change at the request of the client, in the next processing cycle after that request has been received <i>Any maintenance that falls outside the boundaries of the defined 'light' maintenance is at additional charges. Price quotation available based on Client requirements</i> 	<ul style="list-style-type: none"> Respect the deadline associated to the appropriate Payroll Process Cycle period and specified in the Payroll Processing Timetable in order for payroll parameters changes to be considered for that given pay cycle period. Ideally, changes should be notified at a minimum of one month prior to the start of the pay cycle period in which the changes are date effective Review and approve system changes (excluding light maintenance which will be validated within the next Payroll Process Cycle) from test results presented by BSH for validation against client requirements, where reasonably possible Consider and authorize or reject any cost and timeline estimates prepared by BSH in respect of 'non-light' maintenance
L62. Statutory rules	<ul style="list-style-type: none"> The configuration of a payroll application platform, used for calculating payroll, to meet specific legal compliance as defined and controlled by local country government authority 	<ul style="list-style-type: none"> Maintain and configure the application platform parameters to perform gross-to-net calculations in line with the local country statutory rules Inform, when and where possible, the Client of statutory changes issued by the local country statutory authorities that impact local payroll parameters (See Entry L23) 	

<p>L63. Maintenance of Collective Labor Agreements</p>	<ul style="list-style-type: none"> • The maintenance & configuration of the application platform parameters in line with the latest collective labor agreement rules impacting payroll • A Collective Labor Agreement is a labor contract as a set of conditions in an industry sector that becomes a universally applicable legal minimum for any individual's employment contract between an employer and one or more unions or professional bodies • Where and when applicable in local country, support the maintenance of Collective Labor Agreements as defined below and in accordance with the local country Payroll Procedure Manual 	<ul style="list-style-type: none"> • Where and when applicable in local country, for Collective Labor Agreements fully supported by BSH: BSH commits to continuously maintain the rules impacting payroll given: <ul style="list-style-type: none"> - if local country regulation changes are mandatory and unambiguous BSH will implement these as they become publicly available - if local country labor regulation changes are non mandatory, ambiguous or require Client's decision on their implementation, BSH will implement the changes following Client's decision and direction ◎ <i>For other Client specific Collective Labor Agreements or those not supported by BSH in local country, BSH can only provide support for these given requirements are:</i> <ul style="list-style-type: none"> ▪ <i>within scope of local country Service provision, and</i> ▪ <i>functional limitations of local country application platform and in all cases, with the pre-agreement of BSH.</i> <p><i>Additional charges may apply for this Add-on Service</i></p>	<ul style="list-style-type: none"> • Decide, notify and instruct BSH on how to proceed to implement changes to Statutory payroll rules and Collective Labor Agreements, and the impacts of those changes when: <ul style="list-style-type: none"> - local country changes are non-mandatory or ambiguous - decision to implementation such is at choice of the Client - local country change offer different implementation options - where BSH are unable to determine Client requirements • For Collective Labor Agreements that are not supported by BSH or Client Specific Labor Agreements: <ul style="list-style-type: none"> - notify BSH of changes & impact of those changes on payroll - notify BSH of decisions made in respect of these changes - instruct BSH to implement changes based on the above • Authorize or reject any cost and timeline estimates prepared by BSH in respect of this maintenance • Pass on information to their employees concerning any statutory regulation or labor agreement amendments or changes, when applicable
<p>L64. Hosting, maintenance and upgrade of the application platform</p>	<ul style="list-style-type: none"> • Refers to a model where BSH as service provider is managing the provision of the application on Client behalf located at BSH's site • Services encompass data centre facilities, hardware, storage, operating system, servers, middleware, packaged applications and database 	<ul style="list-style-type: none"> • The deployment of technical services to maintain the application, deploy new releases, upgrade databases, tune the system, monitor the performances, • Operate a payroll system, hosted by BSH in a highly secured and recoverable environment 	<ul style="list-style-type: none"> • Respect the confidentiality and property agreement to fulfill the security standards • Adhere to and apply the local country BSH security standard

E.2 Services - Implementation:

❖ LI – Local Implementation Services

	Definitions	BSH obligations	Client obligations
LI.1 Project planning	<ul style="list-style-type: none"> • BSH will create a local “per country” Implementation plan to put in place Recurring Services, including working platform applications, payroll procedures and other BSH means, in order to transition the Client from the existing payroll solution to BSH in local country in accordance with the agreed timelines • The main representative to lead from BSH will be the designated Implementation Consultant who will be responsible to lead the Client implementation project following the agreed Implementation plan • Note: In some countries, regulation may determine specific start dates (e.g. beginning of fiscal quarter) 	<ul style="list-style-type: none"> • Define a local “per country” Implementation plan • Track progress of the defined plan and update the plan when necessary • Assign main local country representative to lead the implementation to transition the client from the existing payroll solution to BSH, in accordance with the agreed timelines • Hold an initial, introductory “kick-off” communication meeting to explain the implementation plan of the local country with the associated timelines. This can be performed within either a planned phone call or a field visit, as deemed necessary or most appropriate by BSH 	<ul style="list-style-type: none"> • Designate a contact authorized and eligible to act as the primary Client representative (project leader) to provide BSH with all explanations and decisions required by BSH to fulfill its obligations for the local Implementation Services as herein described • Approve the initial implementation planning and any subsequent amendments to the plan as necessary through the project lifecycle • Check and approve each step of the implementation plan during the implementation process • Respect their commitments, as Client, within the plan • Help the local contact to evolve to BSH payroll services, and organize change management at the local level
LI.2 New Business entity ; Tax and social security registration	<ul style="list-style-type: none"> • Provide the Client with the key steps/authorities required in the local country to complete the registration of a new business entity (information without a legal content) • The registration itself is not included as a standard • If requested and when available in the local country: this is an Out-of-BSH Scope Service 		<ul style="list-style-type: none"> • Ensure the appropriate business registration is completed in the local country e.g. Branch, representative office, limited company etc (if needed, when not existing) • Implementation process can only commence for legally established local country entities • Open a local bank account (if needed, when not existing)

<p>LI.3 Requirement gathering and payroll setup</p>	<ul style="list-style-type: none"> • Obtain payroll and other local country related requirements from Client • The details required by BSH to set up the payroll in each local country, include (but not limited to): company specific rules, collective labor agreement details, payments and deductions rules, employee master details, year to date balances and other specific payroll related requirements • This collection is performed usually through the completion of a workbook document, supported by either a field visit or a structured phone call, as deemed necessary, to obtain accurate and timely completion • To allow the setting of the parameters in the local BSH system to allow the payroll gross-to-net and related calculations in compliance with the local regulation and according to the requirements collected above 	<ul style="list-style-type: none"> • Obtain payroll and other local country related requirements from Client • Set the parameters in the local BSH application platform <p>Note: The requirements gathering phase also acts as final due-diligence study by BSH to assess the full feasibility of Recurring Services. If during this phase of the implementation, BSH identifies a previously unknown client requirement or circumstance, it will be deemed a 'change request' and managed as such</p>	<ul style="list-style-type: none"> • Provide, on time and in an acceptable format, the details required by BSH to set up the payroll in each local country • Designate a contact authorized and eligible to act as subject matter expert to provide and explain these details • Where and when required, formally approve the completed specification workbook documents as requested by BSH • All contact with the existing Client local payroll provider must be under the Client supervision • When deemed required between Client and BSH, provide and make available designated representatives to allow the adoption of new data collection and personnel administration processes within the Client organization
<p>LI.4 Application Setup</p>	<ul style="list-style-type: none"> • The configuration of a payroll application platform, used for calculating payroll, to meet specific client requirements. Setup configuration includes the definition of certain characteristics of application platform functionality • The implementation process will reflect the specific payroll requirements of each local country 	<ul style="list-style-type: none"> • When deemed required between Client and BSH, in addition, BSH may deploy, or make available, application platforms, or components of, at the Client site, as required, to support the local country Recurring Services, or local country Add-on Services, offering (e.g. e-Reports) 	<ul style="list-style-type: none"> • When deemed required by BSH, the Client must make available any technical assistance required to load software onto client environment, or to gain access to BSH's applications in support of this service • Allow appropriate access rights for designated users • Client technical infrastructure and environment must be compatible with BSH's local minimum technical specification

<p>LI.5 Setup testing</p>	<ul style="list-style-type: none"> • Procedures to check, through unit and scenario testing, that the payroll parameters are Setup correctly i.e. are performing accurate calculations and are producing the expected output reports, for selected, or small groups of employees 	<ul style="list-style-type: none"> • Check that the payroll parameters are Setup correctly • Where output testing requires payroll processed data (e.g. for standard or custom interfaces), this will not be performed until after the data migration phase has been completed [Entry LI.6] or as part of the test payroll run process [Entry LI.9] 	<ul style="list-style-type: none"> • Check and approve that the Setup performed by BSH is in accordance with the requirements • Provide scenario tests in support of set up testing when needed • If 'standard' output interface files (i.e. not customized) are to be used by the Client, it is their responsibility to reformat these, as necessary and if required, for use by own internal systems
<p>LI.6 Data migration (Data take on - DTO)</p>	<ul style="list-style-type: none"> • The loading of employee payroll master file data to populate the specific client files to be used for payroll purposes • This activity is performed by BSH at local country level from data provided by the client in electronic format only. The format of data must conform to local country specification and contain all required information • Usually BSH will require a sample file in advance of the data migration phase to make sure that the data can be processed at the planned time without basic errors • Data must be made available to BSH as per the agreed timetable, at least one month prior to the scheduled go-live date. The date agreed is a key milestone and the client must ensure data is available on time. Failure to achieve this will ultimately result in the delay of the Go-live timelines • Payroll Recalculation Runs: In some local countries, due to local statutory reporting requirements (or other 	<ul style="list-style-type: none"> • Assess whether the year-to-date cumulative data meets BSH's requirement and be loaded as is without adaptation • If data meets BSH's requirements, load employee payroll master file data and current year-to-date totals supplied by Client by the appropriate method • Only the current cumulative data strictly required by local country regulation to produce statutory information or to deliver the services is loaded into the system • No historical HR data is loaded as standard • Amounts must be provided as required in local currency and in the correct denominations (e.g. per annual, per period, etc.) to allow correct salary computations • BSH is not able to adjust or utilize, for calculation purposes, any historic values or pay elements amounts, referring to pay periods prior to the local country Go-Live Date or until such time as the 	<ul style="list-style-type: none"> • Supply correct and complete employee payroll electronic data and control totals using the appropriate: <ul style="list-style-type: none"> - BSH standard import templates, or - BSH's standard workbook conforming entirely to the electronic format specifications • The format of data must conform to local country BSH specification and contain all required information, ensuring control totals and data file correspond • Perform any data cleansing required prior to submitting to BSH • Data must be made available to BSH as per the agreed timetable, at least one month prior to the scheduled go-live date • Review and respond to any validation issues raised in the data migration process by BSH • Formally approve to agree that the DTO information is correct before live processing

	<p>circumstance), it is necessary to recalculate each payroll period from the start of statutory year to allow all periods with associated calculated amounts and balances recorded on the BSH application platform</p>	<p>appropriate pay history is available in BSH application platform</p> <ul style="list-style-type: none"> • Perform Field 'fit and format' validation tests on the data file provided and as part of data migration process • Perform, once data is loaded on to the BSH application platform, checks on Control totals, including YTD reconciliation to compare that those values provided in the electronic file correspond to the totals loaded in the BSH database <p>⦿ <i>Additional charges will apply, if extra work (e.g. formatting or conversion, Payroll Recalculation Runs etc.) is required from BSH to prepare client data for BSH application platforms (where service is possible and/or available)</i></p>	
<p>LI.7 User Training</p>	<ul style="list-style-type: none"> • When deemed required between Client and BSH, the local service delivery may require the Client to participate in, or to follow, relevant BSH training activities or material to prepare the designated users to utilize local country BSH application platforms that complement the service 	<ul style="list-style-type: none"> • As and when deemed required between Client and BSH, provide local training, through various means including; <ul style="list-style-type: none"> - Training and procedural documentation - Classroom style training at BSH premises - Remote training and /or virtual classroom training • When the service requires the deployment of applications (e.g. ESS) beyond the HR professional users (for example employees or line managers) BSH will provide a 'train the trainer' approach to the designated Client 'champion(s)' <p>⦿ <i>Training deemed necessary by BSH (or requested by the Client) will be at additional charges, price available upon request</i></p>	<ul style="list-style-type: none"> • When deemed required between Client and BSH, make the users of the service designated for training available to attend the appropriate courses • Where processes are deployed through the client organization to support the managed services, the Client must ensure that actors in these processes are fully trained and can perform competently in their role

<p>LI.8 Payroll Management Transition</p>	<ul style="list-style-type: none"> To allow, in addition to application rules and parameter setting, the process to transfer knowledge from the Client to BSH will commence. This information will be documented in the Payroll Procedure Manual 	<ul style="list-style-type: none"> Document the Client process for each of the Client payroll grouping when appropriate 	<ul style="list-style-type: none"> Provide a full disclosure to allow the relevant knowledge transfer to BSH and to allow the formal documentation of all Client payroll procedures pertinent to the payroll process Formally approve the completed Payroll Procedure Manual (Client Operating Procedures) prior to the commencement of live Recurring Services
<p>LI.9 Test processing cycle run</p>	<ul style="list-style-type: none"> The test processing cycle run acts as an end to end test of the overall payroll process to include aspects of the overall implementation and using selected, or small groups of, employees. This will include the specific local country processes as defined by local country practice and as agreed with the Client and may include, when appropriate: <ul style="list-style-type: none"> Data collection processes: to including fixed changes and variable adjustments Payroll Interpretations: The accurate reflection of payroll controls, procedures Gross-to-net processing: To allow selected payslip to payslip comparison between systems Production of payroll outputs and reports 	<ul style="list-style-type: none"> As a standard, execute a single test processing cycle run per country' and as per local country BSH custom & practice, for the period preceding the Go-Live, if deemed necessary by BSH and agreed between BSH and Client Perform and complete a test processing cycle run prior to proceeding to Go-live status as per local country practice <p><i>Note: A single test processing cycle run will be free of charge. Additional test processing runs required by the Client will be charged at the Recurring Services fees</i></p>	<ul style="list-style-type: none"> Consider the completion of a test processing cycle run as a critical stage in implementation as the payroll is now ready to transition to live Recurring Services. Any Go-Live delay will automatically force additional implementation work If the client requires a test processing cycle run that is not necessary, this will be charged at the Recurring Services fee Following a successful test processing cycle run the Client will transition to live Recurring Services
<p>LI.10 Implementation sign-off and post implementation mentoring</p>	<ul style="list-style-type: none"> The implementation sign-off phase is to gain the Clients agreement that the implementation phase has been completed satisfactorily, and to therefore authorize the formal transfer from implementation to Recurring Services 	<ul style="list-style-type: none"> Gain Client agreement and acceptance (sign-off), via local country Go-live authorization process, that the payroll is ready to Go-live and the implementation phase has been completed satisfactorily Issue the Payroll Procedure Manual as well as a Payroll Processing Timetable Perform a close monitoring of the initial payroll run after the Go-Live date 	<ul style="list-style-type: none"> Check and approve each step of the local implementation phase per country as per entries LI1 to LI 9 per country On successful completion of test processing run give formal sign-off to proceed to live Recurring Services. If after 5 business days, following BSH's sign-off request, no written message is received duly stating the contrary, it is taken as tacit approval that the payroll

			<p>is ready for Go-live. A delay to the Go-live, at either Clients cause or request, will incur Recurring Service fees or equivalent</p> <ul style="list-style-type: none"> • The start of live Recurring Services is considered, if by no other process, implicit approval of the implementation of payroll by Client. Client will be transferred to recurring Services support no later than the end of the first live processing cycle run unless otherwise agreed between Client and BSH
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Out of BSH Standard Scope of Work:

- a. L15. Alerts and reminders on key HR events
- b. L24. Professional labor related legal advice
- c. L25. Employee-contact
- d. L34. Processing of Statutory Year End
- e. L36. Multi-currency Processing
- f. L46. Payroll Archiving Services
- g. L52. Payroll Disbursement Services
- h. L53. Registration to statutory bodies
- i. L54. Declarations to statutory bodies