

## Ironclad Statement of Work for the Playbooks Setup Add-on Implementation Package

This Ironclad Statement of Work for the Playbooks Setup Add-on Implementation Package (the “**Statement of Work**” or “**SOW**”) effective as of the Effective Date of the Order Form (the “**SOW Effective Date**”) describes the scope of work to be provided to the customer identified in the Order Form (“**Customer**”) by Ironclad, Inc. (“**Ironclad**”), and is governed by the terms of the Enterprise Services Agreement or similar primary agreement by and between Customer and Ironclad (the “**Governing Agreement**”). Each of Ironclad and Customer are sometimes referred to herein individually as a “**Party**” and collectively as the “**Parties**.” Notwithstanding any other defined term used in this SOW, the Governing Agreement, or the applicable Order Form, the term “**Enterprise Services**” as used herein shall mean Ironclad’s cloud-based web platform delivered and accessible through <https://www.ironcladapp.com>.

### 1. Scope of Services

During the SOW Term (defined below), Ironclad will perform the services detailed below (the “**Implementation Services**”) to support the configuration of Ironclad Playbooks (“**Playbooks configuration**”) and its use in connection with the Enterprise Services (collectively, the “**Implementation**”), provided, *however*, that Customer satisfies its responsibilities and assumptions as further detailed in Section 6 of this SOW. The Implementation Services shall commence as of the Implementation Start Date (defined below) and will conclude on the SOW Expiration Date (defined below) (the, “**SOW Term**”). Customer acknowledges and agrees that the scope of Implementation Services is explicitly limited to the Implementation Services and each of the corresponding stages in the implementation timeline (each, a “**Milestone**,” and collectively, the “**Milestones**”) detailed in Section 3 of this SOW, and that all other configuration, ongoing support, or consulting services are outside the scope of this SOW. Further, this SOW is not intended to add or modify any terms of the Governing Agreement or the applicable Order Form.

Implementation Services	Description
Ironclad Playbooks Setup Add-on	The Ironclad Implementation Team will provide up to eight (8) hours for the design and configuration of <b>up to 10 Clauses and 3 fallback positions per clause</b> in a customer’s playbook for <b>one workflow build</b> as detailed in section 3 of this SOW.

### 2. Implementation Timeline

The SOW Term shall commence on the Start Date of One-Time Services specified on the Order Form (the “**Implementation Start Date**”), and shall conclude on the earlier of (i) date that is four (4) weeks from the Implementation Start Date or (ii) the date of completion of Implementation Services (such earlier date the “**SOW Expiration Date**”), collectively, (the “**Implementation Timeline**”).

Customer acknowledges and agrees that Ironclad’s ability to perform the Implementation Services during the SOW Term depends upon Customer’s timely cooperation and collaborative participation at all times.

### 3. Implementation Services and Milestones for the Playbooks Setup Implementation Add-on Package

During the SOW Term, Ironclad will meet with the Customer Implementation Team for up to three (3) sessions (“**Collaborative Sessions**”) to answer questions related to Ironclad playbooks, and to collaborate with the Customer on its configuration:

- **Milestone 1: Kickoff & Playbooks Design and Discovery**

- Prior to the initial meeting (the **“Kickoff Meeting”**), Ironclad will provide playbooks enablement resources and documentation applicable to Ironclad playbooks to Customer’s Project Manager or other individual(s) as designated by Customer’s Project Manager. Customer will complete [Playbooks Academy training](#) and review Ironclad provided documentation prior to the Kickoff meeting.
- Customer will provide Ironclad with a copy of their current playbooks and fallback positions in a format provided by Ironclad. Customer will identify the 10 Clauses to be built by Ironclad with a clear description of fallback positions per clause so that the Ironclad Implementation Team can review prior to Kickoff.
- The Kickoff Meeting will be among the Implementation Team and Customer’s Project Manager (and other Customer representatives as identified by Customer’s Project Manager) and include an introduction to Ironclad playbooks and questions and clarifications (if any) regarding Customer’s review of the product supporting materials. Discussion of any initial questions and clarification (if any) regarding Customer’s submitted playbooks and fallback positions, and clarification of any outstanding requirements that will be expected from Customer.
- Ironclad and Customer will jointly review the previously submitted playbooks requirements. Ironclad will align the playbooks and fallback position requirements to Ironclad’s workflow concepts and playbooks features and will track updated playbooks design decisions detailing the preliminary design of each in scope clause buildout. Customer will confirm in writing approval of the design decisions prior to advancing to the Playbooks Configuration Phase.

- **Milestone 2: Playbooks Configuration Phase**

- Ironclad will meet with the Customer Implementation Team for one (1) (**“Guided Session”**) to answer questions related to Ironclad playbooks, and to guide Customer on its configuration and best practices.
- Ironclad will rely upon Customer’s submitted playbooks and fallback requirements to configure the first version of Customer’s playbook with up to 3 fallback positions per clause.
- Customer will complete Functional Testing on the 10 playbook clauses and provide feedback to Ironclad.
- Ironclad and Customer will work asynchronously (i.e. offline through email correspondence) to iterate on subsequent versions of each clause until Customer confirms the playbooks are ready for User Acceptance Testing (**“UAT”**).

- **Milestone 3: Playbooks Finalization**

- Ironclad will provide Customer’s Project Manager with a sample UAT checklist and playbooks feedback sheet that Customer will conform in order for Customer to prepare its own UAT materials customized for Customer’s playbooks.
- Upon receipt of Customer’s final Feedback Sheet, Ironclad will host one (1) session with Customer’s Project Manager (and other Customer representatives as identified by Customer’s Project Manager) to discuss feedback. Ironclad will then incorporate that feedback, update the playbooks clauses accordingly and confirm in writing with Customer when the final version of each clause is ready for publication in production. Ironclad will export the final version into production.
- For the avoidance of doubt, the configuration of Customer’s playbooks will serve as the definitive record of configuration decisions at the time of project close-out.

#### **4. Implementation Team**

Ironclad will staff an implementation team following the Implementation Start Date with the skills and experience required to successfully complete the Implementation Services (the **“Implementation Team”**). All assigned Ironclad staff and subcontractors (if applicable) are experienced in deploying the Implementation Services. The resources assigned to perform the Implementation Services

will remain assigned to the Implementation until the SOW Expiration Date, but are not dedicated full-time to the Implementation. On occasion, Ironclad may need to change or add Ironclad staff. Should this occur, Ironclad will coordinate with Customer to minimize the impact.

## **5. Out-of-Scope**

Customer acknowledges and agrees that the scope of Implementation Services is explicitly limited to the Implementation Services detailed in this SOW, and that all other configuration, ongoing support, or consulting services, including, without limitation, the following items, are outside the scope of this SOW: (i) preparation of UAT materials and execution of UAT sessions; (ii) preparation of launch materials; (iii) preparation of end user training materials and execution of end user training sessions; (iv) SCIM group management and user attribute syncing; (v) overall change management and program management; (vi) delivery of any integration build; and (vii) configuration or reconfiguration of Ironclad workflows; For the avoidance of doubt, Customer will be responsible for the ultimate design, configuration, and testing of the Playbooks build.

## **6. Customer Responsibilities & Implementation Assumptions**

Ironclad's performance of the Implementation Services is contingent on certain Customer responsibilities and Implementation assumptions set forth below. Customer acknowledges and agrees that timely completion of the Implementation is based upon Customer's compliance with each of the following:

- a. Customer understands that Ironclad's ability to perform the Implementation Services during the SOW Term depends upon Customer's timely cooperation and collaborative participation with Ironclad.
- b. Customer will ensure that the appropriate resources (including, without limitation, the necessary business stakeholders, subject matter experts, and/or IT personnel for functional requirements gathering and implementation) attend and participate in all meetings.
- c. Customer will provide a dedicated project manager who will act as Ironclad's primary point of contact during the SOW Term (the "**Project Manager**"). The Project Manager shall coordinate all aspects of each Milestone on behalf of the Customer and shall have the ability to engage in all Milestones.
- d. Customer will keep Ironclad apprised of business, organizational, and technical developments that may have a material impact on the performance of Implementation Services and Milestone timeline.
- e. Customer is responsible for any organizational change management activities to support the Implementation.
- f. Customer is responsible for the performance of its employees and agents, including any contribution they make to the Implementation, and for the accuracy and completeness of all data, information, and materials provided to Ironclad.
- g. The Implementation Services may include advice and recommendations, but Customer understands that all decisions in connection with the implementation of such advice and recommendations will be the responsibility of, and made by, Customer.
- h. Any materials shared by Ironclad that Ironclad makes available to similarly situated customers (by way of example only, training materials, Ironclad Help Center articles, etc.) are for illustrative purposes only, and Customer is solely responsible for the use, performance, maintenance, and risks associated with such materials.
- i. A delay impacting the Implementation caused by any third-party vendor providing services or products to Customer will be considered Customer's responsibility.
- j. Ironclad is not responsible for any alteration or other modification made during the Implementation by Customer or third parties working on Customer's behalf.

- k. Customer will obtain, at its own cost and expense, all third-party software, licenses, warranties, required hardware, and maintenance agreements. For the avoidance of doubt, Ironclad will not be responsible for: (i) delivery of custom demos; (ii) custom software development (including, without limitation, scripting, testing, deployment, and/or maintenance); (iii) changes to or advice on third-party systems or custom integrations (e.g., middleware); or (iv) alterations to Ironclad's standard platform-level functionality that Ironclad makes available to all customers.
- l. Customer is responsible for overall project management, business process design, testing, end user training, change management, and any integration build not explicitly listed or defined in this SOW.
- m. Customer is responsible for the ongoing maintenance and updates of the Integration during the SOW Term and following the SOW Expiration Date.
- n. The Implementation Services will be provided remotely via videoconferencing in English during regular business hours (8:30 am to 5:00 pm local time for the Ironclad Implementation Team), Monday through Friday (holidays excluded).

## **7. Implementation Services Fee**

The fee for the Implementation Services shall be set forth in the Order Form (the "**Fee**"). In the event of a material change in scope that impacts the Fee and/or the SOW Term, the Parties shall negotiate the terms of a Change Order in accordance with the process set forth in Section 7.

## **8. Change Orders**

The Parties acknowledge that certain Milestones may require intermediate steps that are not identifiable as of the SOW Effective Date, nor performable until the Implementation Services have progressed to a certain degree during the SOW Term. As a result, the SOW Term and scope of Implementation Services may need to be adjusted during the SOW Term based on (i) such objectives that may be unknown as of the SOW Effective Date, and/or (ii) whether Ironclad's performance of Implementation Services may continue after the SOW Expiration Date. In the event of a material change in scope, the Parties shall negotiate the terms of a Change Order. For the avoidance of doubt, Ironclad shall not proceed with any changes for the Implementation unless documented in a Change Order that is executed by both Parties.

## **9. Subcontracting**

Ironclad may subcontract any portion of the Implementation Services set forth in this SOW without the prior consent of Customer, *provided that* Ironclad: (i) remains directly responsible to Customer for the acts or omissions of each subcontractor in connection with the Implementation Services set forth in this SOW; and (ii) ensures that each subcontractor is bound in writing to security, privacy and confidentiality terms equally as protective of Customer as the terms and conditions of the Governing Agreement.

## **10. Order of Precedence**

In the event of any conflict between the terms of this SOW, the Governing Agreement, the applicable Order Form, and any additional statement of work the Customer and Ironclad may have entered into, the following order of precedence shall govern: (i) first, this SOW (only with respect to the subject matter of this SOW); (ii) second, any additional SOW (with respect to the subject matter contained therein), (iii) third, the Governing Agreement; and (iv) fourth, the applicable Order Form (unless the Special Contractual Terms section of the applicable Order Form clearly specifies that it modifies the Governing Agreement or this SOW, as the case may be).

