

PROPOSAL #61

This Proposal is subject to and governed by the terms and conditions of the Master Services Agreement (the “**Agreement**”), executed between Sisua Digital SpA (“**SISUA**”) and Finning International Inc. (“**Customer**”) on December 1, 2020 (the “**Agreement Effective Date**”).

Any capitalized terms used in this Proposal which are not otherwise defined herein are as defined in the Agreement.

1. **Background:** The business currently manages this process approvals through a manual, email-based workflow using Microsoft Office Suite tools, including Outlook for communication, Excel for data entry, and Adobe Acrobat for document consolidation. This process has developed organically to handle requests involving data submission, file uploads, and approval or rejection decisions. While functional, it is inefficient, error-prone, and struggles to scale, driving the need for the proposed UiPath automation solution.
2. **Project Name:** TCRS AP Invoice App and Robot
3. **Objective:** transform the business current manual, email-driven approval process—reliant on Microsoft Office Suite tools—into a streamlined, efficient, and secure automated workflow. By deploying a single UiPath App with role-specific views for Requesters, Approvers and Admins, the solution aims to replace inconsistent email submissions with a centralized platform for submitting and managing approval requests, eliminating the need for file uploads by incorporating built-in data entry for GL Coding Blocks. It seeks to enhance visibility through real-time KPIs on a shared landing page, ensure role-based access with tailored actions (e.g., request creation, approval/rejection), and enable Admins to directly manage dictionaries, all while reducing processing time, minimizing errors, and improving compliance through consistent audit trails and automated notifications.

4. Term of Proposal

This Proposal is made effective upon the signing of this document by Finning CA (the “**Effective Date**”) and will expire 4-6 weeks after the date of the “Official Kick-Off meeting” that will be agreed by both parties after the signing of this document (the “**Term**”). However, Sisua will notify Customer forthwith of any events or circumstances which could potentially result in Sisua being unable to deliver the Services in accordance with the agreed upon Term for performance as set out in this section or any of the other provisions of this Agreement concerning the delivery of the Services. For clarity, if Sisua is unable to provide the Deliverables by the above date, then Customer and Sisua will cooperate to adjust the Term as required.

5. Description of Services (the “**Services**”)

Sisua’s Resource commits to provide the following Services and work product, which shall include but not be limited to the responsibilities and deliverables detailed below:

- a. Document definitive process with known (up to 2) exceptions
- b. Develop RPA solution following best-practices and frameworks
- c. Perform DIT and SIT with business application team in test environment. Perform UAT with Business Application Team in test environment.
- d. Migrate full process into production environment.
- e. Provide hyper care in production for 2 weeks during normal support hours
- f. Monitor and support RPA process and Application when in production

- g. The IT infrastructure and environments for development, QA and production will be supplied by Customer following the recommendations of Sisua Digital.
- h. Exception guidelines:
 - i. Exceptions at SharePoint access through API for dropping PDFs and related documents.
 - ii. Exceptions due to missing data for assigning approver.
- i. Sisua will conduct monthly meetings with the Customer Representative to review the performance of the Resource and will provide Customer with a document to formally acknowledge Services provided for the purpose of recording satisfactory Services or unsatisfactory Services which may need to be re-performed.

6. Deliverables & Milestones

The Resource's deliverables to ensure successful completion of Service delivery to Customer shall include:

- a. Process Description Document (PDD)
- b. Automated process in production environment
- c. Provide promotion guides/checklist that align with the change management process.
- d. Solution Description Document (SDD)

Any change to the delivery of the Services or provision of deliverables to Customer will follow the Change Request Process as specified in this Proposal.

7. Customer's Acceptance of Work Product

- a. Acceptance criteria for each deliverable will be developed after signature of this PROPOSAL. Sisua's Deliverables provided to Customer will not be automatically accepted by Customer and will be subject to Customer's review and scrutiny to ensure that such Deliverables conform to the specifications set forth on this PROPOSAL and conforms to the acceptance criteria ("Acceptance") and must be accepted before moving to production. If Customer uses the Deliverables in production, then the Deliverables have been accepted. Nothing in this section exempts Sisua from resolving any issues free of charge during hypercare as outlined in section 5(e) of this PROPOSAL.
- b. In the event that the Deliverables fails to materially conform the description set forth on this PROPOSAL, Sisua will collaborate with Customer to understand where adjustments or corrections are required and will make the necessary modifications to enable alignment description set forth on this PROPOSAL in a timely manner, in accordance with agreements made between the parties and to ensure that Customer's timelines are adhered to with no additional Fees charged to Customer if within reasonable criteria and none are out of the original scope.
- c. Sisua will notify Customer upon submission of a Deliverable. Ten (10) business days after such notice (the "Acceptance Period"), Customer, or any person designated by Customer to that end, shall notify Sisua of its acceptance or rejection of the Deliverable. In the event that Sisua's Deliverables are rejected, Customer and Sisua shall review and determine resolutions required to achieve acceptance for the Deliverables due to Customer.

8. Escalation Process

Any issues and/or service concerns (the “Dispute”) should be addressed in the following steps.

- a. **Level 1:** the designated representatives of Sisua and Customer will promptly meet (either in person or by telephone conference call) to discuss and attempt to negotiate an amicable resolution of the Dispute;
- b. **Level 2:** if the Dispute is not fully and finally resolved amicably within seven (7) days after the date of the Dispute or a later date agreed in writing by the Parties, then the Customer’s relationship manager or director and Sisua’s relationship manager or director will promptly meet (either in person or by telephone conference call) and attempt to negotiate an amicable resolution of the Dispute.
- c. **Level 3:** if the Dispute is not fully and finally resolved amicably within fourteen (14) days after the date of the Dispute or a later date agreed in writing by the Parties, then the respective senior vice-presidents or equivalent senior executives of each of the Customer and Sisua will promptly meet (either in person or by telephone conference call) and attempt to negotiate an amicable resolution of the Dispute; and
- d. **Unresolved Disputes:** if a Dispute is not fully and finally resolved within twenty-one (21) days after the date of the Dispute or a later date agreed in writing by the Parties, then either Party may refer the Dispute to arbitration if the Parties consents to arbitration.

For Customer:

- i. Brad Jensen, Global Application Manager - Supply Chain, brjensen@finning.com and Curtis Balaneski, Global Application Manager, curtis.balaneski@finning.com
- ii. Tracey Chemello, Global Director Business Service Delivery, tracey.chemello@finning.com

For Sisua:

- i. Sebastián Croharé, Solution Consultant, sebastian.crohare@sisuadigital.com
- ii. Benjamin Cerda, Account Manager, benjamin.cerda@sisuadigital.com
- iii. Alan Berstein, CEO SISUA AMERICAS, alan.berstein@sisuadigital.com

9. Change Request Process

Scope changes that materially alter the Services set forth herein and major feature modifications will be handled as a Change Order pursuant to the process outlined in this section. Costs for such work performed as a result of the Change Orders shall be billed to Customer on a time and materials basis and only for actual hours worked.

- a. **Change Orders:** Customer and Sisua in their discretion may agree to materially change any aspect of this PROPOSAL (a “Change”), provided that a Change will not be effective or binding unless and until the Change is confirmed in a written document signed by both Parties (each a “Change Order”) that expressly states that it is an amendment or addendum to this PROPOSAL and is signed by Sisua’s authorized representative and Customer’s authorized representative. A Change Order will specify the Change and all reasonably foreseeable consequential changes (if any) to other aspects resulting from the Change.
- b. **Effect on Agreement & Statement of Work:** On a Change (pursuant to a valid Change Order) becoming effective, this PROPOSAL will be deemed amended as set out in the Change Order, and: (a) Sisua will

implement the Change and perform Sisua's obligations under this PROPOSAL and this Agreement in accordance with this PROPOSAL as deemed amended by a Change Order; and (b) Customer will pay fees and perform Customer's other obligations in accordance with this Agreement and this PROPOSAL as deemed amended by the Change Order.

- c. **Restrictions/Costs:** Neither Customer nor Sisua will request any Change (including a unilateral Change) if the Change would cause either Customer or Sisua to breach this Agreement or violate any applicable law. Sisua will not implement any Change that is not expressly set out in a Change Order signed by each of Customer's authorized representative and Sisua's authorized representative. Each of Customer and Sisua will bear its own costs of participating in this Change Management Procedure, including preparing Change Orders and/or Consequential Change Proposals, participating in meetings and discussions regarding those items and participating in the Dispute Resolution Process regarding any Change. If either Party is unable to resolve the disposition of a change order, this PROPOSAL will remain in force.

10. Solution Process Description

This proposal outlines a comprehensive UiPath-based solution to modernize the client's current manual approval workflow, which relies on Microsoft Office Suite tools (Outlook for email communication, Excel for data submission, and Adobe Acrobat for document consolidation). The objective is to replace this inefficient, error-prone process with a centralized, automated system that enhances efficiency, accuracy, and compliance while scaling to meet growing business demands. The proposed solution leverages UiPath Apps to deliver a single, intuitive application with role-specific views for Requesters, Approvers, and Admins, streamlining request submission, approval, and dictionary management, and eliminating manual file uploads through built-in data entry.

Solution Architecture

The solution centers on a single UiPath App deployed within the client's environment, interfacing with UiPath Orchestrator and Data Service for data storage, process automation, and user authentication. The app will feature three distinct views—Landing Page, Request View, and Admin View—tailored to the roles of Requester, Approver, and Admin through role-based access control (RBAC) and conditional visibility. Data will be stored in a Data Service entity named `ApprovalRequests`, with fields including `RequestID`, `Requester`, `AssignedApprover`, `GLCodingBlock` (e.g., Company, Branch, Amount), `Status` (Pending, Approved, Rejected), and `CreatedDate`, among other necessary columns. A secondary entity for Dictionaries will store key-value pairs for validation and dropdown options, ensuring consistency across the workflow.

- **Landing Page View:** This view serves as the entry point for all roles, displaying a summary dashboard with a Grid Control showing ongoing requests filtered by the logged-in user (e.g., `Requester = CurrentUser()` for Requesters, `AssignedApprover = CurrentUser()` for Approvers). Key performance indicators (KPIs) such as Total Requests, Approved Requests, and Rejected Requests will be calculated using aggregation queries on the `ApprovalRequests` entity and presented via Card Controls. Navigation buttons (e.g., "Go to Work View") will direct users to their respective actions. Users will have **filters** for the different "Views" the app has for them and they'll have the ability to **"export"** the current view into a downloadable excel file.
- **Request View (Shared with Role-Specific Actions):** The Work View consolidates request creation and approval tasks into a single interface, with role-specific functionality enabled through conditional visibility. For Requesters, a "Create Request" button opens a form with fields for request details (e.g.,

RequestDescription, Amount) and GL Coding Block inputs (e.g., AccountCode, CostCenter), replacing the previous Excel file uploads. A “Edit request” button will be available for requesters to modify a rejected request but using the original data as a template for creating a new request with the corrections. Dropdown fields will populate from the Dictionaries entity for consistency. Upon submission, a backend UiPath process will save the data to ApprovalRequests with a Pending status and assign an Approver based on predefined rules (e.g., department mapping), admins will have the ability to assign a “backup” approver in case it’s necessary. For Approvers, the view displays a Grid of Pending requests assigned to them (or if they are the backup of another approver), with “View Details,” “Approve,” and “Reject” buttons. Selecting a request opens its details, where validations are performed by a backend process. Approvers can approve or reject, triggering status updates and notifications.

- **Admin View (Dictionary Management):** The Admin View provides a dedicated interface for managing the Dictionaries entity directly within the app, eliminating the need for Excel-based dictionary updates. A Grid Control will display key-value pairs (e.g., Key, Value, Category), with inline editing for updates and buttons for adding or deleting entries. Changes will sync in real-time with the Work View dropdowns, ensuring consistency. Confirmation prompts and audit logs will safeguard against unintended edits, maintaining data integrity.

Workflow Automation

- **Approval/Rejection:** Upon Approver action, a backend process updates the Status to Approved or Rejected. For rejections, an email notification is sent to the Requester, including the rejection reason (e.g., “Invalid Account Code”). For approval, the process updates the record and sends a confirmation email. Then the Invoice PDF and GL Coding Block data are merged into 1 PDF document and a “signature” is added to the file (e.g., 0000000001 03/11/2025 14:14:00 Approver Name), it then stores this file in a shared location for business backup, it also stores the document in OnDemand shared folder with 2 additional documents, a metadata file and a TIFF image with the information of the merged PDF.
- **Notifications:** Periodic email notifications will be sent for approvers when they have pending requests in their queue. Rejections will be also sent to approvers to correct its mistakes and submit a new request.

Role-Based Access and Security

- **Row-Level Security (RLS):** Data Access Policies in UiPath Apps will enforce RLS, ensuring Requesters and Approvers only see their respective requests. Admins will have full access to all records and dictionaries, with permissions defined in Orchestrator.
- **Authentication:** Users will log in via Orchestrator credentials, with roles (Requester, Approver, Admin) mapped to their profiles for conditional visibility of buttons and data.

Performance and Scalability

- **Data Handling:** The solution supports scalability by leveraging Data Service for data storage, with pagination in Grids to handle large request volumes (e.g., 100+ requests/month). Backend processes will run asynchronously to prevent app timeouts.
- **User Load:** The design accommodates multiple simultaneous users (e.g., 10 Requesters, 5 Approvers, 2 Admins) through Orchestrator’s job queuing and session management.
- **Error Handling:** Try-catch blocks in processes and validation rules in the app will minimize errors, with logs stored in Orchestrator for troubleshooting.

Deliverables

- A fully functional UiPath App with Landing Page, Work View (for requesters and approvers) and Admin View, deployed to the client’s environment (the view will be optimized for desktop usage and not mobile).
- Backend UiPath processes for approval/rejection, and notifications.

- Backend UiPath processes for uploading GL-Coding Block.xlsx file data into data services.
- Data Service entities (ApprovalRequests, Dictionaries).
- Documentation for app usage, role management, and maintenance.

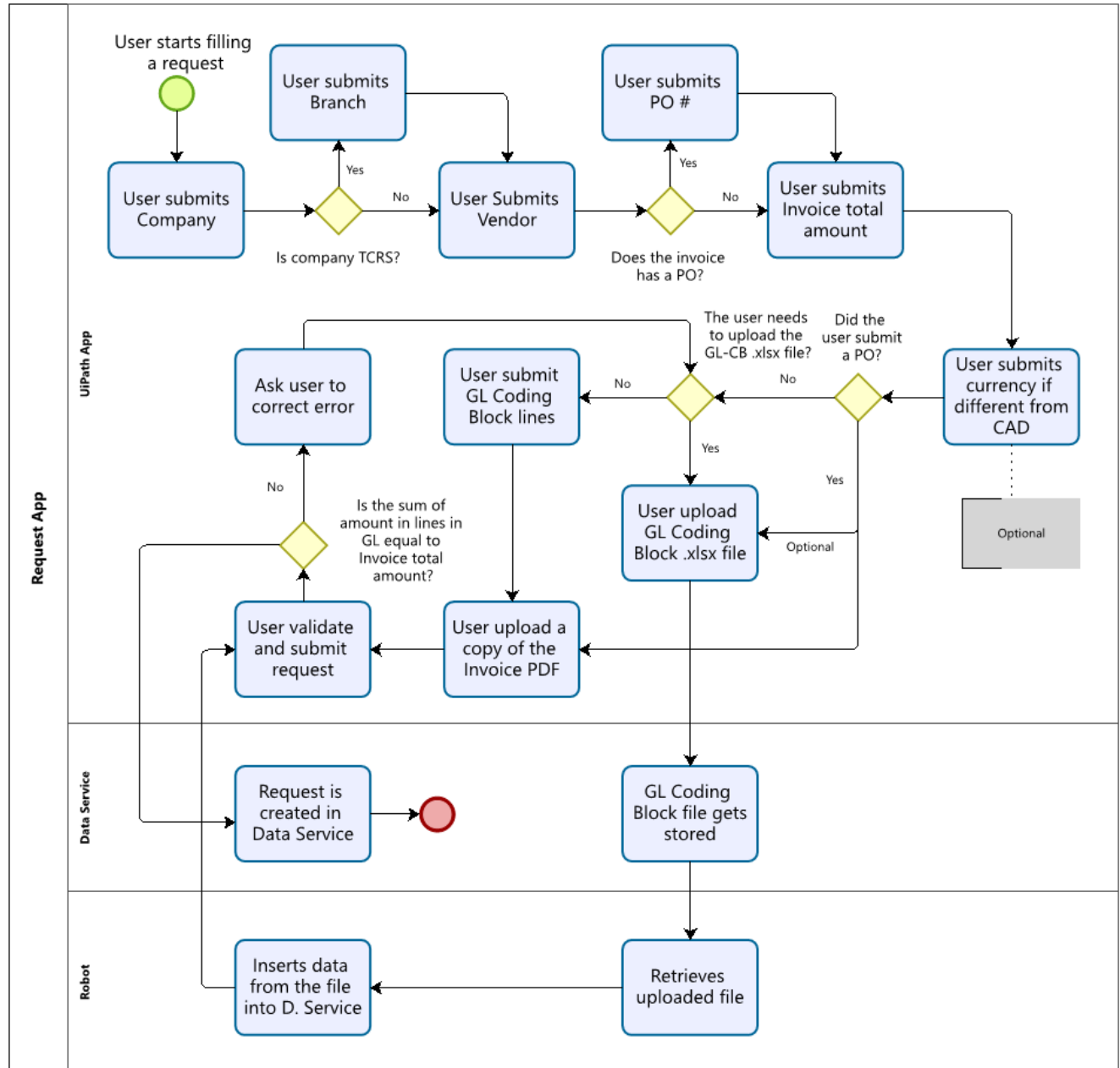


Figure 1. New request creation diagram

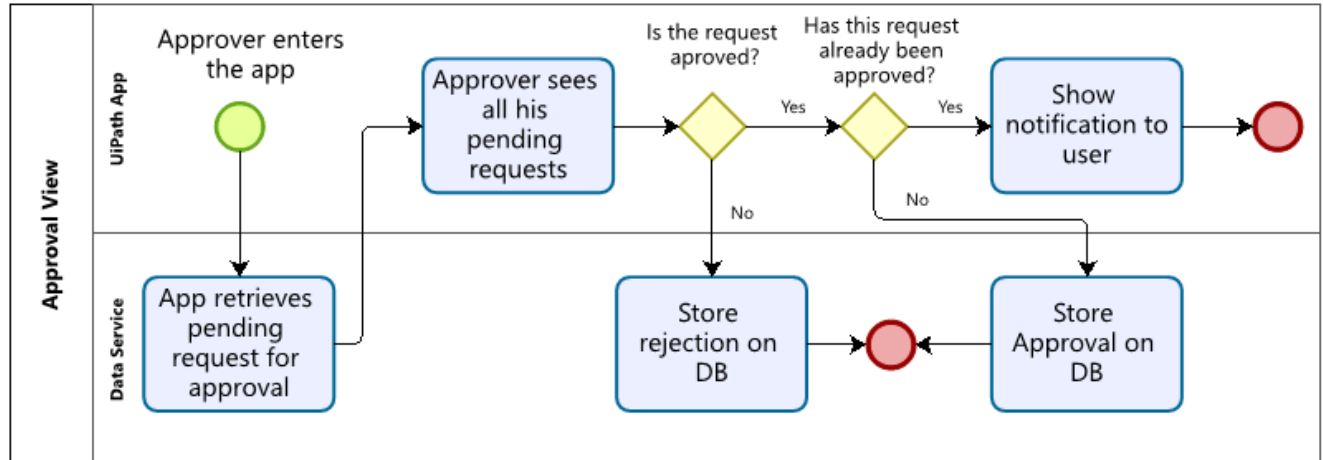


Figure 2. Approver section diagram

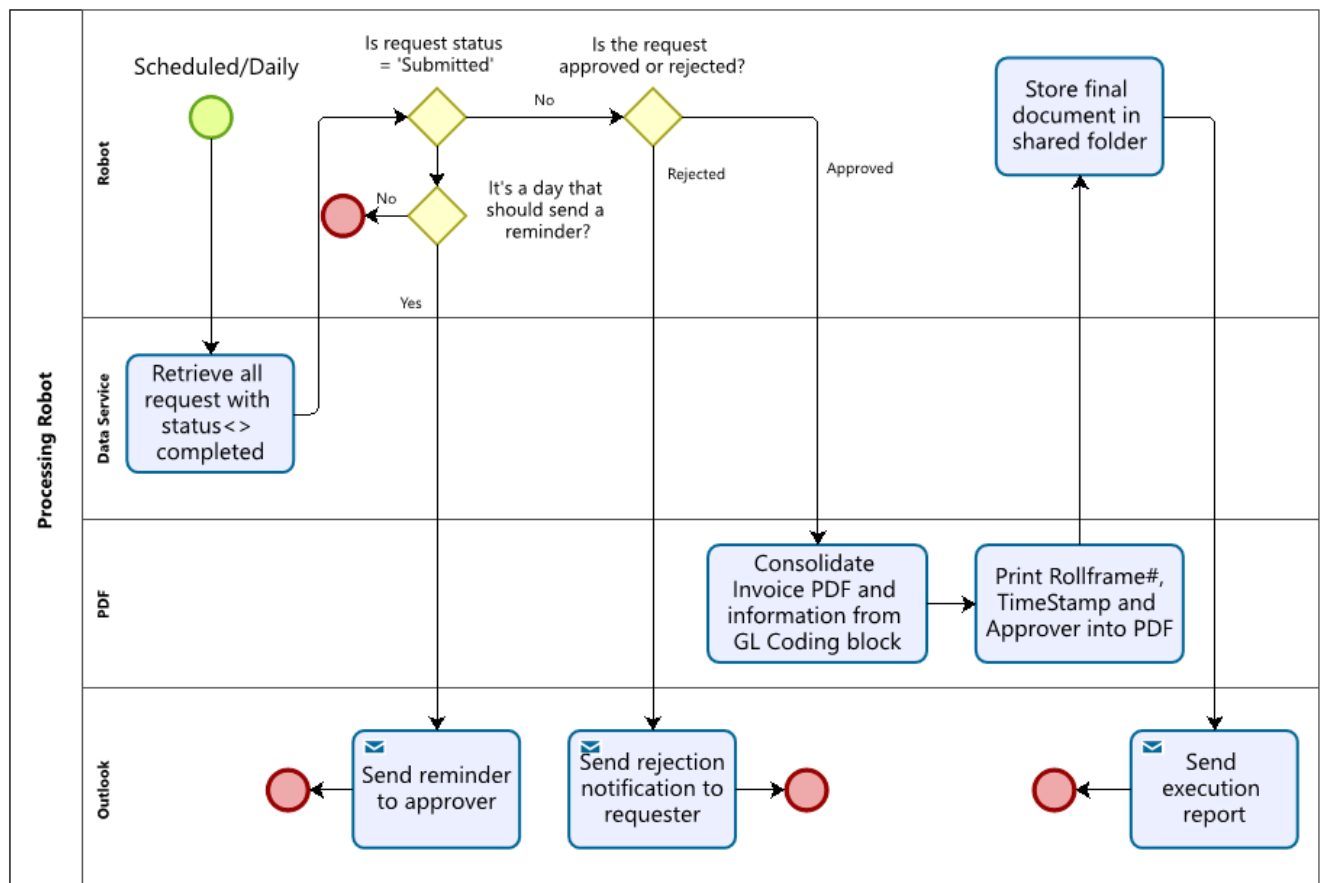


Figure 3. Robot diagram

a. This description is supported by the following documents provided by Finning:

- i. TCRS AP Intake Business Requirements.docx
- ii. TCRS AP Invoice Intake Process-20250207_083714-Meeting Recording.mp4
- iii. TCRS GL Coding Block.xlsx
- iv. Rentalman Branch Approver List – Sample.xlsx

- v. TCRS AP Invoice RPA - Final Review_Quote discussion-20250312_134210-Meeting Recording.mp4
- vi. TCRS review-20250422_103326-Meeting Recording

11. Projected hours and Total Cost of Proposal

- a. The hours for the project's completion are estimated to be **453 hours**, these hours include all the points mentioned on the Deliverables & Milestones and Description of Services (the "Services") sections of this Proposal.
- b. The expected time frame for the project's completion of Development and QA would be 11 weeks from the date of kick off.
- c. The Cost of this Proposal will correspond to a total of **USD 29.100**
- d. In case UAT phase gets delayed by over 2 weeks according to initial planning defined on development kick-off and that are not generated by Sisua Digital, a reactivation fee will be charged as Change Request which efforts will depend on the requirements of the reactivation phase.

12. Responsibilities of Sisua

- a. If Sisua's Resource(s) are provided with a Customer email address, the Resource(s) must adhere to Customer's email signature standards and identify themselves as being a "Contractor". "Contractor" identification will follow the Resources' name (i.e., First/Last Name, (Contractor)).
- b. Sisua and its Resources will obtain all necessary information and clarifications from Customer to enable successful delivery of the Services and work product.
- c. Conduct and actively participate in regularly weekly status meetings to track development progress and to resolve open questions and pending matters.
- d. The Resource will be responsible to adhere to Customer's policies if and where applicable.
- e. Sisua and its Resources will be responsible to adhere to the Services and work product documentation standards.

13. Responsibilities of Customer

- a. Customer will provide IT infrastructure in a timely manner.
- b. All software and access to ensure the success of the project. Sisua shall adhere to Customer's policies where and when applicable.
- c. Submit PO for Services to SISUA DIGITAL
- d. Response time to questions within a reasonable time that may vary depending on Customer resource availabilities.

14. Sisua Representative

Name and Title: Alan Berstein, CEO
Phone: (56 9) 94196546 / (56 2) 22060482
Email: alan.berstein@sisuadigital.com

15. Customer Representative

Name and Title: Tracey Chemello, Global Director Business Services Delivery / Digital and Information Technology
Phone: (780) 293-6254
Email: tracey.chemello@finning.com

[SIGNATURE PAGE FOLLOWS]

The parties acknowledge and agree that the terms and conditions of Master Services Agreement first mentioned above shall govern this PROPOSAL.

IN WITNESS WHEREOF, the parties have caused this Scope of Work to be executed by their duly authorized representatives, on the dates specified below.

Finning International Inc.

Curtis Balaneski

Authorized Signature

Curtis Balaneski

Printed Name

Global IT Manager

Title

May 12 2025

Date

SISUA Digital SpA

Crohare

Authorized Signature

Sebastian Crohare

Printed Name

Solution Consultant

Title

04/29/2025

Date

1. APPENDIX

1. Projected Hours and Total Cost of Proposal

- Total estimated hours **453**
- Expected Development, QA weeks **11 Weeks.**
- Total cost of **\$29.100 USD**

2. Requirements and validations before initialization of project:

For the automation of this process, there are different pre-requisites for the development, including:

1. API access to the destination folder
2. Approvers dictionary (delivered)
3. GL Coding Block file (delivered)
4. Adobe Acrobat Pro account (to transform PDF to TIFF images without security breaches [avoid using open source libraries])

3. App mockup views

Landing Page

TCRS approval request App

FINNING CAT

Summary

Create New Request

Search request...

Associated Request

16

12 completed requests

Requests to be reviewed

6

Oldest request is from 6 days ago

Approved Requests

10

2 rejected requests

Pending Requests

Request Title	Status	Reviewer	Submitted on
TCRS - Branch 1 - Vendor # - PO # - Invoice Amount - Currency	In Review	Manager 1	03/10/25
Sitech - Vendor # - PO # - Invoice Amount - Currency	In Review	Manager1, Manager 2	03/07/25
TCRS - Branch 2 - Vendor # - PO # - Invoice Amount - Currency	In Review	Manager 2	03/06/25
Fused-Canada - Vendor # - PO # - Invoice Amount - Currency	In Review	Manager 3	03/06/25
Fused-UK - Vendor # - PO # - Invoice Amount - Currency	In Review	Managaer 2, Manager 3	02/28/25
TCRS - Branch 3 - Vendor # - PO # - Invoice Amount - Currency	In Review	Manager 1	03/02/25
TCRS - Branch 1 - Vendor # - PO # - Invoice Amount - Currency	In Review	Manager 2	03/03/25

Request creation and review

Create requests	FINNING CAT	Review request	FINNING CAT
<h3>New Request</h3> <p>Please submit all the necessary data</p> <p>What company is this invoice for?*</p> <input type="text" value="Value"/> <p>Branch (if TCRS selected)</p> <input type="text" value="Value"/> <p>What is the Vendor # *</p> <input type="text" value="Value"/> <p>Does this Invoice have a PO?*</p> <input type="text" value="Value"/> <p>What is the PO#?</p> <input type="text" value="Value"/> <p>What is the Total Amount (including Tax) on the Invoice?*</p> <input type="text" value="Value"/> <p>Invoice Currency if Not CAD (Optional)</p> <input type="text" value="Value"/> <p>Submit Request</p>	<h3>Request #00001</h3> <p>Please review the request and approve/reject</p> <p>What company is this invoice for?*</p> <input type="text" value="TCRS"/> <p>Branch (if TCRS selected)</p> <input type="text" value="Branch 1"/> <p>What is the Vendor # *</p> <input type="text" value="CA5067"/> <p>Does this Invoice have a PO?*</p> <input type="text" value="Yes"/> <p>What is the PO#?</p> <input type="text" value="60504"/> <p>What is the Total Amount (including Tax) on the Invoice?*</p> <input type="text" value="\$9.500"/> <p>Invoice Currency if Not CAD (Optional)</p> <input type="text" value="CAD"/> <p>Approve Request Reject Request</p>		

GL Coding Details

Vendor: Test Vendor Inc

Account Code	Account Description	Facility Code	Facility Description	Tax Code	Amount	Equipment & Comments
1000-EQUIP	Heavy Equipment Operations and Maintenance Account for Construction Projects	MAIN-VAN	Main Facility Vancouver - Primary Operations Center	GST	\$3,000.00	Equipment: CAT-950H Wheel Loader (Unit #12345) Comments: Comprehensive heavy equipment maintenance including hydraulic system overhaul, engine tune-up, and transmission repair work completed by certified technicians
2000-PARTS	Equipment Parts, Components and Replacement Supplies Inventory	SHOP-002	Workshop Facility #2 - Parts Distribution Center	GST	\$1,500.00	Equipment: CAT-950H Wheel Loader (Unit #12345) Comments: Hydraulic system replacement parts including main pump assembly, hydraulic cylinders, seals and gaskets, plus various filters and lubricants
3000-LABOR	Skilled Labor Services and Professional Technical Support	MAIN-VAN	Main Facility Vancouver - Primary Operations Center	GST	\$1,000.00	Equipment: Various Equipment Units Comments: 8 hours of specialized repair work performed by certified heavy equipment technician including diagnostic testing and quality assurance validation
4000-TRANSPORT	Transportation, Logistics and Equipment Delivery Services	TRANS-001	Transportation Department - Logistics and Distribution Hub	GST	\$250.00	Equipment: Transport Truck and Trailer Comments: Equipment delivery to job site including loading, secure transport, and unloading with specialized heavy equipment transport trailer

Account Code	Account Description	Facility Code	Facility Description	Tax Code	Amount	Equipment & Comments
				TOTAL:	\$5,750.00	