

Statement of Work

GRAINGER PLC
SALESFORCE FTE 2025

Version 1.0
December 17, 2024

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1 STATEMENT OF WORK

1.1 OVERVIEW

The following Statement of Work describes the professional services to be provided by Open Box Software for Grainger plc.

Jacob Smczyk ("Jacob"), an Open Box Software Salesforce Consultant, will be assigned to Grainger plc as a named resource. Jacob will provide support & assistance to deliver items in the Grainger plc Salesforce backlog and assist with Salesforce issues that may arise in the normal course of business. He will deliver these services backed by other Open Box team members to ensure adherence to Open Box standards in terms of scalable architecture and design, quality and testing of developments and robust and reliable deployment procedures.

1.2 SERVICE OVERVIEW

The Service Overview of this project:

1. The purpose of the engagement is to provide support and assistance with delivering user stories captured in the Grainger plc JIRA backlog as part of general enhancements to the Grainger plc Salesforce org. The assistance will help with
 - a. Business alignment and impact assessment
 - b. Salesforce solution design and architecture
 - c. Salesforce development, configuration and testing in designated test environments
 - d. Deployment to production environment, following an agreed release cadence with relevant approvals from Grainger plc for each release
2. Where necessary, Jacob will continue to be involved in other activities that will benefit from his knowledge of Grainger plc business processes, people and systems. This includes, but is not limited to, the following:
 - a. Participation in business optimization activities
 - b. Participation in CAB reviews to ensure alignment across business owners and impact analysis
 - c. User training and adoption activities
 - d. Knowledge transfer to identified individuals within Grainger plc

1.3 PROJECT ADMINISTRATION

1. Jacob will be contactable on email and available for meetings via conference or video calls.
2. Jacob will be available Monday to Friday 10am – 6pm South African Time (GMT +02:00).
 - a. Excluding any UK public holidays observed by Grainger plc and Open Box. Open Box project resources will continue work without additional, special or overtime charges during any period that is not a holiday in South Africa.
 - b. Planned meetings can be scheduled outside of the times detailed above if required at no additional cost and without incurring any special or overtime charges.
3. A defined escalation path will be provided to the agreed project manager should urgent assistance be required outside of these times.
4. Open Box will provide a regular report to the agreed Grainger plc project manager which includes:
 - a. Time logged to specified initiatives
 - b. Project risks
 - c. Project milestones and timeline
 - d. All other details required by Grainger plc throughout the project, which will include, at a minimum, all details sufficient for Grainger plc to assess project progress, timeliness under the agreed schedule, and fulfillment of the specifications necessary under each user story.

2 TERMS OF AGREEMENT

1. The terms of this FTE agreement will begin on 1 January 2025 and will remain in full effect until 30 June 2025.
 - a. Where Open Box Software and Grainger plc agree, this contract can be extended via email. Contract extensions must be executed 30 days prior to the contract termination date and may be subject to FTE rate adjustments.
2. A named, off-site Full-Time Equivalent (FTE) is defined as 8 hours of Open Box resources per business day.
 - a. The 2025 off-site FTE rate for Jacob is £700 per day
 - b. Jacob will be working 3 days per week.
 - c. Jacob is entitled to 20 days annual leave and will work with Grainger plc around planning for annual leave

Days / week	Day Rate	Months	Estimated Travel Costs	Estimated Cost
3	£700.00	6	£180.00	£ 54,780.00

3. A named FTE is made up of one Open Box member of staff only.
4. All FTE(s) will be billed monthly in advance. Payment in advance ensures resources availability.
5. Unused hours at the end of the month will not carry over into the next month.
6. The consultancy will be provided remotely.
7. Costs exclude travel or onsite analysis.
8. It is not expected that the project requires Open Box resources on-site. Where on-site presence is required, all reasonable expenses for travel and subsistence shall be shared in a 50/50 capacity between Grainger plc and Open Box.
 - a. Open Box shall not bill any mark-up or administration fee onto any such expenses.
 - b. Approval for expenses shall be obtained from Grainger plc prior to being incurred.
9. All amounts are in GBP (£) and exclude VAT.
10. This quotation is valid for 30 days.

3 ACCEPTANCE

The parties hereto, each acting under due and proper authority, have executed this Agreement as of the day, month and year first written below.

For and on behalf of Open Box Software For and on behalf of Grainger plc

Signature:	_____	Signature:	_____
Name:	Sam Duncan	Name:	Jon Pitt
Position:	Salesforce Director	Position:	Director of Lettings & Residential Marketing
Date:	_____	Date:	_____