# Statement of Work

**GRAINGER PLC**
SIT & UAT REFRESH

*Version 1.0*
*November 27, 2025*

# Contents

# 1   STATEMENT OF WORK

## 1.1   OVERVIEW

Grainger plc maintains various different environments across their various enterprise applications which are used in the development and testing of new functionality.  Before being deployed to production, new features must first be deployed to and tested in the System Integration Testing (SIT) and User Acceptance Testing (UAT) environments respectively.

Meaningful testing within the SIT and UAT environments requires these environments to be closely matched to production in terms of configuration and data.  SIT and UAT were last refreshed from production in June 2024 and hence no longer provide suitable environments in which new features can be tested and signed off.

To remediate this, Open Box is proposing to refresh the SIT and UAT environments to bring them up to date with the current state of production.

## 1.2   OBJECTIVES

The objectives of this project are to:

1.  Conduct pre-refresh analysis:

    a.  To confirm all systems that need to be refreshed/updated as part of the overall environment refresh.

    b.  Update the existing "SIT & UAT refresh playbook".

    c.  Assign individual/team responsibility for each of the above tasks.

2.  Refresh the SIT & UAT Salesforce sandboxes to reflect the latest production configuration. The UAT sandbox will be refreshed to include a full copy of production data, whereas the SIT sandbox will be a partial copy.

3.  Ensure that customer data in SIT & UAT is sanitized and complies with data privacy standards.

4.  Re-configure the SIT & UAT Salesforce sandboxes for existing integrations to other systems within the same environment.

5.  Provide a stable and reliable environment for the testing of new releases before they are deployed to production.

### 1.3 DELIVERY APPROACH

Due to a relatively well defined and small scope, the delivery approach will be based on a small number of planning/analysis sessions followed by a short period of time in which the refresh and post-refresh activities are carried out.

#### 1.3.1 ANALYSIS

Analysis sessions will be used to align with Grainger across systems impacted by the refresh, update the "SIT & UAT refresh playbook". During this phase, backups of configuration metadata from the SIT and UAT Salesforce sandboxes will be committed to the Grainger plc Github repository.

#### 1.3.2 SYSTEM REFRESHES

The Salesforce UAT sandbox will be refreshed onto a full copy sandbox and the Salesforce SIT sandbox will be refreshed onto a partial copy sandbox. A bulk update will be done to obfuscate PII details of Leads, Contacts and Accounts in SIT and UAT as required.

Other Grainger plc systems (e.g. Qube, GREP, Lettings Portal) will be refreshed at the same time by the responsible teams within Grainger plc.

#### 1.3.3 POST-REFRESH UPDATES

On completion of the various system refreshes within each environment, post-refresh activities as identified in the updated "SIT & UAT refresh playbook" will be completed to replace production endpoints and/or credentials with SIT and UAT equivalents (e.g. connection to HomeLet and RightMove SIT and UAT environments respectively)

#### 1.3.4 END-TO-END TESTING

On completion of post-refresh activities, end-to-end testing will be carried out within the SIT and UAT environments for the key business processes identified within the "SIT & UAT refresh playbook" to ensure each process has desired functionality and connectivity.

### 1.4 RESPONSIBILITIES

1. Open Box will be responsible for:

    a. Providing the services described in the project Objectives.

2. Grainger plc will be responsible for:

a. Making key personnel and stakeholders available throughout the project lifecycle, including participation in the activities detailed in the [Delivery Approach.](#)

b. Ensuring there are no other projects planned or in operation that may hinder this project.

## 1.5 AVAILABILITY

1. Open Box resources will be contactable and available for meetings via conference calls/video conferences:

   a. Monday to Friday 9am – 6pm South African time (GMT +02:00) which currently corresponds to 7am – 4pm (GMT), excluding public holidays.

2. A defined escalation path will be provided to the agreed project manager should urgent assistance be required outside of these times.

3. All work will be completed by Open Box offsite.

   a. It is not expected that the project will require Open Box resources on-site. Where onsite personnel are required, all reasonable expenses for travel and subsistence shall be reimbursed by Grainger plc. Open Box shall not bill any mark-up or administration fee for any such expenses. Approval for expenses shall be obtained from Grainger plc prior to being incurred.

## 1.6 REFERENCES

- None

## 2  PROJECT RISKS, ASSUMPTIONS & EXCLUSIONS

### 2.1  RISKS

#### 2.1.1  Sandbox Refresh Duration

- The refresh of Salesforce sandboxes is handled by Salesforce and has no Service Level Agreement (SLA).  If the sandbox refresh duration is longer than planned, timelines may be affected.

- To mitigate this, the current timelines should provide sufficient contingency time based on observed duration of previous refresh of the full copy sandbox.

#### 2.1.2  SIT Partial Copy Sandbox Data Integrity and Completeness

- Since only a partial set of the production data is copied, there might be scenarios or data dependencies that are not available in the sandbox. This can lead to inadequate testing, especially for complex integrations and processes that depend on a complete dataset.

- Partial data might not fully respect all data relationships, potentially leading to issues with record integrity and referential integrity errors.

- Given that SIT is intended to be used for specific integration testing rather than end-to-end functionality, this risk is considered acceptable.  To fully mitigate this risk would require Grainger plc to purchase an additional full copy sandbox at significant additional expense.

### 2.2  ASSUMPTIONS

The following assumptions have been made; incorrect assumptions may affect cost and timelines.

1. The other systems present in the SIT and UAT environments (for example, but not limited to Qube, GREP, Lettings Portal, MyGrainger app) documented in the "SIT & UAT refresh playbook", are Grainger plc's responsibility to refresh as per standard operating procedures for each respective system, including obfuscation of PII data if required.

    a. The refresh time for above systems is assumed to take a maximum of 24 hours.

b. the specific details of tasks related to refresh of above systems will be Grainger plc's responsibility to update in the "SIT & UAT refresh playbook"

2. Certain integrations within Salesforce will be Grainger plc's responsibility to reconfigure after the refresh (e.g. Conga, AdobeSign, Asperato). Responsibility for each integration will be clearly indicated against relevant tasks in the "UAT refresh playbook".

3. There are no incomplete Salesforce developments in UAT or SIT that need to be restored after the refresh. i.e. after the refresh both SIT and UAT will be an exact copy of production configuration.

4. The UAT and SIT environments (Salesforce and all other connected systems) will be unavailable during the week of the refresh.  It is Grainger plc's responsibility to communicate to stakeholders to ensure this doesn't disrupt any development or testing activities within other projects.

## 2.3 EXCLUSIONS

The following is not included in the cost or scope of this project:

1. Backup of any data from SIT or UAT sandboxes

2. Refresh of any other environments (e.g. DEV, TEST)

3. Salesforce costs, license fees, subscriptions, or services.

4. Hardware and infrastructure.

5. End-user training, change management or new / updated training materials.

# 3 COST AND TIMELINES

Open Box will provide an agile delivery team on a Time & Materials (T&M) basis at a rate of £126/hour.

The team will be staffed to include the following skillsets as required:

- Salesforce Technical Architect
- Developers
- Quality Assurer
- Project Manager

The estimated effort and costs per phase are shown in the table below:

| Phase | Hours | Lower Bound | Upper Bound |
|---|---|---|---|
| Pre-Refresh Analysis | 14-19 | £1,764 | £2,394 |
| Refresh | 4-6 | £504 | £756 |
| Post-Refresh Updates | 11-14 | £1,386 | £1,764 |
| End-to-End Testing | 22-29 | £2,772 | £3,654 |
| Project Management | 9-11 | £1,134 | £1,386 |
| **Total** | **60-79** | **£7,560** | **£9,954** |

Assuming a start date in week commencing 1 Dec 2025, the anticipated timeline is shown below:

| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01-Dec | 02-Dec | 03-Dec | 04-Dec | 05-Dec | 06-Dec | 07-Dec | 08-Dec | 09-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec | 15-Dec | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec |
| Analysis | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | SIT Refresh (SIT unavailable) | | | | | | | SIT Available | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | UAT Refresh (UAT unavailable) | | | | | | | | UAT available | | | | | | | | |
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The total duration of the project is therefore expected to be 3 weeks.

These costs and timelines are forecasts. Any expected variations will be communicated to Grainger as soon as they are known.

All amounts are quoted in GBP and exclude VAT, if applicable.

The project cost will be billed monthly, in arrears, up until the completion of the final project phase. The cost will not exceed the upper limit of £99,954 without prior consultation.

This quotation is valid for 30 days.

# 4   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:   *Sam Duncan*
             Sam Duncan (Dec 1, 2025 18:18:38 GMT+2)

Signature:   _____

Name:        Sam Duncan

Name:        Robert Anderson

Position:    Salesforce Director

Position:    IT Director

Date:        12/01/25

Date:        12/01/25

# Grainger plc- SIT & UAT Refresh 2025 - Statement of Work - v1.0

Final Audit Report                    2025-12-01

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