

Statement of Work

Version 1 | 2/26/2025

Grainger PLC

Commercial Lead to Lease: UAT Workshops



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1. STATEMENT OF WORK

1.1 OVERVIEW

This Statement of Work ("SOW") is entered into between Open Box Software (Pty) Ltd ("Open Box"), and Grainger PLC ("Grainger").

Open Box will provide the assistance of a Senior Business Analyst to facilitate User Acceptance Testing (UAT) workshops for the Commercial Lead to Lease Project.

1.2 OBJECTIVES

The objectives of this project are to:

1. Meet with Grainger UAT Stakeholders to
 - a. Understand their challenges.
 - b. Answer any process related questions they may have.
 - c. Ensure they understand the complete process in Salesforce to enable them to complete end-to-end UAT successfully.

1.3 RESPONSIBILITIES

1. Open Box will be responsible for:
 - a. Providing the services described in the project [Objectives](#).
2. Grainger will be responsible for:
 - a. Making UAT stakeholders available for workshops.

1.4 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.
4. It is not expected that the project requires Open Box resources on-site. Where onsite personnel are required, all reasonable expenses for travel and subsistence shall be reimbursed by Grainger. Open Box shall not bill any mark-up or administration fee onto any such expenses. Approval for expenses shall be obtained from Grainger prior to being incurred.

1.5 REFERENCES

- Grainger plc - Commercial Lead to Lease - Statement of Work v1.0.

2. ASSUMPTIONS, EXCLUSIONS & LIMITATIONS

2.1 ASSUMPTIONS

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

1. None.

2.2 EXCLUSIONS

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

1. End-user training, change management or training materials.
 - a. Training will be the responsibility of Grainger.

2.3 LIMITATIONS

1. None.

3. COST AND TIMELINES

Open Box will provide these services on a time and materials (T&M) basis at a rate of £126 per hour. The anticipated effort for this engagement is:

Task	Hours	Cost
Workshops (3 x 1-hour)	3	£ 378
Workshop Preparation and Feedback loop	5	£ 630
Total	8	£ 1,008

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

Project costs will be billed monthly, in arrears.

This quotation is valid for 30 days.

The estimated start date of the engagement is 27 February 2025.

3.1 EXTENSION OF SERVICE PERIOD

The provision of these services may be extended, by mutual agreement, between Open Box and Grainger.

Email communication is considered sufficient and binding for this purpose.

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

Signature: Sam Duncan
Sam Duncan (Mar 3, 2025 14:32 GMT+2)

Signature: Jon Pitt
Jon Pitt (Mar 3, 2025 09:48 GMT)

Name: Sam Duncan

Name: Jon Pitt

Position: Salesforce Director

Position: Director

Date: 03/03/25

Date: 03/03/25










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Final Audit Report

2025-03-03

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