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**Statement of Work - 11**  
**Aramark ABSolute implementation**

Aramark

**Purpose**

This Statement of Work #11 ("SOW") is entered into pursuant to the License and Services Agreement between Laundry Services International Inc. / ABS USA ("ABS") and Aramark Uniform & Career Apparel, LLC ("Aramark") dated April 19, 2021, and describes the scope, milestones and deliverables for the ABS Professional Resources (Analysts, Architects, Business Consultants and Project Managers), to guide and implement the changes to ABSSolute as requested by Aramark that are being developed under SOW #10 by the ABS Dedicated Development Team for Aramark in addition to other professional services requested by Aramark.

**Version**

Version	Date	By	Changes
1.0	03/09/2021	CEP	Initial Version
1.1	03/09/2021	DRO	Draft review
1.2	04/22/2021	TVE	Final
1.3	04/28/2021	CEP	Draft Review

**Distribution**

Name	Abbrev.	Role
Dave Rotman	DRO	Vice President Systems Transformation
Art Wake	AWA	President
Benny van den Heuvel	BHE	Manager Research & Development department
Gerard van de Donk	GVD	Managing Director
Tom Vermeulen	TVE	Controller
Jacco van der Horst	JHO	Manager PM department/Project Coordination
Rob Helsen	RHE	Coordinator Developments for Aramark project
Hans van Hal	HVH	Chief system analyst
Chris Peterson	CEP	Sr. Director IT

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## 1 Introduction/Background

### 1.1 General

This SOW outlines the approach and scope to engage ABS professional service resources described herein to support the implementation of ABSolute software from March 31<sup>st</sup>, 2021 up until and including December 31<sup>th</sup>, 2021 under SOW #10.

#### 1.1.1 Background:

The parties' SOW #08 covers the same professional services set forth in SOW #09. This SOW #11, is the continuation of these two SOW's and is an estimation on the professional services hours needed in 2021.

#### 1.1.2 Related documents

- Presentation "System Transformation" as presented in Bucharest on 18th of July, 2018.
- SOW01 Dedicated Development Resource Team
- SOW02 Professional Services AUS
- SOW03 Development Resource Team Phoenix
- SOW04 Dedicated Development Resource Team
- SOW05 Professional Services AUS
- SOW06 Dedicated Development Resource Team
- SOW07 Professional Services AUS
- SOW08 Dedicated Development Resource Team
- SOW09 Professional Services AUS
- SOW10 Dedicated Development Resource Team

#### 1.1.3 Statement of Work content

The actual hours spent under this SOW will be recorded and billed by ABS on a monthly basis in arrears. Invoices and supporting spreadsheets shall identify the ABS resource performing the services, time spent and activities performed. The estimations of the hours needed until the end of the period are based on experience and no rights may be derived from these estimations as the required work is not exactly known in advance.

## 2 Scope of Work, Milestones and deliverables

### 2.1 Resources for Team

This SOW is ensuring the availability of ABS resources specified below through 2021.

The ABS team consists of a project manager, (Senior) business consultants, conversion specialists, technical infrastructure specialists, analysts, etc. as approved by AUS.

The ABS team is supported by a senior analyst and managed by a project manager (supported by a product owner). The work covered by the ABS dedicated development resources is not part of this SOW and is covered by SOW #10 .

The resources of ABS will provide professional services on various disciplines, requested by Aramark, including, without limitation:

- ABSolute configuration / Software requirements  
Help with RS, translation to Functional Documentation, guidance of the changes within ABS (Product Owner) and testing the developed changes.
- Data Conversion  
Update the conversion program to support requirements and end state requirements, including data conversion using a new program from ABS that migrates data from one version of ABS to another and simultaneous data conversion of multiple Aramark business units.
- Data Center Buildout
- Technical infrastructure  
ABS can assist with the development, configuration and maintenance of the environments.
- System Interfaces  
ABS consultancy on developing software interfaces required to support AUS.
- Oracle AR  
ABS consultancy regarding interfaces to Oracle AR.
- Salesforce  
ABS consultancy regarding interfaces to Salesforce.
- Purchase Order  
ABS consultancy regarding software interfaces to submit / manage Purchase Orders to AUS.
- Billing Standards  
ABS consultancy regarding AUS billing standards.
- Coordination

Additional details related to the ABS services under this SOW are contained in SOW #2.

#### 2.1.1 Stage planning

This SOW will start on March 31<sup>st</sup>, 2021 or when the hours of SOW#9 run out, and will last until December 31<sup>st</sup>, 2021.

2.1.2 Costs

(Business) Area	Names	Hours	Rate/hour	Totals
ABSSolute Senior Business Consultant	Brian Anderson:	440	\$ 165	\$ 72,600
	Jeroen de Vries	220	\$ 165	\$ 36,300
Interfacing Specialist	Paul van Dommelen	120	\$ 165	\$ 19,800
Conversion Specialist	Jeroen van Lier	100	\$ 165	\$ 16,500
	Paul van Dommelen	100	\$ 165	\$ 16,500
Business Analyst	Hans van Hal	30	\$ 190	\$ 5,700
	Erik Gibbels/Phil Brooks	240	\$ 165	\$ 39,600
Infrastructure & Deployment	Joris Minnaar	40	\$ 165	\$ 6,600
<b>TOTAL</b>		<b>1,290</b>	<b>\$</b>	<b>213,600</b>

Estimated hours \* rates give an estimation of the costs:

In addition to the hourly fees, there will be a per diem flat fee of \$65.00 per person who is on site at the premises of Aramark or non-ABS locations chosen by Aramark. ABS will provide Aramark with weekly written reports detailing the time and materials expended by ABS on the project under this SOW. In addition to any other termination rights in the Agreement, Aramark may terminate this SOW at any time by providing at least ten (10) days written notice of termination to ABS. In such event, Aramark shall pay ABS for all services properly provided prior to the termination notice date that are not being disputed in good faith by Aramark.

Travel and lodging expenses will be charged based on actual expenses pursuant to the terms and conditions in the Agreement.

**3 Place of Performance**

The work under this SOW will be performed within an Ameripride or Aramark plant, ABS Boxtel NL or ABS Bucharest RO. Some of the work done by ABS will be performed remotely, with support of Skype (for Business).

**4 Resources**

The following ABS resources will provide the services for this SOW project:

ABS resources within specialist area:

- |  |  |
|--|--|
| 1. ABSSolute Senior Business Consultants | : Brian Anderson, & Jeroen de Vries        |
| 2. Interfacing specialists               | : Paul van Dommelen                        |
| 3. Conversion specialists                | : Jeroen van Lier & Paul van Dommelen      |
| 4. Business Analysts                     | : Erik Gibbels, Phil Brooks & Hans van Hal |
| 5. Infrastructure & Deployment           | : Joris Minnaar                            |

Professional fees for ABS personnel for the work defined in this SOW will be:

Abbr.	Name	Rate/hour	Rate/day	Rate/week
RHE	Rob Helsen:	\$ 190	\$ 1,520	\$ 7,600
BHE	Benny van den Heuvel	\$ 190	\$ 1,520	\$ 7,600
HVH	Hans van Hal:	\$ 190	\$ 1,520	\$ 7,600
PVK	Peter van Kessel:	\$ 190	\$ 1,520	\$ 7,600
BAN	Brian Anderson:	\$ 190	\$ 1,520	\$ 7,600
JDV	Jeroen de Vries	\$ 165	\$ 1,320	\$ 6,600
HVL	Hans van Laarhoven:	\$ 165	\$ 1,320	\$ 6,600
JKO	Jan Kollen	\$ 165	\$ 1,320	\$ 6,600
PVD	Paul van Dommelen	\$ 165	\$ 1,320	\$ 6,600
JVL	Jeroen van Lier	\$ 165	\$ 1,320	\$ 6,600
EMG	Erik Gibbels:	\$ 165	\$ 1,320	\$ 6,600
RVI	Ronald Vink	\$ 165	\$ 1,320	\$ 6,600
JMI	Joris Minnaar:	\$ 165	\$ 1,320	\$ 6,600
JJH	Jeetandra Jhugroo	\$ 125	\$ 1,000	\$ 5,000
SSB	Silviu Sbirnea	\$ 125	\$ 1,000	\$ 5,000

## 5 Change Requests

Some evolution of the specifications and this SOW during the project based on daily interaction between the parties is expected, and minor changes that do not materially impact this SOW will not require a formal, written change order. However, any changes materially impacting the SOW (including scope, specifications, deliverables, schedule or fees) must be mutually agreed upon in writing before proceeding. The originator of the change must submit a written request setting for the proposed change in reasonable detail to the other party's project manager, who in turn will review the request and respond within a reasonable period. The ABS project manager will document the change and obtain approval from both parties.

## 6 Acceptance Criteria

The acceptance of all deliverables for the project resides with the Aramark Steering Committee. The Project Team will advise the Steering Committee to ensure the completeness of each stage of the project and the scope of work has been met. Every project phase within a project stage is closed with a 'stage closing report' for review and approval by the Steering Committee. The Steering Committee signs off for approval or advises which tasks have to be accomplished for phase closing and approval, including final software acceptance.

## 7 Other Requirements


ABS project manager and appropriate project team members will be granted access to the Aramark project environment to maintain project documentation.

ABS team members will be granted access to the ABSSolute instances within the Aramark network.

ABS involved team members will submit Aramark security forms for clearance and access to Aramark facilities and all use and access to any Aramark network, system, facility, equipment or other property shall be subject to all applicable Aramark rules, guidelines, and restrictions.

**8 Acceptance of the SOW**

Acceptance Signatures:

ABS Laundry Business Solutions	Aramark
Signature: 	Signature: <i>Steven A John</i>
Name: Gerard van de Donk	Name: Steven John
Title: Managing Director	Title: Vice President, CIO DSD
Date: <i>April 30, 2021</i>	Date: May 7, 2021
ABS Laundry Business Solutions Laundry Services International Inc, 4246 Smithsonia Court Tucker, GA 30084	Aramark Uniform Services