

Rollout Kit

Version 1.0 | Published 16 Oct 2026

1. Purpose and Scope

1.1 This roll-out kit ("**Roll-Out Kit**") provides the Client with a practical framework for preparing for, implementing and launching the Taqtics Platform. It sets out the recommended rollout sequence, key responsibilities of the Client's project team, user and IT readiness requirements, and the principal activities involved in configuration, training, launch and post-launch adoption.

1.2 This Roll-Out Kit is intended solely as an operational and implementation guide. The commercial, contractual and service terms applicable to the Client, including the scope of subscription, fees, onboarding commitments, phased rollout arrangements, billing, service levels and other applicable obligations, shall be governed by the Customer Order Form ("**COF**"), the Platform License Terms and the applicable annexures and documents referred to therein.

1.3 Where the Client adopts a phased rollout, the operational activities described in this Roll-Out Kit shall be undertaken in accordance with the applicable Phase Activation Order ("**PAO**") and the agreed implementation scope. The Roll-Out Kit does not amend, override or otherwise modify any provision of the COF, the Platform License Terms or any applicable annexure or executed document.

2. Roll-Out Journey

2.1 The rollout of the Platform is generally undertaken through the following stages:

2.1.1 **Kick-Off & Preparation:** Identification of the Client's project team, confirmation of implementation priorities, collection of required information and completion of initial readiness activities;

2.1.2 **Configuration & Platform Setup:** Creation and configuration of the Client's Platform, Locations, users, hierarchy, use cases, workflows, dashboards and other items included within the agreed configuration scope;

2.1.3 **Training & Launch:** Training of administrators, internal trainers and end-users, as applicable, followed by deployment of the configured Platform for operational use;

2.1.4 **Adoption & Stabilisation:** Monitoring initial usage, addressing implementation-related queries, supporting user adoption and making reasonable refinements within the agreed scope; and

2.1.5 **Continuous Improvement:** Identification of additional use cases, process improvements, user enablement and further adoption of the Platform as the Client's requirements evolve.

3. Kick-Off & Preparation

3.1 The rollout shall commence with a kick-off process to establish the implementation approach, responsibilities and information requirements for the Client.

3.2 The Client shall, in coordination with the Company, complete the preparation activities reasonably required for the rollout, including nomination of the relevant project stakeholders and completion of the information, access and readiness requirements identified in the Configuration Scope Sheet.

3.3 The Company shall coordinate the implementation sequence with the Client. The Client shall provide the information, approvals, access and other dependencies identified in the Configuration Scope Sheet within the timelines reasonably requested by the Company.

3.4 Where the Client adopts a phased rollout, the preparation activities applicable to each phase shall be coordinated in accordance with the applicable rollout plan and Phase Activation Order.

4. Configuration & Platform Set-Up

4.1 Following completion of the kick-off and receipt of the required information and inputs from the Client, the Company shall undertake configuration and set-up of the Platform in accordance with the applicable Configuration Scope.

4.2 The configuration and set-up activities may include, as applicable: (a) creation of the Client's Platform and applicable Locations; (b) creation and configuration of user accounts and organisational hierarchy; (c) configuration of agreed use cases, processes, workflows, checklists, audit templates and issue categories as applicable as per the COF; (d) configuration of dashboards and reporting features included within the Client's subscription or agreed configuration scope; (e) configuration of applicable language, content and other Platform settings included within

the agreed scope; and (f) review and validation of the configured Platform with the Client prior to user training and launch.

4.3 The Configuration shall be performed only within the scope recorded in the Configuration Scope Sheet. Requirements outside that scope shall be addressed through the applicable change or Professional Services process.

4.4 The Client shall review the configured Platform and provide timely feedback, approvals and inputs reasonably required to complete the configuration and proceed to training and launch.

5. Training & Launch

5.1 Following completion of the applicable configuration activities, the Company shall coordinate user training and preparation for operational launch of the Platform.

5.2 The training and launch activities may include, as applicable: (a) administrator training for personnel responsible for managing the Platform; (b) Train-the-Trainer sessions for designated Client personnel, where applicable; (c) end-user or Store-user training for the relevant user groups; (d) walkthroughs of the configured use cases, processes and workflows; (e) assistance with initial user access and readiness for operational use; and (f) coordination of the initial launch and transition of the Platform into regular business operations.

5.3 The Client shall ensure that the relevant personnel are available for scheduled training, have the necessary access and equipment, and complete any preparatory activities communicated by the Company.

5.4 Training shall be delivered based on the agreed implementation scope and rollout plan. Any additional training, repeat sessions or training requirements arising outside the agreed scope may be addressed through the applicable Professional Services arrangements.

6. Adoption & Stabilisation

6.1 Following launch, the Client should focus on establishing consistent use of the Platform and addressing any initial implementation or adoption requirements.

6.2 The adoption and stabilisation stage may include: (a) monitoring initial user adoption and usage; (b) addressing implementation-related queries and clarifications; (c) reviewing configured use cases, processes and workflows based on initial user feedback; (d) identifying reasonable refinements to the configuration within the agreed scope; and (e) identifying opportunities for additional guidance or refresher training, where appropriate.

6.3 The Client shall be responsible for driving internal adoption, communicating the implementation to relevant personnel, ensuring user participation and promoting adherence to the configured processes and workflows.

6.4 Any new requirements, material changes to the agreed configuration or activities falling outside the agreed implementation scope may be addressed separately in accordance with the applicable commercial or Professional Services arrangements.

7. Continuous Improvement

7.1 Following stabilisation, the Client may progressively expand its use of the Platform based on evolving business requirements and user adoption.

7.2 Continuous improvement activities may include: (a) introduction of additional use cases, processes or workflows; (b) refinement of existing configurations based on operational feedback; (c) expansion of Platform usage across additional user groups or business functions; (d) optimisation of dashboards, reporting and workflow adoption; and (e) additional user enablement or training, where appropriate.

7.3 The Client may raise enhancement requirements or additional configuration needs with the Company from time to time. The Company may assess such requirements based on their nature, scope and applicable implementation arrangements.

7.4 Any requirement involving material configuration changes, new functionality, customisation, integration or other activities outside the agreed scope may be addressed separately under the applicable Professional Services or change process.

8. Phased Roll-Out

8.1 Where the Client has adopted a phased rollout, implementation activities shall be undertaken progressively in accordance with the applicable rollout plan and PAO.

8.2 For each phase, the Company and Client may coordinate on: (a) the Locations, users, use cases and modules to be included in the phase; (b) configuration and readiness requirements applicable to the phase; (c) training

and launch activities; (d) dependencies and actions required from the Client; and (e) confirmation of readiness for operational deployment.

8.3 The specific scope and sequencing of each phase shall be determined in accordance with the applicable contractual and implementation documents. The Client shall complete the actions and provide the information, access, personnel and other dependencies reasonably required for the relevant phase.

9. Project Team & Responsibilities

9.1 Successful implementation requires coordination between the Company and the Client's designated project team. The Client should nominate appropriate personnel for the following roles, as applicable to its rollout:

Personnel	Responsibilities
Taqtics Champion	Primary business contact responsible for coordinating the Client's internal stakeholders and supporting adoption.
Platform Administrator	Responsible for user administration, access management and day-to-day Platform coordination.
Functional Stakeholders	Responsible for validating business requirements, configured processes, workflows and use cases.
IT Support Contact	Responsible for coordinating technical, device, network and access-related requirements.
Internal Communications / Training Coordinator	Responsible for communicating the rollout internally and coordinating user participation in training and launch activities.

9.2 The Client may assign additional personnel or combine roles depending on the size and structure of its organisation.

9.3 The Company shall coordinate with the Client's nominated project team for implementation activities and shall identify the relevant information, approvals and actions required from the Client during the rollout.

10. IT Readiness Checklist

10.1 Prior to configuration, training and launch, the Client should ensure that the following technical and access requirements are in place:

Requirements	Details
Platform Access	Taqtics domains and required services are accessible through the Client's network and security environment.
Devices	Required devices are available, functional and suitable for the intended Platform usage.
Network Connectivity	The users have adequate and reliable internet connectivity at the relevant Locations.
Firewall & Security Settings	Applicable firewall, proxy, browser and security settings permit access to the Platform and its required functionality.
Video and File Access	Required upload, download and streaming functionality is permitted where applicable to the intended use cases.
User Access	Required user information, email addresses and access permissions are available for account creation and testing.
IT Contact	The Client has nominated an IT contact who can coordinate technical requirements and resolve Client-side access or network issues.

10.2 The Client should complete the applicable readiness checks before scheduled training and launch activities. Any unresolved Client-side technical dependency may affect the implementation or launch sequence.