

# Software and Service Information for Activity Sourcing

This Software and Service Information document for Activity Sourcing only applies if the Client has executed a valid Order Form or Change Order for Activity Sourcing, and is only applicable to Activity Sourcing.

No part of this document may be reproduced or transmitted by the Client for any purpose, other than for purposes of the Client's internal use of the System and Services as authorized in a valid Order Form or Change Order. Capitalized terms used in this document will have the meanings described in Order Form or Change Order, unless defined elsewhere in this document or in the Terms of Service available online here.

(<https://benevity.com/terms-of-service>)

Regardless of which licensing entity is listed as the "Licensor" under the Order Form or Change Order, it is acknowledged that either the Licensor or its Affiliate(s) will provide the products and services set forth in this Software and Service Information document, and any reference below to the "Licensor" may relate to any of the Licensor's Affiliates and is not necessarily a reference to the named Licensor in the Order Form or Change Order.

## **Activity Sourcing Description:**

Licensor will support the Client in sourcing quality vetted nonprofits and specific activities for the Client's program, alongside the Client's team of ambassadors & champions. Licensor trains champions/ambassadors of the Client on how to identify and reach out to nonprofits. In parallel Licensor reaches out to its nonprofit database by contacting organizations in Licensor's name and in the name of the Client, to identify if the nonprofits have interest in a partnership with the Client and have specific needs at that point in time (such as volunteers, funds, knowledge and others). Licensor also encourages employees, champions and ambassadors of the Client to suggest nonprofits and activities themselves and supports the Client Admin Users to upload the content of the activities and supports in promoting these activities among their employees.

Activities are defined as a variety of active field volunteering opportunities, skills-based volunteering projects, goods collection events and fundraising projects, in a variety of causes. Volunteering activities could include a mix between physical and remote, according to the nonprofit's preference and sourcing capabilities.

Licensors will work alongside the Client's ambassadors/ champions to support in sourcing projects according to the interests and needs of the Client and the needs/ interests of nonprofits.

Licensors commit to:

- Activate its nonprofit database by contacting organizations in Licensors' name and/or the name of the Client, to see if the nonprofit has any interest in partnership and has specific needs at that point in time.
- Help set up a network of champions and ambassadors in selected key locations of the Client, with clear roles and responsibilities, as well as with best practices to "recruit" these.
- Encourage employees, champions and ambassadors of the Client to suggest nonprofits and activities themselves and to train them on how to identify and approach nonprofits. This is important for all relevant locations. This is even more important for locations with a large number of employees (because of a higher need of projects) and/or locations that represent a cultural or linguistic barrier and in which it would be preferable to have local employees in contact with nonprofits, instead of the Licensors team.
- Offer a service of assessment of nonprofits based on Licensors' standards. This is possible regardless of whether the non-profit was suggested by the Licensors team or by the Client employees.
- Support the Client Admin Users to upload the content of the activities and to review the quality of each project before publication to the Users.
- Make reasonable commercial efforts to ensure that activities provided are up to date and available for employees to take part. Content changes often, and sometimes suggestions can be made as to alternatives to a user application or to an event request.
- Support in promoting Client pre-approved activities among the employees of the Client to reach maximum participation in activities and maximum impact for nonprofits.
- Share best practices on nonprofit outreach, content quality review and internal communication to help ensure a large volume of missions and engagement from employees.

The number of activities in the Client's program, the variety of activities and causes, and the timeline for sourcing will be analysed on a case-by-case basis, after meetings with the Client team and a deeper analysis of the existing programs and interests of the Client.

Different elements will impact the feasibility and timeline of the activity sourcing, such as:

- The type of activities and causes the Client is interested in
- Number of employees in the location
- Complexity of the locations
- The Client's existing network of local champions & nonprofit partners

Based on all these elements, an Activity Sourcing Plan is implemented together with the Client, with clear roles and responsibilities for the parties, with key locations, causes and types of activities to focus on, with expected results and timelines. Licensor's Customer Success Manager and the Client may hold recurring calls for a mutual update on the sourcing progress.

Important to note:

- Licensor is not responsible for the Activity Sourcing alone – rather, this is a collaboration with the Client and is dependent on teamwork. Nevertheless, Licensor does a significant part of this work, and helps structure the whole process and train the Client ambassadors and champions.
- Licensor will not create activities/projects that it believes are not useful for the nonprofits. The nonprofit needs to come first.
- Licensor doesn't take full ownership of the content quality that is posted on the platform, such as the wordings, the mission's description, the photos, and other elements. It's a shared responsibility between Licensor, nonprofits and the Client to ensure the content is qualitative, attractive and accurate.
- Licensor doesn't organize logistics for volunteers, catering services, t-shirts/goodies or other elements associated with volunteering events.
- Licensor doesn't have employees present at the events, not on physical events, nor on online events. All support is done virtually. The nonprofit partners and/or local champions/ambassadors are in charge of the events on the ground.

Specific details as to parameters, quantities and other aspects of the Services being provided in connection with this Software and Service Information document may be set forth in the applicable Order Form or Change Order.