

Product Special Terms for Work.com Trial

Contact Tracing for Employees

In order to access Contact Tracing for Employees, Customer must first enable Shared Contacts in its Salesforce instance, then install the Health Cloud managed packages available at the following links, in the following order: (1) <http://industries.force.com/healthcloud>; and (2) <http://Industries.force.com/healthcloudcontacttracingemployees>.

Contact Tracing for Employees subscriptions are subject to the functionality restrictions applicable to Sales & Service Cloud (CRM) (by edition) described at the following link: https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/sales-service-contractual-restrictions.pdf. Additionally, Contact Tracing for Employees Users may not use or access Einstein Analytics for Health Cloud, including the population analytics feature, or any of the following Health Cloud user features: clinical data model, Today page, care team visualization, care team collaboration, configure patient creation flow, Care Gaps, and referral management. Customer understands that the above limitations are contractual in nature (i.e., these limitations are not enforced in the Services as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such limitations. SFDC may review Customer's use of such subscriptions at any time through the Services.

The languages in which the Services are available are listed in the applicable Documentation.

Einstein Features

SFDC may offer Customer access to Einstein features via the Services. Customer's use of the Einstein features shall be subject to the Order Form Supplement for Einstein features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Upon Customer's first use of an Einstein feature in an instance of the Services, Customer will be presented with an In-App Message directing Customer to confirm acceptance of Einstein feature terms and conditions. Instructions for enabling/disabling each Einstein feature in any instance are outlined in the Documentation here: https://help.salesforce.com/apex/HTViewSolution?urlname=Einstein-Enable-Disable&language=en_US. The functionality of the Einstein features shall not be considered a material component of the Services being provisioned hereunder. The Einstein features are not available to some customers, including Government Cloud as stated in the Documentation.

Free Sandbox with Enterprise Edition

Sandbox subscriptions are for testing and development use only, and not for production use. As part of its system maintenance, SFDC may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, SFDC will notify Customer (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, Customer may create a new Sandbox.

Lightning Platform Starter

Each Lightning Platform Starter User and other Lightning Platform Starter Users in such User's management chain, may access such User's Cases and/or Work Orders for purposes of creating, reading, updating and managing such User's Cases and/or Work Orders. Additionally, Lightning Platform Starter Users may access the Cases and/or Work Orders of other Lightning Platform Starter Users or Cases and/or Work Orders of other individuals for whom a Case has been created in connection with the

Customer's recruiting or onboarding process, solely for purposes of creating, reading and commenting on such Users', or such other individuals', Cases and/or Work Orders . Each Lightning Platform Starter User is entitled to access no more than 10 custom objects through this subscription. Each Lightning Platform Starter User cannot: (A) be an individual other than a Customer employee or contractor, or (B) be an individual who supports external facing customer service Cases and/or Work Orders or whose primary function is to respond to or resolve employee Cases and/or Work Orders. Customer shall ensure the use restrictions set forth herein are followed, through User profile or permission set, limiting the number of custom objects included in the Community to the restrictions herein, etc. Customer understands that the above use restrictions are contractual in nature (i.e., these restrictions are not enforced in the Service as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Service.

myTrailhead

Customer acknowledges that each myTrailhead for Employees subscription entitles the Customer to a Total Image Storage per Namespace of 2GB, and a Total Data Storage per Namespace of 500MB. The Identity functionality included with the myTrailhead for Employees Services may only be assigned to myTrailhead for Employees Users and used only to access the myTrailhead for Employees Services. Each myTrailhead for Employees User that uses Identity to access the myTrailhead for Employees Services is limited to access 10 custom objects. Customer understands that the foregoing limitations are contractual in nature (i.e. they are not limited as a technical matter in the Services), and therefore agrees to strictly monitor its Users' use of such subscriptions and enforce the applicable restrictions. SFDC may monitor Customer's usage of the subscriptions at any time through the Services.

Scratch Org

The following terms shall govern all of Customer's use of the Scratch Orgs functionality, whether provisioned pursuant to this or another Order Form. Scratch Orgs are for testing and development use only, and not for production use. As part of its system maintenance, SFDC will periodically delete any Scratch Org, including any associated data or Active Scratch Objects, as set forth in the Documentation. Deletion of an active Scratch Org shall not terminate Customer's Scratch Org subscription; if an active Scratch Org is deleted during Customer's Scratch Org subscription term, Customer may create a new active Scratch Org. Creation of new active Scratch Orgs count towards the daily scratch org limits set forth in the Documentation. Any representations, warranties and covenants in the Customer's MSA regarding log retention, back-ups, disaster recovery, and return and deletion of data shall not apply to Scratch Orgs.

Shift Management

In order to access Shift Management Services, Customer's system administrator must first install the managed package available at the following link: <https://fsl.secure.force.com/work>.

Shift Management subscriptions may only be used for scheduling employee, consultant, and contractor shifts at Customer's facilities. Customer understands that the above limitation is contractual in nature (i.e., this limitation is not enforced in the Services as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such restrictions. SFDC may review Customer's use of such subscriptions at any time through the Services.

Customer acknowledges that the Shift Management Services are not designed to interoperate with Lightning Scheduler or Field Service Lightning Services and are incompatible with such Services in the

same Org, as further described at: https://help.salesforce.com/articleView?id=workdotcom_shifts.htm. "Org" means a unique instance of the Services, i.e., a separate set of Customer Data and Customer-specific Service customizations held by SFDC in a logically separated database (i.e., a database segregated through password-controlled access).

Workplace Command Center

In order to access Workplace Command Center Services, Customer's system administrator must first install the managed package available at the following link: <http://work.force.com/workplacecommandcenter>. Employee Wellness Survey samples are available for download at the following link: <http://work.force.com/employeehealthsurveysamples>.

Customer must create a new Org into which Workplace Command Center Services (together with the Services designed to interoperate with Workplace Command Center Services, e.g., Shift Management) will be provisioned that is restricted to the following use cases: human resource and personnel management and/or workplace health and safety management. Customer understands that the above limitation is contractual in nature (i.e., this limitation is not enforced in the Services as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such restrictions. SFDC may review Customer's use of such subscriptions at any time through the Services. "Org" means a unique instance of the Services, i.e., a separate set of Customer Data and Customer-specific Service customizations held by SFDC in a logically separated database (i.e., a database segregated through password-controlled access).

Customer acknowledges that Workplace Command Center Services and other Salesforce services designed to interoperate with Workplace Command Center Services (e.g., Shift Management services) may be incompatible with certain Salesforce products or services as further described at: <https://help.salesforce.com/articleView?id=workdotcom.htm>.

In connection with the Workplace Command Center Services, Salesforce may provide certain metrics, templates, survey samples and other information from public data sources and/or public health agencies. Such information, in addition to the information identified in the Documentation, shall be considered "Content" (as defined in the MSA). The Content is made available for Customer's convenience and consideration in making informed decisions, however, the Content may not reflect or incorporate information, policies, legal requirements or recommendations applicable to Customer. Customer acknowledges that the Content and the Services are not intended to be used as a medical or other professional opinion or guidance regarding an individual's medical or health status, to assess an individual's medical condition or treatment, or to otherwise infer, predict or interpret an individual's medical or health diagnosis, condition or status.

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