Services Description and Services Specific Terms
of
Hilti CrewCenter

1. Services Description

1.1. The Services will be made available by Hilti ("Service Provider") to the Customer pursuant to the Software and Services Agreement, the respective Order Form and this Service Description and the Services Specific Terms (together referred to as the "**Agreement**"). The Service consists of (i) the Software and (ii) the Customer Support as described in the Agreement.

1.2. The Software consists of different plans that define the functionality

1.2.1. Pro Plan, to digitize your workforce management process with CrewCenter Pro

The Software Core consists of various Functionalities that are made available via a web application and a mobile application.

1.2.1.1. Web Application

1.2.1.1.1. Time Tracking

a) The Time Tracking functionality allows users to input work periods including breaks and absence periods of employees. Work and absence periods can be managed for oneself or on behalf of others.
b) The Time Tracking functionality allows users to input special types of working time for oneself or on behalf of assigned employees, if activated by the Software admin.
c) The Time Tracking functionality requires users to select a project from a list of existing projects when reporting work periods.

1.2.1.1.2. Timesheet review

a) The Timesheet Review functionality displays an overview of recorded time periods for a chosen calendar week.
b) The Timesheet Review functionality allows reviewing the work and break time of others based on assigned user role and Software setup.
c) Based on the Software configuration by an administrator, the Timesheet Review functionality supports visual highlights for deviations from an expected daily work and break time.

1.2.1.1.3. Approvals & Locks

a) The Software allows users with a specific role to grant or revoke approvals for time records.
b) The Software allows users with a specific role to lock or unlock time records.
c) The approval and lock status are displayed for the individual time records and influences editing and deleting options of time records.

1.2.1.1.4. Import & Export

a) The Software allows administrators to import or export certain Software data. The export files generated may be combined as zip-archive for easier handling.
b) Administrator and supervisor may filter the data set prior to the export.

1.2.1.1.5. User Management

a) Users with an administrator role may access the user management functionality. This allows for creating, editing, and removing users in the Software.
b) Users may be granted Software access with a dedicated login or only be added to the Software as a passively managed user without being able to login to the Software. For users with Software access, a unique email address and role assignment is required.
c) The Software offers distinct roles to reflect different job and usage profiles within the Software.

1.2.1.1.6. Project Management

a) Users with eligible roles can access the project management functionality. This allows for creating and editing projects in the Software.
b) Certain projects attributes influence visibility of a project throughout the Software.

1.2.1.1.7. Cost Codes

a) Administrators can manage Cost Codes to allocate time to different tasks.
b) If the functionality is enabled users can assign Cost Codes created to split time to different tasks.

1.2.1.1.8. Settings

a) Administrators may access the Software settings.
b) This functionality allows for configuring the Software, for example to define the expected daily work and break times and available absence types for tracking absences
c) Depending on the chosen CrewCenter plan, optional functionalities such as Cost Codes, geolocation, and Daily Report can be switched on or off.
d) Users may select the user interface language and manage their cookies consent preferences.
e) Administrators can assign employees individual working schedules, absence budgets and bank holidays.

1.2.1.2. MOBILE Application

1.2.1.2.1. Time Tracking

a) The Time Tracking functionality allows users to track their own work periods including breaks and absence periods. Users can also track time when there is no data connection available. Eligible users can also manage work and absence periods on behalf of others.
b) The Time Tracking functionality allows users to track their own special types of working time, if activated by the Software admin. Eligible users can also manage special types of time on behalf of others.
c) The Time Tracking functionality allows users to track their tasks via Cost Codes, if activated by the Software admin. Eligible users can also manage Cost Codes on behalf of others.
d) The Time Tracking functionality requires users to select a project from a list of existing projects when reporting work periods.
e) The Time Tracking functionality allows users to record the device geolocation at "clock-in" and "clock-out" events (if enabled).

1.2.1.2.2. Timesheet Review

a) The Timesheet Review functionality displays an overview of recorded time periods for a chosen calendar week.
b) The Timesheet Review functionality allows reviewing the work and break time of others based on assigned user role and Software setup.
c) Based on the Software configuration by an administrator, the Timesheet Review functionality supports visual highlights for deviations from an expected daily work and break time.

1.2.1.2.3. Approvals & Locks

a) The Software allows users with a specific role to grant or revoke approvals for time records.
b) The approval and lock status are displayed for the individual time records and influences editing and removing options of time records.

1.2.1.2.4. Settings

a) Users may select the user interface language and manage their cookies consent preferences.
b) Users may select to manage their location access settings. CrewCenter links to the device settings to manage the location access settings.
c) Users may select to manage preset breaks by choosing between company preset breaks, individual or deactivate the functionality of preset breaks.
d) Users may select to allow CrewCenter to collect the geolocation of the device at "clock-in" and "clock-out" events (if enabled).

1.2.2. Business Plan, to automate your workforce management process with CrewCenter Business

The core functionality that is offered in the CrewCenter Pro Plan remains available in the CrewCenter Business Plan

In addition the Business Plan offers the following functionality:

1.2.2.1. Geolocation

a) Administrators may access the available geolocation coordinates for clock-in and clock-out operation via a map view with location markers and a list of events.
b) Clicking on a map pin or an item in the event list is a shortcut to the related timecard.
c) The timecard details page, when accessed via the map view, displays the standard timecard detail's view and in addition the geolocation info of the clock-in and clock-out.

1.2.2.2. Photo Documentation

a) Administrators can access the Photo functionality. Users with eligible role can add, and see available pictures, edit and delete all available images that were uploaded from users to a daily report.
b) This feature is intended for project documentation. It is not intended for processing personal data.

1.2.2.3. Daily Report

a) Users with an administrator role can access the Daily Report functionality for all projects. This allows for generating project-specific daily reports. Users assigned as project manager have access to Daily Report functionality for assigned projects.
b) The report consolidates project-specific daily information (e.g. project name, project location, employees, weather data, time, photos). This feature is intended for project documentation.
c) The Daily Report feature enables users to add supplementary information in text form, save a template, save as report, and print a report.

1.2.2.4. Timecard Templates

a) Users who track their time on the mobile application post completing a work day can save the data entry for a specific timecard as timecard template
b) User that already have saved a timecard template can re-use the same for tracking their time post completing a work day

1.2.2.5. Costs & Quantities Management

a) In addition to time, admins can allow to track other project specific payroll relevant information quantitative such as work output, job expense and material usage
b) User can track predefined and setup outputs, expense and material usage on mobile using life and post mode
c) Costs & Quantities are part of data extraction (via exports) and documentation (project management dashboard & daily report)

1.2.2.6. CrewCenter integrations access

a) Access to CrewCenter build API integrations into Hilti Construction Software
b) Access to CrewCenter build API integration into 3rd party

Module / Plan	Pro	Business
Software Core	✓	✓
Geolocation		✓
Photo Documentation		✓
Daily Report		✓
Timecard Templates		✓
Cost & Output Management		✓

CrewCenter integrations access		✓
CrewCenter API access		**Add-on**

Hilti may also offer time-limited trials of the Business plan free of charge. During the trial period, functionality corresponds to the Business plan unless otherwise communicated.

2. Services Specific Terms

2.1. Software Access

Service Provider shall provide access to the Software for the Software admin within 3 working days upon the Effective Date.

2.2. Authorized Users and Rights Granted.

Authorized Users shall include Customer`s employees, including its temporary workers and contract workers.

2.3. Extraction Period.

Upon the Agreement`s end and for a period of 60 days thereafter, Customer is able and responsible for extracting its Customer Data from the Software. The Service provider will delete the Customer Data 180 days after the Agreement`s end. Following such data deletion, Customer Data will remain in Service Provider`s backup system for 14 additional days before the backup is rewritten.

3. System Requirements

To be able to implement, use and operate the Services, the Customer must ensure that Customer's systems, networks and/or devices meet the following System Requirements:

	Microsoft® Edge	Google Chrome™ (recommended)	Mozilla® Firefox®	Apple® Safari®
Web application	Last two versions	Last two versions	Last two versions	Last two versions

	Compatible OS	Compatible browser	Minimum network speed/type	Minimum data plan *Depending on usage	Minimum RAM	Minimum disk space *Depending on usage
Mobile application	Last three versions (iOS and Android)	N/A	4G and above	500 MB / month	2 GB	200 MB

All System Requirements are subject to change at the discretion of the Service Provider due to changes in system setup, design, and functionality. Updated System Requirements will be reflected herein from time to time.

4. Usage Restrictions

When using the Services, the Customer must fully comply with the following Usage Restrictions and is solely responsible to implement the required mitigation steps using its best efforts to avoid any potential incorrect usage:

Customer is responsible for the accuracy and completeness of all data entered into the Software. The Software supports workforce management processes but may not, in all configurations, capture or provide all information required to comply with applicable laws, including working time and similar requirements ("Applicable Laws"). Customer remains responsible for ensuring that its use and configuration of the Software complies with Applicable Laws and for implementing any additional measures reasonably required to do so. Except as expressly set out in the Agreement, the Software is provided "as is" without warranty that it will be error-free or fully meet Customer's specific legal or operational requirements.

5. BETA Features

Service Provider may make certain features, functionalities or integrations of the Services available on a beta, pilot, preview or other pre-release basis ("Beta Features"). Beta Features will either be marked as such in the Services or related documentation, or Customer will otherwise be informed before activation.

Beta Features are provided for evaluation purposes only and may be modified, limited, suspended or discontinued at any time.

Beta Features are provided "as is" and "as available", without any service level commitments or warranties of any kind. In particular, any service levels, support commitments or availability targets set out in the Agreement do not apply to Beta Features. To the fullest extent permitted by applicable law, Service Provider shall have no liability arising out of or in connection with the use of Beta Features. Customer uses Beta Features at its own risk and should not rely on them for business-critical or compliance-relevant use.

6. Data Protection.

Customer determines the purposes and means of using the Software, including whether to enable optional features such as geolocation, photo documentation, and absence tracking. Customer is responsible for providing required notices, obtaining required approvals or consents where applicable, and configuring the Software in compliance with applicable data protection, employment, and workplace monitoring laws.

PDF: CrewCenter – Data protection and subprocessors

7. Professional Services

The following Professional Services are available for and/or related to the Services and shall be performed by Service Provider, provided that Customer has ordered them accordingly:

7.1. Software Setup

The Software Setup is conducted by the Service Provider. They may include the following activities:

- Definition of data structure, e.g., for Projects and working crews
- Data import / entry support
- Data export support

7.2. Training

The Training Services are conducted by the Service Provider. They may include the following activities:

- Introduction to the system and key definitions
- Training on how to set up and use the web-based application
- Training on how to set up and use the smartphone application
- Training on how to use import and export data
- Process recommendations
- Change management recommendations