

# **TimeClock Plus, LLC and Humanity Schedule**

## **System and Organization Controls Report (SOC 3)**

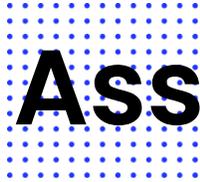
Independent Report of the Controls to Meet the Trust Services Criteria for the Security, Availability, Confidentiality, and Processing Integrity Categories for the Period of January 1, 2025, through December 31, 2025.



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# **Assertion of TimeClock Plus, LLC and Humanity Schedule Management**

## Assertion of TimeClock Plus, LLC and Humanity Schedule Management

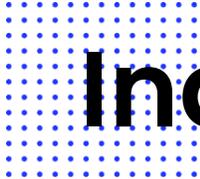
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We are responsible for designing, implementing, operating, and maintaining effective controls within TimeClock Plus, LLC and Humanity Schedule's employee scheduling solution system (system) throughout the period January 1, 2025, to December 31, 2025, to provide reasonable assurance that TimeClock Plus, LLC and Humanity Schedule's service commitments and system requirements relevant to security, availability, confidentiality, and processing integrity were achieved. Our description of the boundaries of the system is presented in section A and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period January 1, 2025, to December 31, 2025, to provide reasonable assurance that TimeClock Plus, LLC and Humanity Schedule's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, confidentiality, and processing integrity (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*). TimeClock Plus, LLC and Humanity Schedule's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in section B.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period January 1, 2025, to December 31, 2025, to provide reasonable assurance that TimeClock Plus, LLC and Humanity Schedule's service commitments and system requirements were achieved based on the applicable trust services criteria.



# **Independent Service Auditor's Report**

# Independent Service Auditor's Report

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Daryl Rolley  
CEO  
TimeClock Plus, LLC  
1 Time Clock Dr.  
San Angelo, TX 76904

## Scope

We have examined TimeClock Plus, LLC and Humanity Schedule's accompanying assertion titled "Assertion of TimeClock Plus, LLC and Humanity Schedule Management" (assertion) that the controls within TimeClock Plus, LLC and Humanity Schedule's employee scheduling solution system (system) were effective throughout the period January 1, 2025, to December 31, 2025, to provide reasonable assurance that TimeClock Plus, LLC and Humanity Schedule's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, confidentiality, and processing integrity (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

## Service Organization's Responsibilities

TimeClock Plus, LLC and Humanity Schedule is responsible for its service commitment and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that TimeClock Plus, LLC and Humanity Schedule's service commitments and system requirements were achieved. TimeClock Plus, LLC and Humanity Schedule has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, TimeClock Plus, LLC and Humanity Schedule is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

## Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements

- Assessing the risks that controls were not effective to achieve TimeClock Plus, LLC and Humanity Schedule’s service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve TimeClock Plus, LLC and Humanity Schedule’s service commitments and system requirements based on the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

### **Inherent Limitations**

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization’s service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

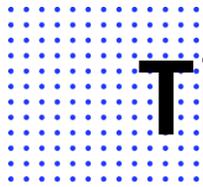
### **Opinion**

In our opinion, management’s assertion that the controls within TimeClock Plus, LLC and Humanity Schedule’s employee scheduling solution system were effective throughout the period January 1, 2025, to December 31, 2025, to provide reasonable assurance that TimeClock Plus, LLC and Humanity Schedule’s service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.



Joseph Kirkpatrick  
CPA, CISSP, CGEIT, CISA, CRISC, QSA  
4235 Hillsboro Pike, Suite 300  
Nashville, TN 37215

February 5, 2026



# **TimeClock Plus, LLC and Humanity Schedule's Description of Its Employee Scheduling Solution System**

# Section A: TimeClock Plus, LLC and Humanity Schedule's Description of the Boundaries of Its Employee Scheduling Solution System

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## Services Provided

Founded in 2010 in San Francisco, Humanity.com, Inc. (Humanity) provides cloud-based employee scheduling and time-tracking software services. In December of 2020, TimeClock Plus, LLC (TCP) acquired Humanity. As the parent organization, TCP provides management controls to Humanity, its subsidiary.

The Humanity Schedule platform is designed to simplify day-to-day employee scheduling. The platform helps Humanity Schedule customers create error-free, dynamic staffing schedules easily and accurately based on location, department, position, and skills. The platform provides real-time availability and conflict checking to streamline the scheduling process.

The Humanity Schedule platform integrates with industry-leading human capital management (HCM) platforms and can be integrated with the TCP platform for time-tracking capabilities, leave management, reporting, and payroll integrations. The bi-directional software integration between the Humanity Schedule platform and the TCP platform eliminates duplicate data entry.

## Onboarding and Implementation

At the beginning of the sales process, prospective customers may choose to start with a 30-day free trial of the Humanity Schedule platform on their website, filling out the Trial form. A trial account is automatically opened if the organization size is up to 200 employees. If the organization size is bigger than 200 employees, the trial request comes in through Salesforce, then the Sales team contacts the potential customer, and the Support team sets up the 30-day trial. After 30 days, the customers transfer to an order form and the standard contract process.

Once a prospect decides to contract with Humanity Schedule for services, customer success manages the implementation process through the following phases:

- **Initiation phase:** During this phase, customer success develops a service strategy for the project, gathers project materials, and assigns resources to the project
- **Discovery phase:** During this phase, customer success coordinates with project stakeholders on both sides and conducts project kickoff activities, including a needs assessment, to determine build requirements and stores resulting documentation in Salesforce
- **Planning phase:** During this phase, customer success develops and approves a timeline, confirms deliverables, constructs a work breakdown structure, finalizes the project plan, and creates a communication plan and testing and training strategy

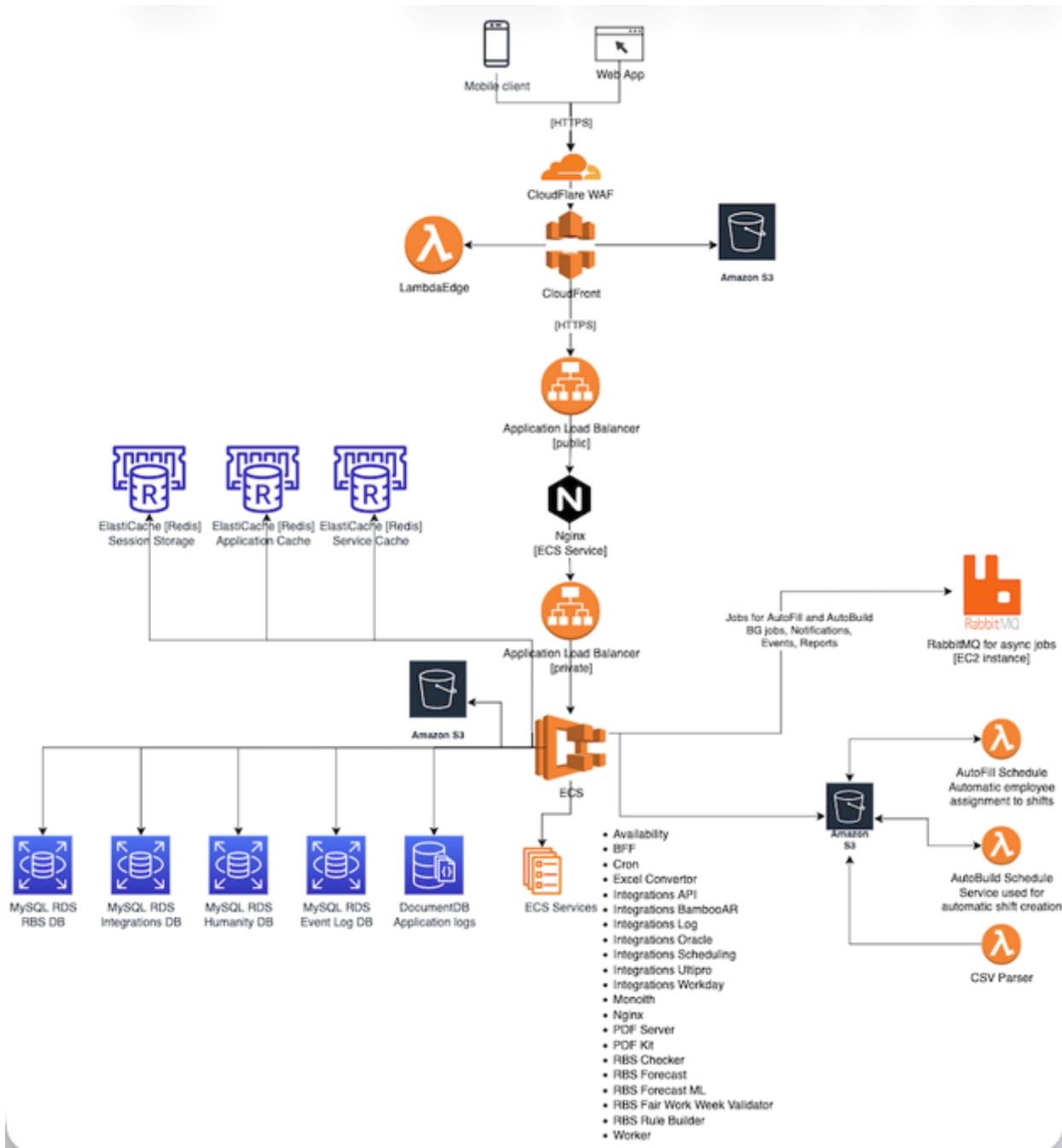
- Delivery phase: During this phase, customer success installs and configures software, ensures the software meets the customer's needs, and conducts training and a pilot test before going live
- Transition phase: During this phase, customer success finalizes agreements, closes the project, collects project feedback, and transitions customers to an ongoing support team

### **Customer Offboarding**

Accounts in trial mode past the 30-day free-trial period are automatically locked. The Humanity Schedule platform is directly connected to the billing software Zuora, and, once a customer's free-trial subscription ends, access to the platform is automatically terminated. Humanity Schedule deletes customer data upon request. If data deletion is not requested after 45 days of termination, Humanity Schedule anonymizes and deletes any remnants of personally identifiable information (PII) using a script.

### **Infrastructure**

The organization documents its network design for the purpose of showing its network inter-connectivity between its locations and the associated segmentation of various parts of network and perimeter security of its network via firewalls. To outline the topology of its network, the organization maintains the network diagram below to illustrate its internal infrastructure.



## Software

The organization uses the following critical software to provide its services:

- EventTracker
- GitHub
- GuardDuty
- Jenkins
- Mend.io
- New Relic
- Okta
- Outreach
- Segment
- Tableau
- Tenable
- Terraform

## **People**

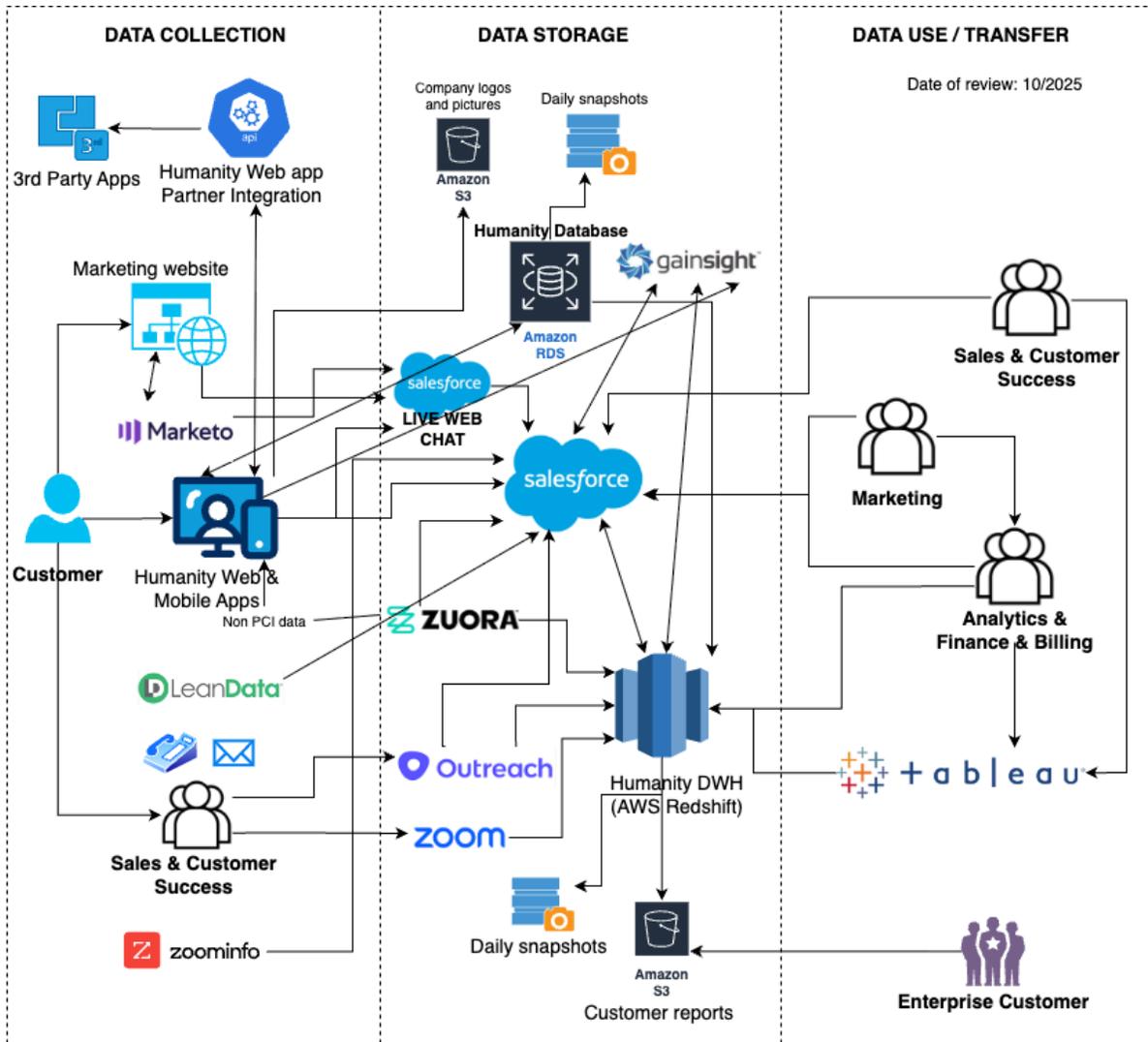
The organization has a hierarchical organizational structure with core vertical departments being led by C-level executives and directors. Functional components within each department are administered by managers and technical leads. An organizational chart is maintained to illustrate TCP's traditional structure and relevant reporting lines.

Additionally, the organization maintains a formal board of directors that consists of six members. The board meets quarterly, and executives present audit outcomes, security updates, and notable control topics during these sessions.

## **Data**

Humanity Schedule stores customers' PII data. Only a full name and email address are necessary for opening an account. Other fields are optional and may contain other forms of PII based on what the client decides to capture as a part of employee scheduling, such as employee IDs.

The diagram below demonstrates the flow of data throughout Humanity's environment.



Data is categorized as confidential, internal, and public, with handling requirements tied to these classifications. Confidential data, including personal, financial, and client information, requires special safeguards such as encryption both in transit and at rest, password salting, and hashing techniques. Encryption standards include AES-256 for stored data, TLS v1.2 or higher for network communications, and full-disk encryption for workstations and laptops.

The organization maintains its encryption keys within AWS Key Management Service (KMS). HumanitySchedule uses industry-accepted algorithms with appropriate key lengths and key management practices. TLS v1.2 or higher is required for exposed services, while older versions like TLS v1.0 and v1.1 are disabled to reduce cryptographic weakness.

Keys are accessible to the CloudOps team. Wireless networks rely on WPA2-AES to protect traffic across corporate and guest access points. Cipher suites approved for TLS, Secure Shell (SSH), and IPSEC are limited to those aligned with current industry acceptance and backed by trusted certificate authorities. Certificates and key material

are stored within AWS KMS across multiple accounts, providing visibility and evidence of active inventory. Some encryption responsibilities, such as session keys and front-end keys, are handled by services like Okta and Cloudflare.

For data at rest, production environments apply AES-based encryption, with AES-256 as the preferred standard for both databases and backups, and full-disk encryption is enabled on workstations and laptops. Passwords and secrets are safeguarded with salted hashing algorithms, while storage volumes such as EC2 EBS disks demonstrate encryption enabled with AWS KMS-managed keys.

## **Processes and Procedures**

Management has developed and communicated procedures to guide the provision of the organization's services. Changes to procedures are performed annually and authorized by management. These procedures cover the following key security life cycle areas:

- Data classification
- Categorization of information
- Assessment of the business impact resulting from proposed security approaches
- Selection, documentation, and implementation of security controls
- Performance of annual management self-assessments to assess security controls
- Authorization, changes to, and termination of information system access
- Monitoring security controls
- Management of access and roles
- Maintenance and support of the security system and necessary backup and offline storage
- Incident response
- Maintenance of restricted access to system configurations, user functionality, master passwords, powerful utilities, and security devices

## **Section B: Principal Service Commitments and System Requirements**

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### **Regulatory Commitments**

Due to the nature of services TCP provides and the data types that it processes for service delivery, the organization operates under several regulatory requirements, including those from labor authorities such as the Equal Employment Opportunity Commission, the U.S. Department of Labor, and state-specific mandates like Texas labor practices. Privacy laws, including the General Data Protection Regulation (GDPR), Biometric Information Privacy Act (BIPA), the California Consumer Privacy Act (CCPA), and the Data Privacy Framework principles, guide how data is collected, processed, and protected across services.

The organization designs its security programs and business operations to maintain compliance with industry expectations and regulatory commitments. Internal policies are structured to align operational practices with these legal requirements, and legal oversight monitors jurisdictional obligations where employees are located. Regulatory expectations tied to biometric collection influence product features and customer guidance.

### **Contractual Commitments**

The organization has established contracts and agreements with customers to communicate service offerings and commitments. TCP contracts establish the relationship between the service provider and the client by tying the order form directly to a licensing agreement. Terms specify that the provider grants access to services for the contracted period, with the order form prevailing in cases of conflict with general terms. Contracts also describe how amendments to the licensing agreement may occur, noting that changes must not reduce subscribed features or functions. Execution of an agreement requires authorized representatives from both sides, confirming that the contract is legally binding.

### **System Design**

TCP and Humanity Schedule designs its employee scheduling solution system to meet its regulatory and contractual commitments. These commitments are based on the services that TCP and Humanity Schedule provides to its clients, the laws and regulations that govern the provision of those services, and the financial, operational, and compliance requirements that TCP and Humanity Schedule has established for its services. TCP and Humanity Schedule establishes operational requirements in its system design that support the achievement of its regulatory and contractual commitments. These requirements are communicated in TCP and Humanity's system policies and procedures, system design documentation, and contracts with clients.