

# **TimeClock Plus, LLC and ScheduleAnywhere**

## **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.



# Table of Contents

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- Assertion of TimeClock Plus, LLC and ScheduleAnywhere Management ..... 1
  - Assertion of TimeClock Plus, LLC and ScheduleAnywhere Management ..... 2
- Independent Service Auditor’s Report ..... 3
  - Independent Service Auditor’s Report ..... 4
    - Scope ..... 4
    - Service Organization’s Responsibilities ..... 4
    - Service Auditor’s Responsibilities ..... 4
    - Inherent Limitations ..... 5
    - Opinion ..... 5
- TimeClock Plus, LLC and ScheduleAnywhere’s Description of Its Employee Scheduling Solution System ..... 6
  - Section A: TimeClock Plus, LLC and ScheduleAnywhere’s Description of the Boundaries of Its Employee Scheduling Solution System ..... 7
    - Services Provided ..... 7
      - Onboarding and Implementation ..... 7
      - Customer Offboarding ..... 7
      - Scope ..... 7
        - Personnel ..... 7
    - Infrastructure ..... 8
    - Software ..... 8
    - People ..... 9
    - Data ..... 9
    - Processes and Procedures ..... 10
  - Section B: Principal Service Commitments and System Requirements ..... 11
    - Regulatory Commitments ..... 11
    - Contractual Commitments ..... 11
    - System Design ..... 11



# **Assertion of TimeClock Plus, LLC and ScheduleAnywhere Management**

## Assertion of TimeClock Plus, LLC and ScheduleAnywhere Management

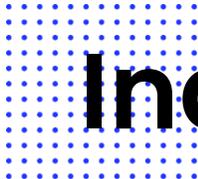
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We are responsible for designing, implementing, operating, and maintaining effective controls within TimeClock Plus, LLC and ScheduleAnywhere's employee scheduling solution system (system) throughout the period January 1, 2025, to December 31, 2025, to provide reasonable assurance that TimeClock Plus, LLC and ScheduleAnywhere'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 ScheduleAnywhere'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 ScheduleAnywhere'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 ScheduleAnywhere'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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## Scope

We have examined TimeClock Plus, LLC and ScheduleAnywhere's accompanying assertion titled "Assertion of TimeClock Plus, LLC and ScheduleAnywhere Management" (assertion) that the controls within TimeClock Plus, LLC and ScheduleAnywhere'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 ScheduleAnywhere'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 ScheduleAnywhere 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 ScheduleAnywhere's service commitments and system requirements were achieved. TimeClock Plus, LLC and ScheduleAnywhere has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, TimeClock Plus, LLC and ScheduleAnywhere 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 ScheduleAnywhere’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 ScheduleAnywhere’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.

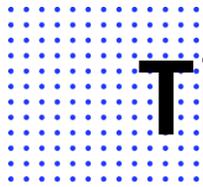
### **Opinion**

In our opinion, management’s assertion that the controls within TimeClock Plus, LLC and ScheduleAnywhere’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 ScheduleAnywhere’s service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.



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February 9, 2026



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

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

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## Services Provided

TimeClock Plus, LLC (TCP) has more than 30 years of experience in providing workforce management, scheduling, and time and labor solutions. TCP's customer base spans across industries and verticals including food service, retail, education, and state and local government. The scope of this engagement covers only the ScheduleAnywhere products and services.

ScheduleAnywhere is an online employee time scheduling platform. The platform allows managers to build and customize employee time scheduling and allows employees to clock in and out to track working hours. ScheduleAnywhere allows customers to create work schedules for multiple locations or departments and create schedules by position, shift, or skill. Customers can build schedules by clicking on employees and assigning shifts, and the platform prevents scheduling conflicts. Customer employees can use the platform to submit time-off, cover, swap and other requests, and managers can approve or deny employee requests.

## Onboarding and Implementation

Customers can sign contracts online and pay via an online payment subscription through Zuora, and the organization configures the ScheduleAnywhere solution to allow customers to self-register. Alternatively, customers can contact TCP by phone to initiate the contract process. Typically, contracts are executed for one year at a time and are automatically renewed.

Customers import data to the ScheduleAnywhere platform using Excel spreadsheets and export reports. The platform is configured to allow the use of single sign-on (SSO), so clients can integrate their own access control systems with the platform.

## Customer Offboarding

Customers are offboarded once their subscription expires or upon request. Customers can request that data be downloaded and deleted, and data is automatically deleted 30 days after a subscription expires.

## Scope

### *Personnel*

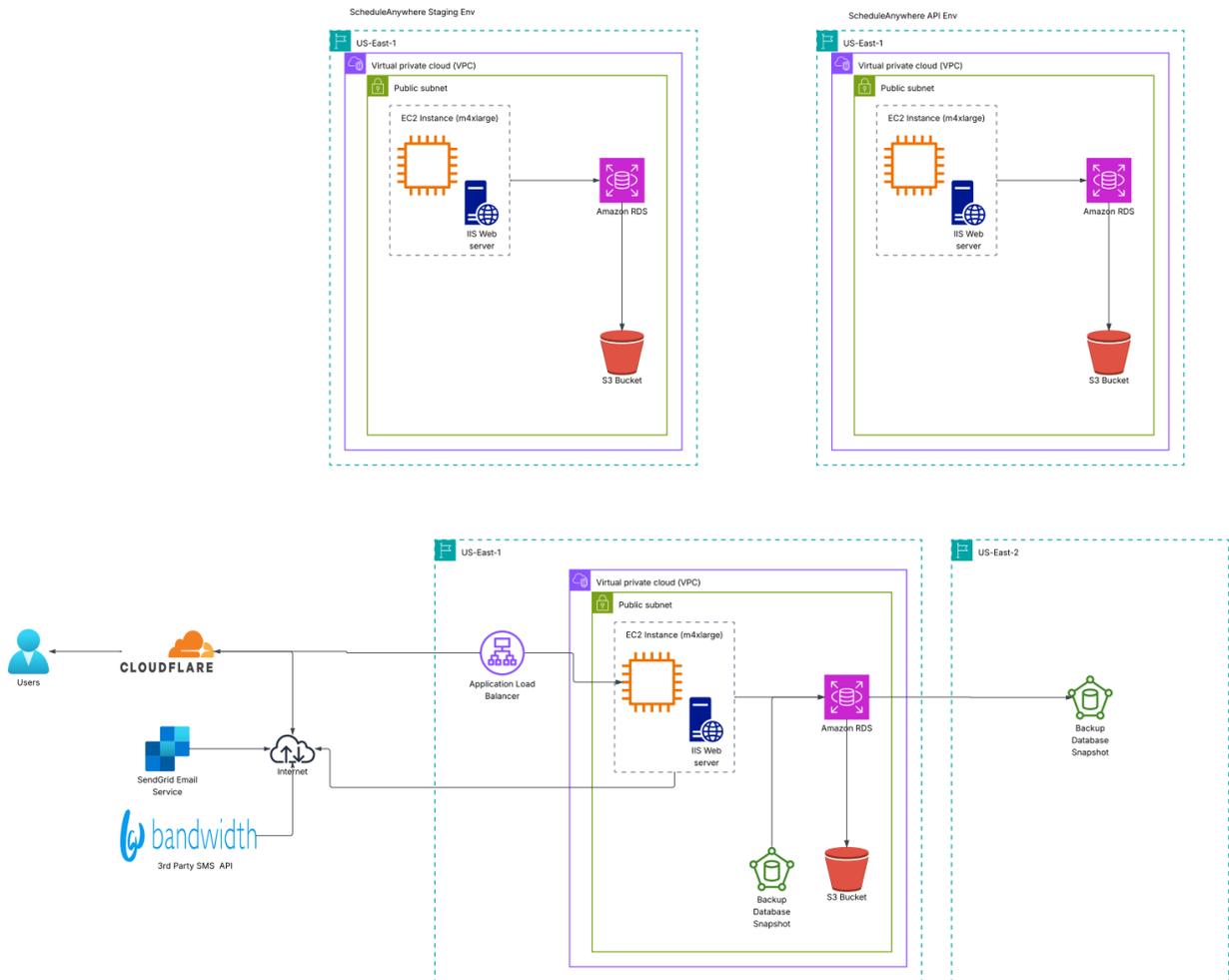
The following TCP personnel participated in the audit:

- Information Security & Compliance Analyst IV
- Manager of Information Security
- VP of IT and InfoSec

- VP of Human Resources
- ScheduleAnywhere Engineering Manager

## 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 following software is deemed critical to the development and implementation of the organization's services:

- |             |                |                    |
|-------------|----------------|--------------------|
| • GitHub    | • Cloudflare   | • Windows Defender |
| • New Relic | • GuardDuty    | • Intune           |
| • Okta      | • EventTracker | • SysAid           |
| • Tenable   | • Terraform    | • Automox          |
| • Mend.io   | • Veeam        |                    |

- Pester

## People

ScheduleAnywhere 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 ScheduleAnywhere'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.

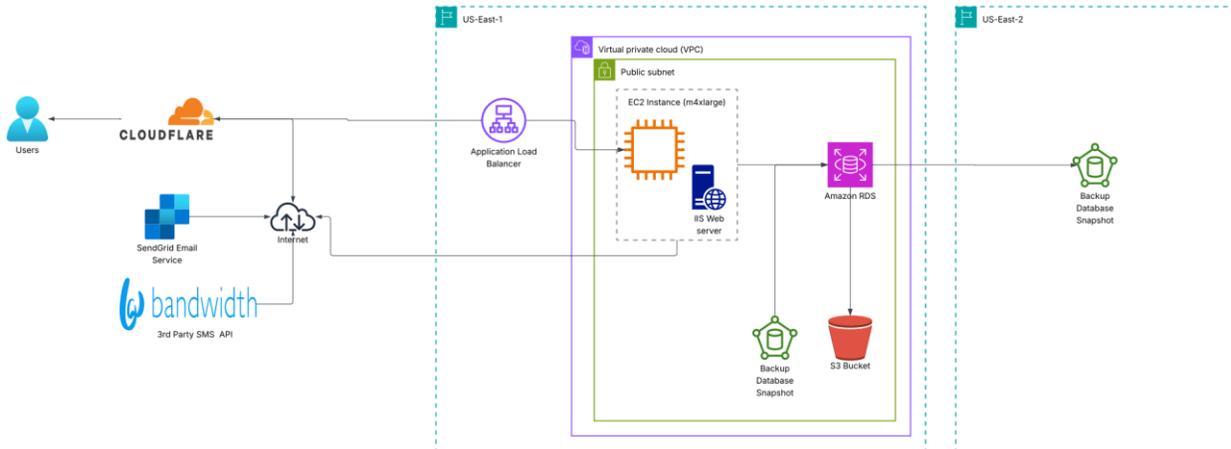
## Data

To provide its services, TCP stores, processes, and transmits customer and personal data related to calculating time and attendance. The types of protected data include employee records such as health information and payroll, authentication secrets, legal materials, and business reports. These datasets exist in multiple locations: production databases, S3 buckets in AWS, on-premises servers, backups on tape media, and endpoint devices.

The Data Classification Policy outlines the organization's standards for classifying data as confidential, internal, and public, with handling requirements tied to these classifications. Confidential data is classified and labeled in documents, folders, or presentations, and handled according to defined retention and disposal schedules. Processes also include anonymization scripts for removing personally identifiable information (PII) before moving databases into test environments, as well as policies for deleting or overwriting customer data once contracts end. Together, the people enforcing policy, the processes for classification, encryption, and disposal, and the technologies like AES, TLS, AWS Key Management Service (KMS), and tape systems create a framework for protecting sensitive organizational and client data across its lifecycle.

Regarding data security, the IT Security Policy includes encryption standards for data in transit and at rest, secure workstation and server configurations, and controlled use of personal devices. Encryption within ScheduleAnywhere relies on coordinated efforts across people, processes, and technologies to safeguard sensitive data. The Information Security team and executive leadership are tasked with maintaining encryption policies, reviewing standards, and training employees on proper handling practices. Managers are accountable for applying these rules within systems under their control, while all employees and contractors must follow established procedures. The processes cover encryption for data in transit, such as requiring TLS 1.2 or higher and strong cipher suites for public networks, as well as encryption for data at rest, including AES-256 for databases, workstations, and backups. Cryptographic keys are created and stored in secure environments, using AWS KMS.

The data flow diagram illustrates the secure movement of data throughout the network environment.



Regarding data retention, the organization’s data retention rules are determined by the nature of the data and align with applicable U.S. and international privacy frameworks. The IT Security Policy includes detailed data retention timelines, disposal requirements, and physical access controls for facilities and equipment. Personal data retention schedules are defined for corporate, legal, accounting, tax, payroll, employee, and client records, with retention periods ranging from months to permanent depending on the category.

**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 ScheduleAnywhere 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. ScheduleAnywhere 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 ScheduleAnywhere designs its employee scheduling solution system to meet its regulatory and contractual commitments. These commitments are based on the services that TCP and ScheduleAnywhere 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 ScheduleAnywhere has established for its services. TCP and ScheduleAnywhere establishes operational requirements in its system design that support the achievement of its regulatory and contractual commitments. These requirements are communicated in TCP and ScheduleAnywhere's system policies and procedures, system design documentation, and contracts with clients.