



# Client Engagement Form

**maestro\***

November 21, 2025 | Confidential

## Training Sessions – Implementation of the **maestro\*** Software, Addition of Modules, or Version Change

The goal of this document is to specify the expected actions and behaviours of the client and its representatives before, during, and after the training sessions organized as part of the maestro\* implementation process, the addition of modules, or version changes.

From past experience, Maestro has found that following the guidelines outlined below ensures successful implementation and learning. In addition, it allows:

- Maximizing training time, for both the client and Maestro;
- Developing skills in a learning environment;
- Facilitating the adaptation process;
- Respecting, unless there are unforeseen circumstances, the “Go-Live” date.

### The Learning Pyramid

*The following diagram illustrates different pedagogical approaches used by Maestro (inspired by Edgar Dale's learning pyramid) and from which the commitment principles in this document are derived. It highlights the importance of the learner's application of new knowledge and active, even constructive, and interactive, participation in the knowledge transmission process.*

***Pedagogical approaches presented according to their learning and retention potential, from the least to the most effective.***



*Before starting the implementation process and/or the training sessions, decisions linked to the following elements will have to be made between the client and the implementation specialist.*

## TRAINEES

The client must not only calculate and target future **maestro\*** users, but they must also determine which employees will be part of the implementation process, the changes, and software training. The client must not only calculate and target future **maestro\*** users, but they must also determine which employees will be implicated in the software implementation and initial training process. A “Pilot” and the key user(s) for every module must be identified. These employees will act as ambassadors to their respective teams, if applicable, and as agents of change. They need to be open-minded, available, and good at verbalizing. Whether they will participate in the training sessions must be established in advance. It should also be discussed in advance whether their presence is essential to these training sessions.

## WORKLOAD REDUCTION

Every learning process takes time. It is expected that performing tasks for the first time with **maestro\*** will require, temporarily, more time than usual. Furthermore, tests, settings, and the collecting of data will possibly have to be performed after every training session, as a prerequisite for the next session. Employees involved in the software implementation and training sessions will therefore have to spend extra time performing these tasks, in addition to their regular work. On average, for every hour of training with a Maestro instructor, one hour of complementary work will be required.

## ONLINE OR IN-PERSON TRAINING

It must be decided whether the training sessions will be done by distance learning online, in person, or both. In this regard, the following elements must be taken into consideration:

- In-person training is always more efficient, even more so as a group. Although the final decision rests in the client's hands, **Maestro favours and recommends in-person training.**



- Ever since teleworking began, many employees have fondly adopted it. However, it is easier to get employees to commit to the project if



training is done in person – the first meeting, as well as the “Go-Live” should always be done in person.

### **Selecting a Virtual Communication Tool**

The tools used by Maestro to offer online training sessions (videoconferences and screen sharing) are the following:

- *Teams*
  - The instructor must be added to a *Teams* group created by the client, within their organization.
  - The instructor can take control of the client’s screen if needed.
- *GoToMeeting*

## **Instructions**

### **BEFORE the Training Session**

- The employee responsible for the implementation (Pilot) and/or changes must answer every Maestro training session confirmation email in a timely matter, whether these are accepted or cancelled, otherwise cancellation fees will apply.
- The Pilot must have reserved a conference room for the training session, if applicable, and informed employees about this session.
- The Pilot must see that the software is installed, connected, and ready for use for the training session before it begins.
- Ideally, make sure the trainees’ internet connection is wired (vs Wi-Fi) for the training session to limit the possible number of interruptions. It is important to have a stable high-speed internet connection (a minimum of 10Mbit per person is required) that will not be solicited by other users for the duration of the meeting.
- Every participant must know their username and password and must have tested them before the beginning of the training session.
- If the training session is online and *Teams* is used, the audio and video functionalities must have been tested beforehand with all trainees, so no delays are incurred.
- It is the client’s responsibility to record the online training session if they so desire. Tests regarding recording a meeting, if applicable, must be performed before the beginning of the training session.



## DURING the Training Session

- The trainees must be on time and ready to start the training session at the scheduled time (if applicable, they must already be online and connected).
- The trainees must have access to **maestro\*** and have their username and password handy.
- A break is scheduled for during the training session and announced by the instructor at the beginning of the said session – we ask that interruptions are limited to the duration and at the time of the break.
- The trainees must be able to give 100% of their focus to the training session to maximize learning:
- The use of cellphones must be limited to emergency cases; the vibration mode and the voicemail must be activated, and the ringtone deactivated. Ideally, a contact person should be identified to take care of possible emergencies during the training session.
- Notifications and/or email and chat applications must be closed on the workstations or mobile devices throughout the whole training session (except for during breaks) to keep the trainees' attention.
- The Pilot must take note of the tasks/tests to complete before the next training session.



## If the Training Session is In-Person

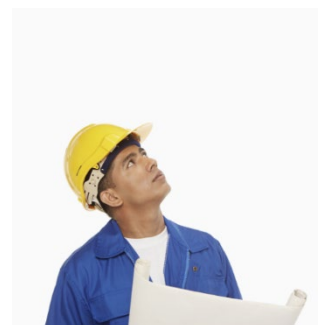
- A projector and/or a screen must be installed and operational if in a group training session.

## If the Training Session is Online

- The participants must have checked their audio and video parameters just before the session – they must make sure there is no bounce-back sound if more than one online participant is in the same room.
- Every participant's camera must be open for the whole training session.

## AFTER the Training Session

- The tasks/tests to complete must be delegated and completed before the next training session, or else the following training session could be devoted to uncompleted tasks/tests and therefore affect the "Go-Live".
- Internal processes may need to be reviewed and agreed upon by the staff following the arrival of **maestro\***.
- If so required, it is suggested to write down any encountered problems or questions for the following training session.



# Certificate of Acknowledgement of the Project-Related Risks and their Potential Impacts

- The client undertakes to comply with all of their obligations in connection with the implementation of **maestro\***, in particular the assignments requested by the trainer, which must be duly completed. In the event of non-compliance with these commitments by the client, and after two duly notified verbal reminders, Maestro reserves the right to postpone the project without being held liable.
- The client undertakes to comply with all of their obligations in connection with the implementation of **maestro\***, in particular compliance with the training calendar, including the obligation to hold scheduled meetings without unjustified postponements. In the event of non-compliance with these commitments by the client, and after two duly notified verbal reminders, Maestro has the right to postpone the project without being held liable.
- The client undertakes to comply with all of their obligations in connection with the implementation of **maestro\***, in particular by ensuring that any internal resistance to change is managed appropriately. In the event of non-compliance with these commitments by the client, and after two duly notified verbal reminders, Maestro has the right to postpone the project without being held liable.

I, the undersigned \_\_\_\_\_, hereby confirm that I have read the current document outlining the guidelines established by Maestro Technologies for the proper conduct during training sessions given as part of the implementation process of the **maestro\*** software, the addition of modules and/or version change. I undertake to comply with and apply best practices, failure to do so may result in Maestro Technologies terminating or delaying said process.

Signed at \_\_\_\_\_, on \_\_\_\_\_

\_\_\_\_\_  
Trainee (capital letters)

\_\_\_\_\_  
Company (capital letters)

\_\_\_\_\_  
Signature