2021 WORKDAY DOWNTIME SCHEDULE

Most Workday Users work in the “Production tenant.” Downtime for production tenants take place early on Saturday mornings to reduce impact.

<table>
<thead>
<tr>
<th>Maintenance Type</th>
<th>Dates</th>
<th>Tenant Downtime</th>
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</thead>
<tbody>
<tr>
<td>Monthly Maintenance (Includes Weekly Service Update)</td>
<td>August 13-14, September 3-4, November 19-20, December 10-11</td>
<td>Production tenants - maximum 8 hours: Saturday 2 am – 10 am Eastern time</td>
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<tr>
<td>Quarterly Maintenance - Production tenants (Includes Weekly Service Update)</td>
<td>July 16-17, October 15-16</td>
<td>Production tenants - maximum 4 hours: Saturday 2 am – 2 pm Eastern time</td>
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<tr>
<td>Quarterly Maintenance - Sandbox, Sandbox Preview, and Implementation tenants (Includes Weekly Service Update)</td>
<td>October 8-9</td>
<td>Sandbox, Sandbox Preview, and Implementation tenants - maximum 16 hours: Friday 9 pm to Saturday 1 pm Eastern time</td>
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<tr>
<td>Feature Release Delivery and Monthly Maintenance (Includes Weekly Service Update)</td>
<td>March 12-13</td>
<td>• Production tenants will be unavailable for a maximum of 8 hours: Saturday 2 am – 10 am Eastern time • Sandbox, Sandbox Preview, and Implementation tenants will be unavailable for a maximum of 12 hours: Friday 9 pm to Saturday 9 am Eastern time</td>
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<tr>
<td>Feature Release Delivery (Beginning 2021 R2, we will separate the Monthly Maintenance from the Feature Release Delivery)</td>
<td>September 10-11</td>
<td>• Production tenants will be unavailable for a maximum of 4 hours: Saturday 2 am to Saturday 6 am Eastern Time • Sandbox, Sandbox Preview, and Implementation tenants will be unavailable for a maximum of 12 hours: Friday 9 pm to Saturday 9 am Eastern time</td>
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</tbody>
</table>

Regular Weekly Service Update takes place every weekend. The tenant downtime will be:

- **Production tenants – maximum 4 hours**: Saturday 1 pm – 5 pm Eastern time
- **Sandbox and Implementation tenants - maximum 12 hours**: Friday 9 pm to Saturday 9 am Eastern time