

GENERAL SERVICE TERMS FOR SECURITAS DIGITAL SERVICES

Effective as of January 21, 2020.

These General Service Terms for Securitas Digital Services (the "**Service Terms**") apply to the Digital Services provided by Securitas to the Client (capitalized terms defined below). There are multiple ways to execute these Service Terms, e.g. by a click on an "Accept" button, by checking a check box presented with the Service Terms, by a reference in a binding agreement signed between the Client and Securitas or by commencing use of any of the Digital Services (the "**Effective Date**"). Any representative of the Client executing these Service Terms on behalf of the Client represents to Securitas that they are lawfully able to enter into contracts and that they have the legal authority to bind the Client.

The Client is instructed to read these Service Terms and any other terms referenced in these Service Terms carefully.

1. DIGITAL SERVICES

These Service Terms apply for the use of the digital services and products, including all associated features and functionalities, websites and user interfaces (collectively the "**Digital Services**") made available by Securitas.

The Service Terms are entered into between the Securitas entity ("**Securitas**") indicated for the Client's specific country in the Country Unique Terms ("**CUTS**") as provided for in the end of these Service Terms and the company or other legal entity (the "**Client**") set forth in an order form, agreement document, receipt, invoice or other documentation between the parties which is issued by Securitas and applicable to the Digital Services that the Client has ordered from Securitas or that the Client wishes to use (the "**Order**"). The Digital Services may be further described on Securitas' website (the "**Service Description**"). The Service Terms will apply to any upgrades, amendments or modifications of the Digital Services.

The Service Terms are applicable for the Client's registered employees' and its other contracted users' access and use of the Digital Services (the "**User(s)**"). A User accessing the Digital Services shall be fully informed by the Client about the Service Terms and must abide by them to the extent applicable to Users. The Client is responsible for any acts and omissions of its Users and is liable and responsible for that the Users use the Digital Services in accordance with the Service Terms. If the User does not agree (or cannot comply), the User must not use the Digital Services.

2. SPECIFIC SERVICE TERMS

The Digital Services may be subject to additional specific terms (the "**Specific Service Terms**"). The Specific Service Terms shall prevail over the Service Terms in this document in the event of a conflict between the Specific Service Terms and the Service Terms. Any and all references herein to the Service Terms shall be deemed a reference to the Service Terms as amended or completed by the Specific Service Terms. By executing these Service Terms, any applicable Specific Service Terms are concurrently executed.

3. USE OF THE DIGITAL SERVICES

The Digital Services may only be accessed and used by authorized Users. Access rights granted may not be transferred, assigned or licensed in whole or in part or disposed of in any other way than is explicitly permitted by the Service Terms. In the event a User ceases to be employed or contracted by the Client, the User's right to use the Digital Services expires simultaneously. The Client must in such

case ensure that the User ceases to use the Digital Services and that the User's authorizations are revoked and erased.

Users must keep all log-in credentials strictly confidential and may not transfer, license, grant access to or in any other way disseminate or handle their log-in credentials to the Digital Services in a manner which puts the credentials at risk of dissemination to unauthorized individuals.

Users may not breach, circumvent, remove or affect the technique or security systems used to protect the Digital Services or the content of the Digital Services. Users may not act in a way that may cause the Digital Services to be disabled, overloaded, deteriorated or harmed, or in any other way that may cause Securitas or the Digital Services any damage. Further, Users may under no circumstances alter, develop, reverse engineer, decompile, disassemble, attempt to derive source code, create derivative works of or make additions to the Digital Services.

Users may not transfer, assign or grant licenses to the content of the Digital Services, such as by duplicating the Digital Services and its contents, making the Digital Services and its content (in original or modified form, translated or processed) available to a third party or in any other way dispose of the Digital Services and its contents in a way that is not explicitly permitted by the Service Terms.

Users are responsible for, when using the Digital Services (i) adhering to applicable laws and regulations; (ii) adhering to any directions, instructions and limitations for the Digital Services, including but not limited to such directions published by Securitas in relation to the Digital Services; and (iii) if a User has created an account to be able to use the Digital Services, that the contents of the account is current, complete and accurate and that it is kept safe from access by others.

Securitas may, without prior notice, suspend or terminate the Client and/or Users from further use of the Digital Services if Securitas (i) suspects that the Client and/or a User is using the Digital Services in a manner contrary to the Service Terms, or (ii) deems in its sole discretion that the Client's and/or a User's use of the Digital Services poses a security risk to Securitas and/or another client or otherwise puts Securitas at risk of incurring damages or is considered unacceptable by Securitas. Upon notice of such suspension or termination the Client and/or User shall immediately stop using the Digital Services.

The Client undertakes to indemnify and hold Securitas harmless from any costs, damages or losses incurred by Securitas due to a third party claim being filed against Securitas based on the Client's and/or a User's use of the Digital Services in breach of this section 3.

4. LICENSE

The Digital Services including any software applications therein are not sold or transferred. All rights pertaining to the Digital Services including any software applications therein, and its contents, including copyright and any other intellectual property rights pertaining to the development of, the basis for and the compiling of contents, in the Digital Services, even after installation on the Client's and/or the Users personal computers, mobile handsets, tablets, wearable devices and/or other devices, are owned or licensed by Securitas or a company within the Securitas Group, and/or its licensors or contractors. Copyright notices and any other notices on ownership in the Digital Services or relating documentation must be preserved and may not be removed or altered by the Client or Users.

Subject to the Service Terms and payment of applicable charges, the Client is granted a non-exclusive, non-sublicensable, non-transferable, fully revocable and limited right to permit Users to use the Digital Services for the Client's internal business purposes. The Order or the Specific Service Terms may include additional applicable license terms, such as territorial and volume restrictions.

The Client and the Users are not granted any right to the Digital Services other than what is explicitly stipulated in these Service Terms. Securitas grants no license to Securitas' or the Digital Services' trademarks, product names or other brand names used by Securitas. The Client is solely responsible for obtaining and maintaining any and all licenses, which the Client may require to use the Digital Services, other than the license set forth in these Service Terms.

5. PERSONAL DATA

What is stipulated in this section 5 about data controller or data processor shall apply when the Digital Services are provided by Securitas in a jurisdiction where Data Protection Laws (as defined below) recognize the concept of data controller or data processor or a substantially similar term or concept.

Securitas is data controller for personal data collected from the Client and/or the Users when ordering and/or using the Digital Services. Securitas will process the personal data in accordance with applicable laws as amended from time to time. Securitas or companies within the Securitas Group retain the right to aggregate, process and use information regarding the use of the Digital Services, to develop and improve the Digital Services.

The role as data controller will depend on which Digital Services that are provided under these Service Terms. The Specific Service Terms and/or the relevant Service Description may include deviations from this section 5 with regard to the processing of personal data.

To the extent Securitas is acting as a data processor in relation to the Client for certain Digital Services, the following shall apply.

5.1 Processing of Client Personal Data

The Client undertakes to:

- Ensure that there is a legal ground for processing the personal data covered by these Service Terms.
- Ensure that all Client's personal data are lawfully collected and transmitted to Securitas.
- Not give any instructions to Securitas that would be contrary in any way to Regulation (EU) 2016/679 (the "**GDPR**") and/or any applicable supplementary data protection legislation or local applicable data protection regulations (jointly referred to as "**Data Protection Laws**") or to the legal rights of data subjects.
- In a timely manner, provide Securitas with lawful and documented instructions regarding Securitas' processing of personal data, as required by Data Protection Laws.
- Act as the data subjects' point of contact.

Securitas undertakes to:

- Not process Client's personal data other than on the Client's documented instructions.
- Ensure that persons authorized to process the personal data perform such processing activities in accordance with the instructions given by the Client and have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, implement appropriate technical and organizational measures to ensure a level of security appropriate to that risk, including, where appropriate and

applicable, the measures referred to in Article 32(1) of the GDPR, and for the fulfilment of the Client's obligations to respond to requests to exercise data subject rights under Data Protection Laws. In the event that loss, theft, misuse, unauthorized access or unlawful processing occurs, Securitas shall immediately notify Client hereof and shall provide all necessary assistance to Client in order to remedy any issues arising from such incident, and take all necessary steps in order to comply with Data Protection Laws, including but not limited to reporting obligations.

- Provide reasonable assistance to Client in ensuring compliance with its obligations pursuant to Articles 32 to 36 of the GDPR or applicable Data Protection Laws (e.g. assisting the controller in case of data breach, when conducting data protection impact assessment and prior consultations) taking into account the nature of the processing and the information available to Securitas.
- Make available to Client the information necessary to demonstrate compliance with Securitas' obligations laid down in these Service Terms and allow for and contribute to audits, including inspections. The Client is responsible for all costs associated with an audit unless otherwise regulated in another agreement between the parties that prevail over these Service Terms.

Securitas is entitled to anonymize the Client's personal data as a measure of protection and for technical reasons, and in compliance with laws and regulations.

5.2 Subcontractors

The Client hereby authorizes Securitas to engage any sub-contractor to carry out specific processing activities for the performance of the Digital Services, provided that such sub-contractor performs all the obligations under the Service Terms and any Specific Service Terms as well as Service Descriptions as they apply to processing of Client personal data carried out by that sub-contractor, as if it were party to the Service Terms. Any sub-contractor will provide sufficient guarantees and implement appropriate technical and organizational measures in such a manner that the processing will meet the requirements of the GDPR. Where the sub-contractor fails to fulfil its data protection obligations, Securitas shall remain liable to the Client for the performance of that sub-contractor's obligations.

Securitas shall inform the Client of any intended changes concerning the addition or replacement of such sub-contractors, giving the Client the possibility to object hereto by termination of the particular Digital Service.

For the avoidance of doubt, the Client fully and explicitly consents to (i) the use of the sub-contractors with whom Securitas has agreements in place at the time of accepting the Service Terms, and (ii) the use of all affiliates within the Securitas Group ("**Securitas Affiliates**") as sub-contractors.

5.3 International Personal Data Transfers

With respect to personal data originating from, or processed on behalf of, the Client within the EU/EEA and transferred to Securitas' subcontractors or Securitas Affiliates within the EU/EEA, section 5.2 in general shall apply.

With respect to personal data originating from, or processed on behalf of, the Client within the EU/EEA, but accessed or otherwise processed by Securitas and its subcontractors or Securitas Affiliates in jurisdictions outside the EU/EEA (including through the use of cloud based IT solutions), the Client hereby mandates Securitas (in a general manner) to enter into the EU Model Clause Agreement, with the third country entity receiving the personal data, in the name and on behalf of the Client. However, notwithstanding the aforesaid, the EU Model Clause Agreement shall not apply if the jurisdiction in which the relevant sub-contractor or Securitas Affiliate is established has been deemed by the European Union

as a jurisdiction with adequate level of protection for personal data. The Parties agree that any dispute arising under an EU Model Clause Agreement shall be treated as if it had arisen under the Service Terms.

5.4 Deletion or Return of Client Personal Data

Unless otherwise regulated by an agreement between the parties, Securitas shall, on the termination of the Service Terms or any therewith connected Special Service Terms, cease to process the personal data processed on behalf of the Client. Securitas shall further, upon written instruction by the Client, at the Client's expense, provide for the return to the Client of all such personal data together with all copies in its possession or control. Securitas shall furthermore in accordance with section 16 below, delete any personal data processed on behalf of the Client, including copies thereof, unless storage of the personal data is required by law. If personal data shall be returned in accordance with the above, it shall be returned in a common readable format agreed between the parties.

6. TECHNICAL PRE-REQUISITES

To function properly the Digital Services may require access to services or other technical pre-requisites provided by other parties than Securitas, such as network connections or devices. The Digital Services might not be compatible with all services or devices. The Client is responsible for using up-to-date anti-malware and virus protection to protect its devices, systems and services, and the Digital Services, from malware and viruses. There may be a cost associated with such services or technical pre-requisites. Securitas is not liable for any additional terms or costs for services or other technical pre-requisites, or for the proper functionality of those.

Securitas may from time to time publish technical pre-requisites as part of the Specific Service Terms or in other documentation made available by Securitas to the Client. The Client and/or the Users must adhere to such technical pre-requisites.

7. LIMITED WARRANTY AND SUPPORT

Securitas will reasonably endeavor to keep the Digital Services available and well-functioning and further undertakes to implement reasonable market standard technical security measures in the Digital Services to protect the Digital Services, the Client and the Users against anticipated threats, unauthorized access and/or unintentional loss of data. The Digital Services are however provided "as is", with all faults and without warranty of any kind. To the maximum extent permitted by applicable law and except as expressly stated in these Service Terms, Securitas makes no warranties or representations, whether expressed or implied with regard to the Digital Services and expressly disclaims any and all expressed, implied or statutory warranties, including, without limitation, any warranties of merchantability, of satisfactory quality, functionality, fitness for a particular purpose, availability, accuracy, freedom from malicious code, viruses, worms or other malware, of title, non-infringement of third party rights and any warranties arising from a course of dealing, course of performance, or usage of trade, with regard to the Digital Services. Securitas does not warrant that the Digital Services will meet certain requirements. Securitas aims to maintain the Digital Services well-functioning, but do not assume responsibility for malfunctions, failures, or difficulties with the Digital Services or that these may be resolved.

The Specific Service Terms state if the Digital Services are supported by Securitas ("**Supported Services**"). The specific contents of and the contact details for Supported Services are provided in the Specific Service Terms.

8. FEES AND PAYMENT

The Client shall pay any fee(s) for the Digital Services, as set forth in an Order and/or the Specific Service Terms.

Unless otherwise is specified in Order and/or the Specific Service Terms, fee(s) for Digital Services is exclusive of value added tax and shall be invoiced and paid in advance, thirty (30) days net from the date of the invoice. In the event of any overdue payment, late payment interest in accordance with applicable law is charged from the invoice's expiry date. Payment reminders are subject to a specific fee.

If the Client's payment is overdue, Securitas is entitled to temporarily suspend the Client's and its User's access to the Digital Services until any and all overdue payments are made, and/or terminate the Digital Services and the Service Terms effective at least fourteen (14) days following Securitas' first payment reminder.

Securitas may change the applicable fee(s) for the Digital Services with three (3) months' prior written notice to the Client. If an initial term and/or any fixed renewal terms for the Digital Services have been specifically agreed between the parties, Securitas may not change the fee until the current term expires.

The Client is responsible for paying, to Securitas, any value added tax and any other taxes and public fees which are due because of the Digital Services.

9. LIMITATION OF LIABILITY

Securitas' aggregate and total liability towards the Client shall, unless the liability is caused by gross negligence or willful misconduct, be limited to the higher of (i) EUR 100, and (ii) any other amount set forth in the applicable Specific Service Terms (in which case such increased limitation of liability shall apply solely for the Digital Services subject to the Specific Service Terms).

To the extent not prohibited by law and notwithstanding anything contrary herein, in no event shall Securitas be liable for personal injury or any incidental, special, exemplary, direct, indirect or consequential damages whatsoever, including, without limitation, damages for loss of use, loss of data, loss of business, loss of actual or anticipated profits or savings (including loss of contract), loss of opportunity, business interruption or any other pecuniary or commercial damages or losses, arising out of or related to the Client's and/or a User's use or inability to use the Digital Services, however caused, regardless of the theory of liability (contract, tort, including negligence or otherwise) and even if Securitas has been advised of the possibility of such damages.

Any claims towards Securitas must be made by the Client in writing and without undue delay after the Client has discovered or should have discovered the circumstances giving rise to the claim, which for the avoidance of doubt at all times must be within six (6) months from the occurrence of the circumstances giving raise to the claim, after which any potential claim shall be forever barred.

10. FORCE MAJEURE

Neither party shall be liable towards the other party for failing to perform its obligations under the Service Terms, if and to the extent such failure is due to circumstances outside such party's or its suppliers' control, including but not limited to war and mobilization, natural disaster, epidemic, lockout or other labor market conflict, lack of natural resources, fire, damage to equipment, revised governmental regulations, governmental interference, outage in the public transport, including energy supply and data viruses in the Digital Services, and import and export restrictions and other prohibitions outside the party's control ("**Force Majeure**").

Any party wishing to invoke Force Majeure must without undue delay inform the other party in writing of the occurrence of Force Majeure and when it ceases.

In the event fulfilment of the Service Terms is prevented during at least ninety (90) days due to Force Majeure, each party shall be entitled to terminate the Service Terms by giving written notice.

11. CONFIDENTIALITY

“Confidential Information” means any information of economic, technical, commercial or other nature pertaining to the parties and their affiliates, irrespective of whether the information is documented in writing or not. Information which is in the public domain or which has become publicly known in another way than through the receiving party’s violation of the Service Terms, shall however not be deemed Confidential Information.

The parties undertake to not disclose Confidential Information in whole or in part which they acquire in connection with the Service Terms, irrespective of whether it is attributable to the other party or a third party, unless the other party has given its written consent thereto in advance or the party which discloses the Confidential Information is obliged to do so according to applicable law, enforceable judgment, binding governmental decision or regulation or applicable rules for a regulated market.

The parties may not use the Confidential Information for any other purpose than to perform their rights and obligations under the Service Terms. On this limited basis Securitas may share Confidential Information with its affiliates and/or third parties and contractors engaged to provide the Digital Services. Each party shall implement the measures necessary to prevent that its employees, consultants or other third parties engaged use or disseminate the Confidential Information in a prohibited manner.

The parties’ confidentiality obligations shall apply for the longer of (i) the time during which the Confidential Information remains a trade secret (as that term is defined in applicable law) of the disclosing party; or (ii) five (5) years from termination of the Service Terms.

Securitas may for marketing purposes, after having agreed with the Client, publicly announce the Client as a customer of the Digital Services.

12. AMENDMENTS

Occasionally Securitas will, and reserves the right to, make changes to the Service Terms in relation to, for example, improving the existing functions or features or adding new functions or features to the Digital Services, implementing advancements of technology, and reasonable technical adjustments to the Digital Services, ensuring the operability or the security of the Digital Services and for legal or regulatory reasons, including updating Service Descriptions and Specific Service Terms to this effect. The most recent version of the Service Terms will be published on www.securitas.com. If the Client does not wish to continue using the Digital Services under such a new version of the Service Terms, the Client may terminate the affected Digital Services by notifying Securitas in writing within thirty (30) days from the changed version entered into effect.

13. NO WAIVER

No failure, omission or delay by Securitas in exercising any right or remedy under the Service Terms will operate, or be deemed to operate, as a waiver of any such right or remedy.

14. ASSIGNMENT

The Client may not assign or transfer its rights under the Service Terms to a third party without Securitas' prior written approval. Each new party to the Service Terms shall confirm in writing that it accepts the Service Terms. Securitas may, in whole or in part, assign or transfer its rights and obligations according to the Service Terms to another legal entity within the Securitas Group. In such case, Securitas must inform the Client in writing.

15. SANCTIONED OWNERSHIP AND ACTIVITIES

The Client represents and warrants that it is not a person that is listed on, or owned (whether directly or indirectly) or controlled by a person listed on, a Sanctions List. For the purposes of this section 15, "ownership" and "control" have the meaning given to them in the applicable Sanctions or in any official guidance in relation to such Sanctions. The Client furthermore represents and warrants that it does not, directly or indirectly, engage, without prior authorisation from a competent authority (where permitted), in activities that are prohibited by Sanctions. The Client acknowledges that any breach of this section 15 shall be considered a non-curable material breach of these Service Terms, allowing Securitas to terminate these Service Terms forthwith.

For the purposes of these Service Terms, "**Sanctions**" shall mean any economic or financial sanctions or trade embargoes or other equivalent restrictive measures imposed, administered or enforced from time to time by any of the European Union, the governments of other member states of the European Union, the United Nations Security Council, the United States government or an United States agency (including OFAC, the US State Department, the US Department of Commerce and the US Department of Treasury) or the equivalent regulator of any other country which is relevant to these Service Terms. Furthermore, "**Sanctions List**" shall mean any of the lists of specifically designated nationals or designated persons or entities (or equivalent) in relation to Sanctions, each as amended, supplemented or substituted from time to time.

16. TERMINATION

Unless otherwise is set forth in an Order or the Specific Service Terms, the Service Terms shall become effective upon Effective Date and remain effective until terminated by either party with at least three (3) months' prior written notice.

In addition to the provisions of the Service Terms, each party is entitled to terminate the Service Terms forthwith if the other party:

- a) commits a material breach of the Service Terms and does not cure the breach (if curable) within twenty (20) days following the receipt of a written notice from the other party specifying the breach; or
- b) goes into liquidation procedure, applies for or is subject to bankruptcy, cancels its payments or in any other way can be expected to be, or going to be, insolvent.

To the extent Securitas due to legal, technical or other obstacles in its reasonable opinion cannot continue the delivery of the Digital Services or parts thereof, Securitas may upon notice terminate the Client's use of the Digital Services and in such a case refund any advance payments for such unused Digital Services.

Upon the expiry of the Service Terms, the Client and its Users shall immediately cease all use of the Digital Services and, if relevant, uninstall/delete thereto related software applications from all devices. To the extent Securitas has collected results or any other material from or on the Users in connection

with the Digital Services, Securitas shall be entitled to erase such material ninety (90) days after the expiry of the Service Terms.

17. GOVERNING LAW

In the event of a dispute under the Service Terms, provided that the parties have not explicitly agreed otherwise, the substantive laws of the country in which the contracting Securitas entity is registered shall apply and any dispute shall be resolved by the general public courts in the same country.

18. SPECIFIC TERMS IN RELATION TO APPLE, INC

If the Client or Users have downloaded any software applications (the "**App**") from the Apple, Inc. ("**Apple**") App Store or if the Client or Users are using the App on an iOS device, the Client and/or User acknowledge that it have read, understood, and agree to the following notice regarding Apple.

The Service Terms are concluded between the Client and Securitas only, not with Apple, and Apple is not responsible for the App and the content thereof. Apple has no obligation whatsoever to furnish any maintenance and support services with respect to the App. The Client and/or User agree to comply with any applicable third party terms, when using the App.

In the event of any failure of the App to conform to any applicable warranty, the Client and/or User may notify Apple, and Apple will refund any applicable purchase price for the App to the Client and/or User. To the maximum extent permitted by applicable law, Apple will have no other warranty obligation whatsoever with respect to the App. Any other claims, losses, liabilities, damages, costs or expenses attributable to any failure to conform to any applicable warranty under the Service Terms will be Securitas sole responsibility.

Apple is not responsible for addressing any of the Client's and/or User's or a third party's claims relating to the App or the Client's and/or User's possession and/or use of the App, including, but not limited to: (1) product liability claims, (2) any claim that the App fails to conform to any applicable legal or regulatory requirements, and (3) claims arising under consumer protection, privacy, or similar legislation.

In the event of any third party claim that the App or the Client's and/or User's possession and use of the App infringes that third party's intellectual property rights, Securitas and/or its licensors, not Apple, will be responsible for the investigation, defense, settlement and discharge of any such intellectual property infringement claim.

The Client and/or User hereby represent and warrant that (1) the Client and/or User are not located in a country that is subject to a U.S. Government embargo, or that has been designated by the U.S. Government as a "terrorist supporting" country; and (2) the Client and/or User are not listed on any U.S. Government list of prohibited or restricted parties.

Apple, and Apple's subsidiaries, are third party beneficiaries of the Service Terms, and upon the Client's and/or User's acceptance of the Service Terms, Apple will have the right (and will be deemed to have accepted the right) to enforce the Service Terms against the Client and/or a User as a third party beneficiary of the Service Terms.

19. CONTACT INFORMATION

Any questions concerning the Digital Services or the Service Terms may be directed to Securitas by using the contact information for the respective country as specified in the CUTS.

The App and the Digital Services are developed and owned by Securitas Intelligent Services AB, reg. no. 556655-4670. Entities within the Securitas Group have been granted a license by Securitas



Intelligent Services AB to provide its Clients a non-exclusive and limited license to use the App and the Digital Services. Any questions to Securitas Intelligent Services AB, shall be sent to: Securitas Intelligent Services AB, Box 12516, 102 29 Stockholm, Sweden or e-mail: mysecuritas@mysecuritas.com.

COUNTRY UNIQUE TERMS (CUTS)

For Digital Services ordered in the countries specified below, the following terms supplement, replace and/or modify the referenced terms in the Service Terms. All terms of the Service Terms that are not changed by these amendments remain unchanged and in effect.

NORWAY

Contracting Entity

Securitas AS, reg. no 920 144 950
Bøkkerveien 5
0579 OSLO
Norway

SWEDEN

Contracting Entity

Securitas Sverige AB, reg. no. 556108-6082
Box 12516
102 29 STOCKHOLM
Sweden