

26th June 2025

OPERATING TERMS

Version 5

BETWEEN **The customer who is using a cloud-based version of ReportLoq**
(in the following referred to as "the Customer")

AND **Olicem ApS**
Majsmarken 1
9500 Horbo
(in the following referred to as "the Supplier")



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1. **BACKGROUND**

- 1.1 The purpose of this these terms are to specify the services that are related to the operation of the "ReportLoq" reporting system.

2. **DEFINITIONS**

Definitions used in these terms has been inserted as [Appendix 1](#).

3. **THE CUSTOMER'S INFORMATION**

The Customer assures that the Customer has provided the Supplier with all known facts of significance to the Supplier's provision of services, the performance of the terms and the establishment of remuneration, and assures that the Customer's requirements in relation to the services have been expressly stated in these terms.

4. **HANDOVER AND TESTING**

- 4.1 The Supplier must perform a handover test. The handover test must render probable that the Supplier is able to perform to the service requirements laid down in these terms. The handover test is considered to be complete once it has been performed without serious faults.

5. **SERVER CAPACITY AND COMMUNICATION**

- 5.1 As part of the establishment, the Supplier must make server capacity, communication hardware, communication capacity and software as stated in [Appendix 3](#) available to the Customer for the purpose of the operating services.

6. **INTERNET CONNECTION**

- 6.1 The Customer must make an internet connection of the prescribed capacity available to the Supplier. This connection must have a high level of operational reliability, which is required for the transfer of data from the system to Olicem's servers.

7. **THE SUPPLIER'S OPERATING SERVICES**

- 7.1 With effect as from the handover date the Supplier must deliver the operating services to the Customer, including the services stated in [Appendix 2](#) and the security and monitoring services stated in [Appendix 6](#).
- 7.2 The operating services must be delivered in accordance with the service targets. [Appendix 4](#) states how to measure the service targets and the Supplier's preconditions for performing to these targets. Non-performance of the service targets is subject to penalty in accordance with clause 17.2.

8. **REPORTING AND DOCUMENTATION**

- 8.1 At the request of the Customer, the Supplier must once a year, against separate remuneration and in co-operation with the Customer, inform the Customer of the Supplier's business procedures, IT security, documentation and internal control measures.
- 8.2 The Supplier must ensure that the system is documented to such a level that the Supplier is not dependent on natural persons being present at the Supplier.

9. **STATUTORY AND REGULATORY REQUIREMENTS**

- 9.1 The Supplier must comply with statutory requirements.
- 9.2 As regards the Supplier's processing of personal data, the Supplier must, in his role of data processor pursuant to the Act on Processing of Personal Data, only act according to instructions from the Customer. The Supplier must implement the necessary IT-related and organizational security measures to ensure that personal data are not accidentally or unlawfully destroyed, lost or impaired, and that data are not disclosed to third parties, misused or in other way processed contrary to the Act on Processing of Personal Data. At the request of the Customer, the Supplier must provide the Customer with sufficient information to be able to assure that the relevant IT-related and organizational security measures have been implemented.
- 9.3 The Customer is responsible for any statutory notification and reporting to the public authorities.

10. **CHANGE MANAGEMENT**

10.1 **The Customer's requests for changes**

- 10.1.1 The Supplier must change the system operation capacity at the request of the customer. Such changes imply changes in the operating remuneration as stipulated in [Appendix 7](#). Other changes follow the rules in clause 10.1.2 and require acceptance in writing by the parties.
- 10.1.2 Upon receipt of the request for changes to the services or the operating agreement from the Customer, the Supplier must take steps to discuss any implications of such a change request with the Customer. In this connection, the Supplier must inform (i) if and how the changes will affect the terms and requirements for services laid down in the operating agreement, (ii) which influence the changes will have on the remuneration, and (iii) which implementation remuneration the Customer will be charged for the changes. If and when the parties have reached an agreement on the particulars of item (i) – (iii) and other relevant particulars, the parties must draw up a change agreement, upon which the Supplier must implement the changes requested by the Customer.

10.2 **The Supplier's requests for changes**

- 10.2.1 In cases in which it is necessary in order to avoid significant losses for the Supplier, the Customer must accept changes which only have an insignificant impact on the Customer's use of the system. For changes after this clause 10.2.1 the operating agreement remains unchanged.

10.3 **Common rules on changes**

- 10.3.1 Any remuneration changes shall take effect as from the time at which the change is implemented.
- 10.3.2 Implementation of changes as stated in this clause 10 does not result in changes to other terms of this operating agreement unless specific agreement to this effect is made between the parties in connection with the change management. The parties have exactly the same remedies as they would have if the change had not been implemented.

11. **THE CUSTOMER'S SERVICES AND RESPONSIBILITIES**

- 11.1 The Customer assures that the Customer will proactively and loyally fulfil the duties laid upon the Customer pursuant to the terms, including [Appendix 8](#), and that the Customer will provide the Supplier with such assistance as the Supplier reasonably requests. The Customer furthermore assures that the Customer will make the necessary, correct and relevant information in the relevant format available to the Supplier.
- 11.2 In addition to that which follows from the terms, such obligations as are usual and customary for an agreement like this, but which are not specified in the operating agreement, shall be incumbent on the Customer. The Customer shall fulfil these obligations in accordance with the Supplier's current instructions.
- 11.3 The general rules of Danish law shall apply to the Customer's default and breach of the Customer's obligations pursuant to this operating agreement.
- 11.4 The Customer shall not be paid for duties laid upon the Customer pursuant to this operating agreement.

12. **CO-OPERATION ORGANISATION**

The parties shall contribute to the performance of the operating agreement in a fair and loyal manner that is suitable for enhancing the co-operation and promoting a smooth execution of the tasks covered by the operating agreement.

13. **TERM AND TERMINATION**

- 13.1 The operating agreement shall be non-terminable for one year following the handover date, unless it expires pursuant to other provisions of the operating agreement.

- 13.2 Unless the operating agreement is terminated by one of the parties no later than 6 months prior to the expiry of the period of non-terminability stated in clause 13 or of subsequent extension periods, the operating agreement will automatically be extended for 12 months.

14. **OBLIGATIONS IN CONNECTION WITH THE EXPIRY OF THE OPERATING AGREEMENT**

14.1 **Continuation of duties**

Until the Customer has entered into a co-operation with a third party or has repatriated the services, the Supplier must loyally, regardless of the reason of the expiry of the operating agreement, for a period of up to three (3) months after the expiry and upon demand in writing from the Customer, to the extent possible continue the provision of the Customer's services covered by the operating agreement against continued payment by the Customer of the agreed remuneration with the addition of any documented extra costs the Supplier may have in connection with the performance of these duties.

14.2 **Contributing to the transfer**

- 14.2.1 The Supplier shall loyally contribute to the transfer of the Customer's FLD, STA and LTA data should the Customer request it. The Customer's data shall be delivered in their present state and condition, including the format, at the time of expiry of the operating agreement.

14.2.2 The Supplier shall loyally provide to the Customer or a third party any information and assistance which the Customer reasonably requests and which are necessary to ensure a proper transfer of the services and functions delivered by the Supplier.

14.3 **License to software and transfer thereof**

- 14.3.1 The Customer is entitled, at his own expense, to review the system and the Supplier's operating conditions himself or via a third party with a view to assessing the portability of the registered data in the system. The Supplier shall against payment assist the Customer or any third party to the extent possible.

15. **INTELLECTUAL PROPERTY RIGHTS**

15.1 **Software of which the Supplier owns the property right**

- 15.1.1 The Supplier gives the Customer a non-exclusive and non-transferable right to use the software of which the Supplier or an affiliated company owns the property right. Payment for this is included in the remuneration.
- 15.1.2 Payment of the subscription fee grants the Customer rights to the software updated the Supplier delivers. Usage of new functionality, can however lead to an increase in the subscription fee. It is the responsibility of the Supplier to inform the Customer of any increases in the subscription fee and costs related to an upgrade before carrying out such an upgrade.

- 15.1.3 Delivered software must not be decompiled, reverse engineered or in any way further developed, copied or handed over to others.

15.2 **Right of disposal of data**

- 15.2.1 The Customer shall have the right of disposal, property right and copyright of the FLD data which under these terms are transferred from the Customer for processing at the Supplier, and of the results of any data aggregation. The data in question may be used by the Supplier in anonymised form for analytical purposes.
- 15.2.2 The Customer shall, giving due notice in writing of not less than 30 days, have the right to receive on a readable medium a copy of FLD data as well as aggregated STA and LTA value, which is in the Supplier's possession that belong to the Customer. The Customer shall pay such reasonable remuneration as the Supplier requests for the handover.
- 15.2.3 At the request of the Customer, the Supplier shall, against payment of such reasonable remuneration as the Supplier requests, contribute to the transfer of data to the Customer or to a third party.

15.3 **Infringement of third-party rights**

- 15.3.1 The Supplier is responsible to the Customer for ensuring that software of which the Supplier owns the property right and copyright ("the Supplier's software") does not infringe any third-party intellectual property rights.
- 15.3.2 Where proceedings are brought against the Customer, claiming such infringement, the Customer shall immediately notify the Supplier. The Supplier shall then take over the proceedings and any related costs, and the Supplier shall have an irrevocable mandate, at the Supplier's own expense, to continue the proceedings or to make a settlement in respect of the alleged infringement.
- 15.3.3 If a judgment is given in favour of the third-party claim, the Supplier shall at his own option either (i) at his own expense provide the Customer with the right to continue to use the Supplier's software, or (ii) remedy the infringement by modifying or replacing the Supplier's software or parts thereof with different software which has essentially similar functionality to that of the Supplier's software. In that case, the Customer may not raise further claims against the Supplier.
- 15.3.4 The Customer assures that software or hardware of which the Customer or an affiliate owns the property right does not infringe any third-party rights.

16. **REMUNERATION, INVOICING AND TERMS OF PAYMENT**

16.1 **Operating remuneration**

- 16.1.1 As from the handover date, the Customer shall pay the regular remuneration that is stipulated in [Appendix 7](#) for the Supplier's operating services pursuant to the agreement. The subscription. The structure and content of the subscription are set out in [Appendix 9](#).

16.2 **Expiry, including expiry and license remuneration**

For expiry services, the Supplier shall invoice the Customer on the basis of the time and costs spent in accordance with the hourly rates stated in [Appendix 7](#) for the employees who deliver the services.

16.3 **Change of the remuneration**

Notwithstanding other provisions of this operating agreement, the remuneration will automatically be changed once a year every 1st January, the first time being 1 January 2020, on the basis of the development trends in the "Net price index from Dansk Statistik", which is prepared on a quarterly basis by Statistics Denmark. The first adjustment is made on the basis of the percentage development from the index figure for the third quarter of 2018 to the index figure for the third quarter of 2019. The same principle applies to subsequent adjustments. Should Statistics Denmark cease to calculate or publish this wage index, the prices shall instead be adjusted in accordance with a corresponding official index, replacing the wage index mentioned and measuring the same price development.

16.4 **Taxes**

All prices are stated in Danish kroner. All taxes, except for VAT, applicable upon the signing of the operating agreement, are included in the prices stated. If the applicable taxes are increased or new Danish taxes are introduced, the remuneration shall be adjusted in accordance with the net financial consequence of these.

16.5 **Invoicing**

- 16.5.1 The operating remuneration shall be invoiced annually in advance.
- 16.5.2 The expiry remuneration shall be invoiced monthly in arrears.
- 16.5.3 Any other remuneration, including for the use of software upon expiry, shall be invoiced when the services concerned have been delivered. A license for the use of software is considered to have been "delivered" when the use of the software is commenced.

16.6 **Terms of payment**

- 16.6.1 The Customer shall make payments no later than 30 days after the date stated on the Supplier's invoice. For payments received after the due date, default interest shall be paid in accordance with the rate stipulated in the Danish Interest Act.
- 16.6.2 The Customer may not set off against the remuneration any claims, including claims for compensation and claims for proportional reduction that the Customer may have against

the Supplier, unless the parties agree that the Customer has a justified claim against the Supplier.

17. DEFICIENCIES

17.1 Definition of deficiency

A deficiency exists where the Supplier does not deliver the services in accordance with the operating agreement, unless this is fully or partly due to (i) the Customer not fulfilling his obligations pursuant to the operating agreement, (ii) the Customer not having followed the Supplier's reasonable instructions, or (iii) other external circumstances for which the Supplier is not responsible; however, see clause 20.5.1.

17.2 Penalty for non-compliance with the service targets

If the guaranteed uptime according to [Appendix 4](#) is not met in a given measuring period, the Supplier shall pay a penalty in the form of a reduction of the operating remuneration for the measuring period. The penalty shall be 1% of the operating remuneration in the measuring period for each full percentage point by which the actual service levels are lower than the service targets. The total penalty for each measuring period cannot exceed 5% of the operating remuneration. The rules on compliance with the service targets and on the calculation of penalty appear from [Appendix 4](#).

17.3 Remedy

17.3.1 The Supplier may and shall, without undue delay after the Customer has submitted a written complaint to the Supplier, remedy faults and deficiencies in the system and the services; however, see clauses 17.3.2 and 17.3.3.

17.3.2 The Supplier shall not be obligated to remedy faults in respect of third-party standard software if the Supplier does not have access to remedy the deficiency, is not in possession of the software source code or cannot remedy the deficiency without exorbitant costs. The Supplier shall, however, use all reasonable resources and make every reasonable effort to arrange for remedy of the deficiency without undue delay, including requesting assistance from the license holder of the standard software concerned. Furthermore, the license conditions applicable to the standard software concerned shall apply.

17.3.3 In the event of faults in the Customer's data which is beyond service level stated in [Appendix 4](#), and which is caused by circumstances at the Supplier, the Supplier shall, without undue delay and free of charge, to the extent possible make a correct the situation so that datalogging can be resumed. The Customer must, in order to minimize data loss, comply with the in [Appendix 8](#) stated responsibilities as lost data cannot be reconstructed.

17.3.4 In the event of erroneous environmental calculations caused by circumstances caused by the Supplier, the Supplier must without undue delay and free of charge and to the extent possible, recalculate calculated data.

- 17.3.5 The Supplier's costs in respect of replacement delivery and restoration of data may not exceed the amount stated in clause 18.1.2. No other claims may be made for faults and deficiencies in data or loss of data than those mentioned in this clause 17.3.3 and 17.3.4.

17.4 **Cancellation**

- 17.4.1 The Customer may cancel the operating agreement in the event of material breach by the Supplier, provided the breach is so significant that the services cannot be used by the Customer and have not been remedied no later than sixty (60) days after the Supplier has received a warning letter from the Customer claiming remedy and notifying that failure to remedy the breach will result in cancellation of the operating agreement.
- 17.4.2 The cancellation shall take effect from the time at which the notification is received by the Supplier and shall apply to services that lie ahead of the receipt. In the event of cancellation, neither of the parties is obligated to return the services delivered or refund any remuneration received.

18. **LIABILITY AND EXCLUSION OF LIABILITY**

18.1 **Liability**

- 18.1.1 The Supplier's liability to the Customer is limited to the Customer's direct loss resulting from breach by the Supplier. The Supplier shall in no event be liable to the Customer for indirect loss, consequential loss, operating loss, loss of earnings, loss related to covering purchase or loss or restoration of data; however, see clause 17.3.2.
- 18.1.2 The Supplier's total liability to the Customer under this operating agreement shall, in terms of value, be limited to the operating remuneration paid by the Customer in the first twelve (12) months after the successful handover test.
- 18.1.3 For circumstances that give rise to payment of penalty, the Customer may not claim other remedy for breach of contract or other liability, including liability for compensation and deficiencies as well as proportional reduction.
- 18.1.4 Notwithstanding this clause 18, the Customer shall be entitled to compensation pursuant to the general rules of Danish law if the Supplier has intentionally imposed a loss on the Customer.
- 18.1.5 The parties agree that the limitations of liability stated in clause 18 are reasonable given the size of the remuneration and the complexity of the services, and that this clause 18 shall apply regardless of the basis on which the Customer could raise any claim, including where there is a breach of the operating agreement and/or where the claim is based on circumstances for which the Supplier is found to be negligent (regardless of the degree).

18.2 **Product liability**

The Supplier is responsible for product liability pursuant to the Danish Product Liability Act to the extent this responsibility under the law cannot be derogated from by contract, but otherwise disclaims product liability on any other basis.

18.3 **Risk**

For the term of the operating agreement each party bears the risk for tangible and intangible assets, including software, hardware and data of which the party in question has the property right and copyright.

18.4 **Complaint and prescription**

Any claim, including claim for deficiencies and compensation, from the Customer in respect of the services shall be submitted in writing to the Supplier no later than 1 month after the claim has arisen. Moreover, the general rules of Danish law in respect of complaint, inactivity and prescription shall apply.

19. **OTHER REMEDIES**

This operating agreement contains an exhaustive enumeration of the parties' remedies for breach of contract, and the parties thus disclaim any other remedy pursuant to the general rules of Danish law, unless otherwise specifically stated.

20. **MISCELLANEOUS**

20.1 **Force majeure**

20.1.1 Neither the Supplier nor the Customer shall be liable pursuant to the operating agreement to the other party for delayed, missing or deficient delivery for reasons outside the control of the party, including i.a. government measures, natural disasters, lightning strikes, flooding or other significant water damage, fire, interrupted power supply or availability of transportation, war, riot, sabotage, vandalism, theft, strike and lockout, also among the party's own employees, and which the party could not be expected to include in his considerations when signing the agreement and could not be expected to have avoided or overcome.

20.1.2 Circumstances at a subcontractor are only considered to be force majeure if the subcontractor faces an obstacle pursuant to 20.1.1 which the Supplier could not be expected to have avoided or overcome.

20.2 **Confidentiality**

20.2.1 The parties shall observe confidentiality towards third parties with regard to all matters concerning the parties' co-operation, including the content of the operating agreement and any disputes between the parties. The confidentiality provisions of the operating agreement shall be superseded by indispensable disclosure requirements by public authorities or other corresponding rules (including stock exchange rules) that apply to the parties; however, the parties shall consult each other in advance with a view to reconcile the content of such notifications.

20.2.2 The Supplier shall be entitled to use the Customer as reference.

20.3 **Notifications**

- 20.3.1 Any notification must be sent to the persons notified by the parties at any time.
- 20.3.2 Changes to the above information are effected upon notification to the other party.

20.4 **Entirety and precedence of the operating agreement**

- 20.4.1 The operating agreement, including all its appendices and sub-appendices, constitutes the full agreement between the parties and replaces any previous oral and written agreements, promises, declarations, information, tender material, quotations and negotiations between the parties in respect of the subject-matter of the operating agreement.
- 20.4.2 In case of any inconsistencies between the actual wording of the operating agreement and the wording of the appendices of the operating agreement, the actual operating agreement shall have precedence over the appendices.

20.5 **Subcontractors**

- 20.5.1 The Supplier shall be entitled to use subcontractors and external consultants for the purpose of fulfilling the operating agreement. The Supplier shall be liable for the subcontractor's services in the same way as for the Supplier's own services, unless otherwise stated in other provisions of the operating agreement.
- 20.5.2 The Customer shall be liable to the Supplier for the Customer's subcontractors and the Customer's affiliates and for their acts and omissions in respect of this operating agreement.

20.6 **Transfer**

- 20.6.1 The Customer shall not be entitled to transfer his rights or duties in respect of the operating agreement, unless the Supplier consents to this in writing. A written consent shall be given unless the Supplier has an objective reason to deny this.
- 20.6.2 In connection with transfer of the Supplier's entire company or parts thereof or demerger or other universal succession the Supplier shall be entitled to transfer the Supplier's rights and obligations pursuant to the operating agreement, fully or partly, to one or more of the Supplier's affiliates.

20.7 **Changes to the operating agreement**

In order to be effective, changes to the operating agreement must be made in writing and must be accepted by the persons authorized to sign on behalf of the parties.

21. **APPLICABLE LAW AND DISPUTES**

- 21.1 In case of disputes between the parties, the parties shall first attempt to solve the dispute by mutual and loyal settlement negotiations.

21.2 Any dispute arising out of or in connection with this agreement, including any disputes regarding the existence or validity thereof which cannot be settled by negotiation shall be settled by arbitration administered by The Danish Institute of Arbitration in accordance with the rules of arbitration procedure adopted by The Danish Institute of Arbitration and in force at the time when such proceedings are commenced.

21.3 This clause 21 shall not, however, prevent the parties from bringing claims for breach of this operating agreement before the bailiff's court with a view to instituting preliminary legal proceedings.

22. **SIGNATURES**

Hobro, 09-01-2025

Name: Kenneth Vindum

Title: CEO

A handwritten signature in blue ink that reads "Kenneth Vindum".

APPENDIX 1 DEFINITION

Unless it appears from the circumstances, the following definitions are used in the agreement:

- 22.1 "Hardware": Hardware as stated in Appendix 3, including operating systems, software for program flow management, traffic and operating support as well as tools for monitoring, administration, program distribution, registration and reporting.
- 22.2 "Day": Work days, Monday to Friday, except for public holidays, Christmas Eve, New Year's Eve and Constitution Day.
- 22.3 "Terms": These terms and all appendices, including subsequent amendments.
- 22.4 "Operating services": The services and duties stated in clauses 7, 8, 9 and 11.
- 22.5 "Serious faults": Material faults and deficiencies.
- 22.6 "Statutory requirements": General, non-sector-specific statutory requirements which are relevant to the Supplier's business, including delivery of the operating services, and which are applicable at the time of entering this operating agreement.
- 22.7 "Measuring period": A period of 3 months. The first period runs from 1-1-2019 to 1-4-2019.
- 22.8 "Expiry services": The services to be delivered by the Supplier pursuant to clause 14 of this operating agreement.
- 22.9 "Handover date": The time at which the handover test has been completed successfully.
- 22.10 "Handover test": The service target stated in clause 4 and in Appendix 4.
- 22.11 "Party" and "Parties": The Supplier or the Customer, the Supplier and the Customer, respectively.
- 22.12 "Service target": The requirements contained in Appendix 4.
- 22.13 "System": The entire IT system or other system which is operated under this agreement.
- 22.14 "Services": The services specified in the operating agreement, including clarification services, handover services, operating services and expiry services as well as any subsequently agreed changes.
- 22.15 "Remuneration": The remuneration contained in clause 16 which the Customer must pay to the Supplier.

- 22.16 "FLD": First Level Data which are the raw unprocessed logged data in the system. These are always ≤ 60 seconds and always goes into a minute. Intervals of 10 sec. FLD are often applied in environmental reporting systems.
- 22.17 "STA": Short Term Average. This is aggregated FLD data which is ≤ 60 minutes and always goes into an hour. STA of 30 or 60 minutes are often applied in environmental reporting systems.
- 22.18 "LTA": Long Term Average. These are averages formed by STA or other LTA values. First level of LTA is daily averages formed by STA values. Next level of LTA is monthly averages formed by daily LTA values.
- 22.19 "Subscription": The yearly fee for license maintenance and Cloud addon.
- 22.20 "License maintenance": The yearly subscription covering the option to upgrade to new versions along with the possibility to change e.g. limit values and change analyser set-up. License maintenance does however not cover the price of the actual change.
- 22.21 "Cloud addon": The yearly fee which is required in order to obtain access to www.reportloq.com and for backup in the Suppliers data center.

APPENDIX 2 DESCRIPTION OF SERVICES

The services are described at <https://www.olicem.com/en/products/>

Please notice that

- "Supported functions" are addons to the license and is not a part of the license unless this has been agreed with the Supplier.
- The Recalculations module is a locked part of the system and can only be activated by the Supplier. The cost to use the module are never a part of any subscription.
- Local backup requires and FTP server supplied by the customer.

APPENDIX 3 HARDWARE AND SOFTWARE

The equipment depends on the actual delivery of equipment, and can, but is not limited to the equipment below:

Location Customer:

- Windows based Server
 - Installed with ReportLoq software
- Interface for signals
 - Detection of signals relevant for environmental reporting
- Support Module
 - Transfer of diagnosis data
 - Transfer of measurements to the supplier
 - Time synchronization
 - Platform for online update of ReportLoq to newest version
- Internet connection
 - Minimum requirement 3MBit upload/download

Location Supplier:

- Web access to environmental reporting
- Security with user authentication to data access
- Remote backup of environmental data
- Diagnosis of remote DAHS

APPENDIX 4 SERVICE TARGETS

The guaranteed uptime for the overall reporting system is of 99%.

The service target is estimated to be significantly higher as the system monitors almost all sources of fault.

Furthermore, there are more "data buffers" in the overall system.

Uptime will be deducted

- Any system power failures will be deducted from the uptime promised.
- The time from data logging stopped till the Supplier has been made telephonically aware of the problem*

*Contact by phone is only available within normal business hours, if no 24/7 service-contract on the environmental reporting system has been signed.

Uptime = (number_of_logged_days * 100)/365

We strive to deliver the best possible service and support. Phone support during normal business hours will be responded immediately. By sending in a written support request our first response is within one business day. Our service and support mail support@olicem.com will make a service ticket as an immediate response to the request. Our Engineers are monitoring these tickets daily. To ensure rapid and consistent response and action, the Engineers have dedicated daily calendar time to this task. System errors and mall functions are prioritized.

APPENDIX 5 TESTING

The test period is 3 months.

The final testing will be completed with the Customer's approval of the reports received.

In this period, the Customer must as soon as possible notify the Supplier of any faults detected by the Customer.

Any faults detected at the end of the test period must be corrected as soon as possible. The testing is considered to be complete when any faults detected have been clarified and remedied.

APPENDIX 6 SECURITY

Security

- User management for data access on Cloud solution. No password will be stored, only the product thereof.
- Secure login via SSL certificate at <https://www.reportloq.com>
- Encrypted tunnel between the Customer and the Supplier.
- Database backup daily
It is the responsibility of the Supplier to carry out and monitor backup in the Suppliers data centre. The local backup is monitored by the Customer
- 30 days' data in Controller and 5 year's data in ReportLoq Server ensure minimum risk of data loss as data are logged and saved even if the internet and ReportLoq Server are shut down.

APPENDIX 7 PRICES

Annual operating remuneration (index-adjusted in accordance with clause 16.3).

The remuneration covers:

- Telephone support during normal working hours.

Other services, hourly work, mileage fee etc. in accordance with the applicable price sheet (can be requested at info@olicem.com)

APPENDIX 8 THE CUSTOMER'S SERVICES

The Customer is responsible for:

- providing a safe voltage supply for the ReportLoq system.
- ensuring an ambient temperature of between +5 and +35 degrees Celsius.
- delivering and managing the operation of a stable internet connection which meets the prescribed requirements.
- assisting the Supplier in detecting and remedying faults in the system at no cost to the Supplier.
- Monitoring the ReportLoq system by implementing a watchdog and alarm-signals from the Controller

APPENDIX 9 CONTENTS OF THE SUBSCRIPTION

All newly acquired ReportLoq installations are licensed and contains 1-year license maintenance unless otherwise specified.

License maintenance are required in the following cases:

- When changing the configuration of the current installation. Examples hereof are new and changed limit values and new instruments or analysers.
- When upgrading to new versions of ReportLoq. This does not apply for bug-fix versions.

License maintenance are required in order to carry out changes, but does not cover the price for the actual change.

Upgrades to bug-fix versions are contained in the sales price if the installation can be accessed online.

When signing up for subscription on installations lacking license maintenance, the price is 50% of the license price.

Yearly license maintenance is 30% of the license price and covers:

- Access to www.reportloq.com
- Backup in the Suppliers Data Centre