

# Appendix- Service Booklet

## 1- Definitions

The terms defined below have the following meanings in both the singular and plural:

**"Response Time"** means the time elapsed between the opening of the Request with the Service Provider's Support Department and the Service Provider contacting the Customer.

**"Resolution Time"** means the time elapsed between the opening of the Request with the Service Provider's Support Department and the resolution of the Request.

**"Request"** means the request made by the Customer to the Service Provider to intervene and settle an Anomaly.

**"Specific Development"** means any IT program that is not available in a standard version in the Solution and that the Customer has, of its own accord, chosen to develop or have developed without the express approval of the Service Provider.

**"Maintenance Window"** means the period of time during which the Service Provider performs the Service Updates described in this Appendix.

**"Emergency Maintenance"** means the partial or total shutdown of the Service on an exceptional basis, due to the application of corrective actions aimed solely at resolving any Blocking Anomaly jeopardizing the availability of the Service to a set of Customers (examples: expense validation workflow inoperative for any Customer, incident at the data center requiring a switch to the backup data center) or any Anomaly jeopardizing the security of the Service.

**"Updates"** means the technical and functional enhancements to the Solution that are made available as part of the Service. The Updates also include the correction of any Anomalies in the Service and in their Documentation.

**"Support"** means the support services related to the use of the Service and provided by the Service Provider to the Customer.

**"OCR+"** means Provider's proprietary character recognition technology for digitizing expense receipts.

## 2- Purpose

This document forms part of the appendices to the Terms and Conditions and constitutes the "Service Booklet".

## 3- Operation of the Service

The Service Provider undertakes to provide all the technical operating services required to maintain the Service in working order:

- Provision of the technical infrastructure required to use the Service;
- Service and Data Security;
- Administration and supervision of the Service;
- Backup and restore as part of a disaster recovery plan;

- Purification of work data (logs, files and data from temporary processing) at regular intervals

### 3.1. Provision of technical infrastructure

The Service is operated in secure data centers, ensuring physical and logical access control, anti-intrusion control, continuity of service, storage and protection of Data, equipment operation and connectivity to remote networks.

Data centers are certified ISO/IEC 27001:2013 and are located in one or more sites in the European Union:

- Microsoft Azure data centers in Dublin (main production) and Amsterdam (back-up);
- CDC Arkhineo data centers in France (Arcueil and Bordeaux) and Germany (Frankfurt).

This technical infrastructure excludes any of the Users' IT equipment and internet-type telecommunications network equipment used by Users to access and use the Service.

### 3.2. Service and Data Security

The Service Provider undertakes to maintain the Services and to protect Data from any code or instructions that infect or affect any program, software, data, file, database, computer or other material, and that damage, impair or compromise integrity or confidentiality, disrupt the operation in whole or in part, or that divert or enable diversion in whole or in part of an information system from its intended use.

### 3.3. Administration and supervision of the Service

The Service Provider undertakes to provide all administrative and supervisory services for the Service as follows:

- Installation, maintenance and updating of operating systems, database management systems, monitoring, operating and optimization software;
- The installation, maintenance and update of the Solution;
- Passive and active surveillance of the entire Service;
- The definition and implementation of backup policies for the Service and Data;
- Proactive and reactive actions to optimize and improve the Service.

### 3.4. Backup and Restore Management

The Service Provider is responsible for managing backups and restores to secure Data.

Backups of Data are performed incrementally once (1) every twenty-four (24) hours.

Backups of Data are performed in full once (1) per week.

Data backups are retained for the following durations during the term of these Terms and Conditions:

- Thirty (30) days for daily backups;
- One (1) year for weekly backups.

Backups are encrypted and stored in two (2) different data centers within the technical infrastructure.

The Service Provider will destroy any Customer Data at the end of a ninety (90) day period after the effective date of termination of these Terms and Conditions.

### 3.5. Solution Maintenance

#### 3.5.1. Principle of maintenance

The Provider is responsible for:

- Corrective maintenance ensuring that the Solution remains in working order;
- Progressive maintenance ensuring the functional and technical developments of the Solution;
- Corrective and progressive maintenance of any development carried out by the Service Provider for the Customer in order to integrate the data flows between the Solution and the Customer's information system, excluding maintenance needs required by any corrective or progressive changes imposed by the Customer's information system. In the latter case, the Service Provider will issue a Purchase Order for validation by the Customer prior to acceptance.

The corrective and evolutionary maintenance operations of the Solution are carried out within the framework of Solution Updates, whose content and schedule are decided unilaterally by the Service Provider and carried out by it.

Functional developments offering new modules impacting the expense report process are not automatically activated during an update.

As OCR+ is a self-learning technology based on artificial intelligence, any reading inaccuracy will be addressed as part of the evolutionary maintenance.

#### 3.5.2. Principles of Updates

Updates are classified into two categories:

- Version updates applying fixes to Anomalies and changes made to the Service. Their frequency is approximately once every two (2) months and they are performed during the Maintenance Window. They are identified by a version number (e.g. 4.5) and Users will be provided with information describing the content of the functional developments.
- Hotfix updates only apply fixes to Anomalies. Their frequency can be daily and they are performed during the Maintenance Window or very exceptionally during Emergency Maintenance.

The maintenance of any Specific Development of the Customer is expressly excluded from the Update operations.

The Customer is also informed that, following the execution of an Update, the Specific Developments may no longer be compatible or no longer be operational and may require the Service Provider to perform an intervention that may be billed on the basis of the current price list.

### 3.6. Description of the User Support Department

The Service Provider undertakes to provide the Customer with a User Support Department via:

- Chat access from the Solution;

- Phone access.

The Service Provider will only be able to provide the Support Department if Users have been previously trained to use the Service and the Customer has the technical devices enabling remote assistance.

The Support Department provides the following services to Users:

- Determining the nature of the Request;
- Informing him/her of the status of the Request;
- Assisting him/her remotely;
- Processing his/her Request until it is resolved.

### 3.6.1. - Access to the Support Department chat

Access to the chat is open to all Users of the Customer from a chat bubble available in the Solution.

Access to the chat allows any User to make a simple Request to the Support Department requesting quick assistance.

### 3.6.2. Telephone access to the Support Department

Telephone access to the Support Department allows the Customer to submit Requests to the Service Provider's call center. The telephone number of the call center is +33 1 85 09 28 40.

## 4- Service Level Agreement

The Service Provider commits to the following Service indicators:

- The range of Maintenance and Emergency Maintenance windows;
- The availability of the Service and the rate of availability of the Service;
- Continuity of Service in the event of an incident in a data center;
- The service range of the support;
- The classification of Anomalies and their processing times.

### 4.1. Maintenance and Emergency Maintenance Window Range

The Maintenance Window will take place:

- Between 00:00 and 07:00 Central European Time Zone (CET) Monday to Saturday;
- At any time on Sundays and public holidays in France.

Emergency Maintenance can be triggered, by its nature, at any time. The Customer will be contacted, by any means, by the Service Provider no later than two (2) hours after the start of the total or partial stoppage of the Service, who will inform the Customer of the nature of the corrective action and expected duration of the Emergency Maintenance.

### 4.2. Availability of the Solution

The Solution is open and continuously available 24/7.

The Solution is designed with the aim of total service continuity, including during an Update operation carried out during the Maintenance Window.

Updates occurring in the event of Emergency Maintenance may require a partial or total shutdown of the Solution.

The Service Provider guarantees the availability of the Solution over the reference period (PRT) from 00:00 to 24:00 in the Central European Time (CET) time zone, excluding interruptions caused (i) by Emergency Maintenance or (ii) by a case of force majeure in accordance with Article 22 of these Terms and Conditions (iii) by a major crisis involving the data center infrastructure or (iv) by equipment provided by the Customer (or by the Customer's suppliers) or (v) by systems outside the scope of the Service, including in particular the Customer's telecommunications network.

The Customer can check the availability of the Solution at any time on the following web page <http://status.expensya.com/> and subscribe to an email alert to receive notifications relating to a Solution availability incident.

#### 4.3. Availability Rate

The Service Provider undertakes to provide a service with a monthly availability rate (TDM) of the Solution of at least 99% according to the following calculation:

$$TI = \text{Service downtime}$$

$$TDM = (\text{sum of PRT for the month} - \text{sum of TI for the month}) / (\text{sum of PRT for the month}) [\%]$$

Only the production environment, to the exclusion of any other environment, is subject to the aforementioned availability rate.

#### 4.4. Support Department opening times

The Service Provider's support team is available by telephone and responds to the Customer's Requests on the chat from 09:00 to 18:00 (French time in Europe) from Monday to Friday, excluding public holidays in mainland France.

#### 4.5. Request processing times

##### 4.5.1. Classification of Requests

For each new Request registered in the Support Portal, the Service Provider's Support Department determines the priority of the Request with the Customer.

- **Priority 1 (P1):** It concerns a Blocking Anomaly;
- **Priority 2 (P2):** It concerns a major non-blocking Anomaly;
- **Priority 3 (P3):** It concerns a minor non-blocking Anomaly;

##### 4.5.2. Processing times

The Service Provider undertakes to comply with the response and processing times as follows:

Type of request	Response Time	Resolution Time
Priority 1 request	4 business hours	1 business day (*)
Priority 2 request	8 business hours	2 business days (*)
Priority 3 request	24 business hours	Next version

(\*) Delivery of a correction or workaround

## 5. Technical prerequisites

### 5.1. Users' telephone or IT equipment

#### Smartphone

Feature	Description
Minimum operator subscription	3G
Operating system	Android 4.4 and iOS 9 The Service Provider regularly updates the minimum supported versions and guarantees them for a minimum period of 3 years

#### Computer

Feature	Description
Ram	4 GB recommended
Processor	1.8 GHz dual core minimum
Graphic resolution	1366x768 recommended
LAN	TCP/IP
Browser	Internet Explorer, Chrome, Safari, Firefox and Edge, with a market launch date not exceeding 3 years
Other software	Adobe Reader or equivalent, latest version for viewing PDF files.

### 5.2. Technical prerequisites for Single Sign-On (SSO)

The Solution integrates in a standard way in SSO with the following protocols:

- Azure Active Directory (AAD);
- ADFS v2 or newer;
- System compatible with SALM v2;
- OPENID in the SAML version.

The Service Provider may, at the Customer's request, consider integrating the SSO Solution with other technical standards.