

## TURNKEY SOLUTIONS TERMS OF SALE AND SUPPLY 01-25

**Securitas Solutions:** An integrated solution that will include:

- i) Security services, e.g. Alarm Patrol, Permanent Guard and Control Centre;
- ii) Technical solutions, e.g. TV monitoring, burglar alarms, access control and various devices such as panic button, tracking and mechanical security.
- iii) Service agreement, cf. Annex.

In addition, other Products can be purchased, e.g. fire extinguishing equipment, fire safety equipment and defibrillators.

### DEFINITIONS IN ADDITION TO GENERAL TERMS AND CONDITIONS OF SALE AND SUPPLY 01-25:

**"Remote Monitoring":** Remote monitoring and response to signals from TV monitoring systems, video inspection rounds, letting persons in or out of premises, escorting person(s), video verification and other services performed via TV monitoring systems at the Control Centre.

**"Quotation":** A written binding Quotation made to the Customer, e.g. scope of the quotation, schedule, conditions, project description, drawing(s), component specifications, service conditions and price.

### 1. COMMENCEMENT AND TERM OF THE AGREEMENT

- 1.1. Securitas' General Terms and Conditions of Sale and Supply apply. These terms and conditions apply in addition to, but take precedence over, Securitas' General Terms and Conditions of Sale and Supply 01-25, which also contain definitions that form an integral part of the Agreement.
- 1.2. Entry into force, etc. The date of entry into force and termination of the Agreement are set out in the Contract (the contract period). However, the contract period is a minimum of 5 years, unless a different contract period has been agreed in writing between the Parties. The contract period is then automatically extended by a minimum of 5 years, unless otherwise agreed in writing.

### 2. SCOPE AND PERFORMANCE OF SERVICES

- 2.1. Monitoring. When choosing the following services, the following applies:
  - a) Emergency patrol services. When choosing "free alarm patrol", the emergency response to the alarm and a maximum of 30 minutes on-site are included in the subscription price. However, the following are not included, and Securitas invoices separately for these:
    - i) Emergency patrol response as a result of user error or incorrect operation (e.g. by staff, cleaners or third parties), the customer's misplacement or such like, late cancellation of alarm (more than 3 minutes), interruption of power, change of or failure of telephone or internet connection etc., as well as animal, insect or environmental impact.
    - ii) Emergency patrol driving that exceeds 4 runs in a 12-month period.

Depending on the Customer's options in the Contract, Securitas renders the following services:

- i) Inspection rounds inside the premises: If Securitas is required to carry out patrols inside the premises, the security guard will attempt to establish the cause of the alarm during his or her inspection round inside the premises. Performance of Securitas inspection rounds inside the premises is contingent on the Customer providing access to the system and/or building, for example by providing access to a key box or providing a key or access card. The Customer is responsible for keeping this at the Customer's premises.
- ii) Inspection rounds outside the premises: If the Customer does not ensure Securitas' access to the premises, Securitas will only perform visual inspection rounds outside the premises to attempt to establish the cause of the alarm. Unless otherwise agreed in the Contract, Securitas will carry out an external inspection round.
- (iii) In general: If the security guard discovers any damage caused by vandalism, break-in or the like, the Control Centre will attempt to call one of the contacts stated in the Instructions to agree on how to proceed. If the contact cannot be reached, the security guard and the Control Centre will jointly determine

how best to secure the building. The necessary damage limitation measures are carried out at the Customer's expense. For example, posting a security guard on the premises, minor covering, assistance from tradespeople and technicians, or reconnection of the system. Until another form of security has been established, Securitas' security guard will remain on the premises.

b) Permanent guard. Security by a uniformed guard from or as a representative of Securitas who renders Services at a permanently attached location.

c) Control centre services. Securitas' Control Center renders Services after a Precautionary Order has been created. Securitas' Control Center provides round-the-clock service every day of the year. If the Control Centre receives an alarm signal and/or observes any irregularities, the alarm will be processed and a response initiated in accordance with the Instructions, and the contacts provided by the Customer will be called. If the Control Centre is not able to reach the contacts provided, the alarm will not be processed further. The Control Centre will then dispatch an Alarm Patrol to the Customer's address as stated in the Instructions.

The police will be notified if the Control Centre finds this to be justified in accordance with the terms for alarms laid down by the police and the Ministry of Justice. If the alarm is activated by mistake, the Customer must immediately contact the Control Centre to cancel the alarm using a clear, suitable password. Securitas may refuse to respond to a call from a Customer if this password is not given.

2.2. Technical solutions. Securitas can install technical solutions, such as burglar alarm systems (AIA), video TV monitoring (TVO) and access control (ADK) tailored to the Customer's needs.

2.3. Service agreements. When entering into the agreement, the Customer must select a service agreement, cf. Annex. The selected service agreement is valid for the entire contract period.

### 3. LIMITATIONS OF LIABILITY

- 3.1. Limitation of liability. Securitas' liability in damages to the Customer under this Agreement cannot in any case exceed DKK 2,000,000 per event or in total during the term of the Contract. Securitas is not liable in damages for loss covered by the Customer's insurance.

### 4. INVOICING AND PAYMENT

- 4.1. Invoicing. All invoicing under this Agreement will be quarterly in advance.
- 4.2. Price of services outside the chosen service model, cf. Annex. Services that are not covered in the selected service model will be performed as per account rendered in accordance with Securitas' price list from time to time in effect.

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