ANNEX TO TURNKEY SOLUTIONS TERMS AND CONDITIONS OF SALE AND SUPPLY 02-25

Service agreements:

The selected service agreement will include three services: Control centre, inspection and technical service for the technical solutions selected by the customer.

Service agreement 1:

Control Centre: Monitoring of the security system at Securitas' Control Centre. The processing will take place as agreed in the Precautionary Order.

Inspection: Annual inspection in accordance with F&P's Specification of Requirements. Visual review of the installation, function testing and adjustment in accordance with inspection instructions. Battery replacement and the cost of batteries when indicated.

Technical service: Necessary repair and maintenance of the agreed system(s) so that the system is fully operational in accordance with the Security Industry's instructions and transport costs. Relevant working hours commence on the first working day from the call-in and take place within the period 08.00–16.00 on weekdays. A response time of 8 hours applies. Furthermore, related expenses for spare parts, components, necessary licences and upgrade agreement are included. At the end of each service visit, Securitas prepares a service report with a copy for the Customer, indicating corrections or improvements. The report is sent to the system owner and user.

The following are not covered:

i) Ongoing training in how to use and operate systems or service provided in connection with accessories for systems such as colour ink cartridges, access cards or consumables such as misting fluid or lift rental, costs for connecting the system to a control centre other than Securitas' Control Centre or costs incurred as a result of third-party call-out/alarm patrol in the event of an alarm or other signals.

ii) Repair and replacement of equipment that has been damaged or is not functional as a result of events that are not connected with ordinary operation and use of the equipment, including actual or incidental damage caused, vandalism, strokes of lightning, cyber attacks, unauthorised access or use of the equipment, etc.
Securitas' Services do not cover mechanical defects in the door or associated equipment such as door pumps and required work on locks.

iii) Replacement of keys in a key box in connection with a change of the Customer's locks, call-out of a locksmith if the key box does not contain usable keys, damage-limitation measures or attempts at such measures, temporary measures/coverage performed at Securitas' request following break-in, attempted break-in or vandalism or the like.

Service agreement 2:

Control Centre: Monitoring of the security system at Securitas' Control Centre. The processing will take place as agreed in the Precautionary Order.

Inspection: Annual inspection in accordance with F&P's Specification of Requirements. Visual review of the installation, function testing and adjustment in accordance with inspection instructions.

Technical service: As invoiced.

Service agreement 3:

Control Centre: Monitoring of the security system at Securitas' Control Centre. The processing will take place as agreed in the Precautionary Order.

Inspection and technical service: As invoiced.

Service agreement 4:

Control centre, inspection and technical service as well as response times for the installed system: To be individually agreed with the Customer.

Service agreements	Agreement 1	Agreement 2	Agreement 3	Agreement 4
Control Centre	Included	Included	Included	To be individually agreed with the Customer.
Inspection	Included	Included	Billable	To be individually agreed with the Customer.
Technical service	Included	Billable	Billable	To be individually agreed with the Customer.

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