

HELIAUS® Terms
ATTACHMENT A

Allied Universal HELIAUS® Platform

HELIAUS® Platform:

- The HELIAUS® Workforce and Information Management System is a web- and GPS-based technology utilized to build an advanced patrol and reporting program that transforms the traditional reporting process into a paperless, real-time solution. Security Professionals use both the HELIAUS® web-portal and mobile device to manage post order directed activity, collect position/tracking data, perform tasks, and submit reports. HELIAUS is a real-time pro-active automated supervision increasing the overall effectiveness of the existing security program on a customer location. Clients are provided HELIAUS® web-portal access to review the latest accurate data about their property and security professionals, run reports, as well as the tools to manage their security program. HELIAUS® also includes an optional powerful Visitor and Vehicle Management module available as an additional package which provides customers with an avenue to track and manage visitor, vendor, and/or contractor movement in and out of the property as well as tracking any parking citations issued easily identifying repeat violators of a location's parking policy.
- HELIAUS is a Registered Trademark of Allied Universal and is provided only via Allied Universal's family of companies.

Server Infrastructure:

All Allied Universal Customer systems would utilize Amazon Web Services data centers in Northern VA – Zero physical Access. Data centers are ISO 27001 compliant.

- The Standard Allied Universal Application Architecture will be used for customers using the Air Watch MDM and HELIAUS® Mobile application. Only encrypted access is allowed via HTTPS for both mobile app and web portal and all data is encrypted in transit. Clients and employees are provided access via HELIAUS® web-portal access by user name and 8 characters or longer and require uppercase, lowercase, alpha, numeric, and non-alpha. All employee and client users require multifactor authentication via SMS text or authenticator app. Passwords must be reset every 90 days

HELIAUS® includes server infrastructure and hosting costs within Allied Universal's per-user per-month pricing, thus minimizing costs per customer and per user by spreading them among a vast base and over each customer's contract term. HELIAUS® manages and monitors the server infrastructure.

Internet Access:

- HELIAUS® Desktop PC users access the Internet via their existing Internet connections using a web browser.
- HELIAUS® device users (Security Professionals) access HELIAUS® services via a cell/ wireless network and HELIAUS smart phone.

Training, Support, & Online Resources:

- Allied Universal Customers will receive User Support from the local direct account manager or branch. This includes access to FAQs via a dedicated web portal, as well as phone and email availability of dedicated HELIAUS® support agents for assistance with technical or other issues.
- Allied Universal Customers will also benefit from the HELIAUS® Training Program. This includes access via the

web portal to automated online training with how to videos and PDF training manuals. Additional Training is available to Customers and such additional training is billable per Attachment B.

- Allied Universal maintenance may include provision of new releases of software (including patches and upgrades), which will contain corrections to errors or defects which have been reported reasonably in advance of the release date, as well as any enhancements, new features and functionality included in the Platform as new releases become available. Allied Universal maintenance does not include additional consulting services, software customization services, data conversion services, additional standard reports as may be specified by the Customer, and additional or replacement software or manuals.
- Standard HELIAUS® Set-up will occur within terms of the client agreement and will include the out-of-the-box system configuration. Allied Universal will provide installation and telephone support during the initial set-up. Specialized HELIAUS Set-up and/or System Reconfiguration after the Standard HELIAUS® Set-up is billable and will be billed per Attachment B.

Portal Access Requirements:

- Chromebook, PC, or MAC running an OS that is supported by manufacturer
- Modern web browser such as Google Chrome
- Connection to the internet with access to *.aus.com domain
- Adobe Acrobat reader installed.

HELIAUS® Terms
ATTACHMENT B

Allied Universal HELIAUS® Technical Services

HELIAUS® Initial Set-up:

1. Standard HELIAUS® Set-up includes providing a link to the HELIAUS® Platform to Customers, employee training how to use the app and website for patrols and reporting, and access to the training library.
2. Specialized HELIAUS® Set-up - for example advanced reporting, customer specific configuration of incident types and categories, procedural reporting requirements, large scale multi location deployment configurations, high volume customer accounts, and visitor management - will be billable.
3. System Reconfiguration - for example, deviation from out-of-the-box reporting, including but not limited to advanced reporting configuration, specific incident type and category configuration, alert and patrol reconfiguration and additional development - requested after or not included in pricing for the Initial Set-up, will be billable
 - a. Written requests for Specialized HELIAUS® Set-up and/or System Reconfiguration will be reviewed by Allied Universal and Allied Universal will either provide the Customer with a proposal explaining the Specialized HELIAUS® Set-up request or will bill Customer at a rate of \$195 per hour.
 - b. Reasonable Allied Universal expenses – for example, travel, meals, data review, but not proposal costs – pursuant to such requests will be billable and reimbursed by Customer.

Additional HELIAUS® Training:

1. Most Customers find the HELIAUS® Training Program to be sufficient to meet their needs. However, should a Customer submit a written request for Additional Training – for example, live customized training via webinar, in person review of the application by an Allied Universal representative, or customized training material such as written documentation, live interactive training, etc. for the Customer’s internal use. Such training will be billable.
 - a. Written requests for Additional HELIAUS® Training will be reviewed by Allied Universal and Allied Universal will either provide the Customer with a proposal explaining the Additional HELIAUS® Training request or will bill Customer at a rate of \$195 per hour.
 - b. Reasonable Allied Universal expenses – for example, travel, meals, data review, but not proposal costs – pursuant to such requests will be billable and reimbursed by Customer