

SERVICE LEVEL ADDENDUM

1. SaaS Platform

Platform Availability

Workpath guarantees 99,5 % availability of its Software-as-a-Service platform (the “SaaS Platform”) on an annual average. This does not apply to periods in which the server can not be reached due to other technical problems that are beyond the control of Workpath (due to force majeure, third-party fault etc.). Also excluded are (a) scheduled maintenance (eg. software updates) that are either outside normal business hours or that have been pre-announced and agreed upon, and (b) emergency maintenance. The connection of the customer to the Internet is the responsibility of the customer.

Planned Maintenance

Workpath may interrupt the availability of the SaaS Platform for maintenance purposes and other technical requirements. As far as possible, maintenance will be carried out outside normal business hours between 8am and 6pm Central European Time. If a maintenance action is expected to result in an interruption in the use of the software for more than 10 minutes, Workpath will announce this maintenance work on <https://status.workpath.com>. The announcement will be made at least 24 hours in advance. Upon customer request, the announced maintenance work can be postponed. Planned maintenance shall not occur more than 4 times per month and not more than 4 hours per month in total.

Reporting of outages and Support

Disruptions to the availability of the SaaS Platform must be reported by the Customer to support@workpath.com immediately after becoming known.

2. Support Service

Support Channel

As a Workpath Customer you have access to our Support Team that (a) offers articles on using Workpath as well as the OKR Methodology, and (b) works on disruptions and outages as stated above once contacted by Customer. Additionally you can ask any question about the SaaS Platform in our Help Center on <https://www.workpath.com> or by contacting the Support Team via support@workpath.com. Our Support Team will answer these questions while sharing best practices and additional help. Based on your questions we constantly optimize our content section in order to offer immediate solutions for your convenience.

Availability

Our Support Team will answer your questions on a rolling basis when you send them. We are available Monday through Friday and we offer 9:00 - 18:00 support for Central European Time Zone (CET), e.g. Berlin; 12:00 - 19:00 for China Standard Time (CST), e.g. Shanghai; 8:00 - 13:00 for Eastern Standard Time (EST), e.g. New York City. In the case of fault reports received outside of the support hours stated above, fault correction will start the following working day. Delays in fault

correction that are the responsibility of the Customer (for example, due to unavailability of a contact person on the Customer side) are not counted towards the fault correction time.

The response and resolution time for all requests sent to the Support Team is determined by the severity of the issue defined as follows:

Severity and Response Time*

Severity	Description	Time to react	Time to fix
1 Critical	The service is completely unavailable for all users with no workaround.	3 hours	24 hours
2 High	The service is partially unavailable for the majority of users with no workaround.	6 hours	72 hours
3 Medium	Individual features are unavailable or individual users are having access issues.	16 hours	7 days
4 Support Questions	Questions about the product or OKR methodology.	16 hours	15 days

*) During support hours

99,5 % of the support requests will be solved within the above time lines.

3. SLA breaches

Escalation

If Workpath infringes one of the SLAs above in more than two (2) consecutive months, such infringement shall be escalated to the Workpath Management (CEO, CPO or CTO) if requested by the Customer in order to discuss the situation and to explore the root cause(s) of such infringement.

Termination right for Customer

If Workpath infringes one of the SLAs above in more than three (3) consecutive months or in three (3) months of a rolling six (6) months period, Customer shall have the right to terminate the Agreement by sending a written termination notice to Workpath.