

Unit4 Property Management

Cloud Service Description

VERSION 2025Q2

September 2025



Content

| | |
|---|----|
| 1. Introduction | 2 |
| 2. Data centres & Data residency..... | 3 |
| 3. Service model | 4 |
| 4. Environments | 6 |
| 5. Reporting and monitoring..... | 8 |
| 6. Updates | 9 |
| 7. Planned and unplanned maintenance | 10 |
| 8. Customer permissions and responsibilities | 12 |
| 9. Localizations and Add-ons | 16 |
| 10. Customisations, integrations, custom reports and fields..... | 17 |
| 11. Technical Operations | 22 |
| 12. Data Considerations | 27 |
| 13. Non-Production Environment with production specifications | 30 |
| SCHEDULE A: Localisations by country | 30 |
| SCHEDULE B: Unit4 Property Management Solution Add- On's..... | 31 |
| SCHEDULE C: Glossary and Technical Acronyms | 32 |

1. Introduction

Unit4 Property Management is a system used by real estate companies to manage their properties, legal requirements (VAT etc.), bill customers, handle lease out, case management etc. The product has a desktop and a web interface that both uses the same SQL Server.

The purpose of this Unit4 Property Management Service Description is to describe the cloud service provided to the Customer.

This document should be read in conjunction with the Unit4 Cloud Technical Guidelines and Limits document, available at www.unit4.com/service-descriptions under Technical Documents. This companion resource outlines detailed technical parameters, supported protocols, integration limits and service thresholds that apply to Unit4 Property Management.

Unit4 provides a complete technically managed solution for Unit4 Property Management deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including backups), disaster recovery and service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS, a Software as a Service delivery model deployed on Microsoft Azure or Nordic data centre (Conapto AB). This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud services around the globe and Conapto for region-specific requirements. Unit4 Property Management operates efficiently within this framework, utilizing a shared model to optimize resource allocation.

In summary, Unit4 provides the following:

- Full deployment of Unit4 Products, including any required administration desktop client, web client and end-user web client and Unit4 Property Management API's.
- All user access to Unit4 Property Management is over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported. There is an Azure ExpressRoute option to provide a private communications channel.
- Comprehensive integration options available, including the use of Unit4 Property Management API's and batch file-based interfacing.
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications.
- Firewalls, anti-virus and access controls.
- Continuous monitoring is in place, covering servers, services and applications, feeding alerts and continuous improvement.

- Application of all updates, patches, Hot Fixes to Unit4 and other supporting software.
- Production and Non-Production Environments with a separate database for your data.
- Forgiveness restores (where applicable), plus disaster recovery in a physically separate secondary site.
- Service Level Agreement, with service credits based on service availability.
- Unit4 Community4U to engage with Unit4 directly, giving insight in the service performance indicators and see the status of services.
- Formal policies in place for information security, data processing, disaster recovery, business continuity and acceptable/fair use

Unit4 Feature Services are providing functional capabilities to Unit4 solutions. Feature Services have a micro service-based architecture where different Task Focused Applications run independent of each other. These Services are Multi-Tenant, shared Services.

Unit4 provides a complete technically managed solution for Unit4 Feature Services deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

2. Data centres & Data residency

Unit4 uses the Microsoft Azure infrastructure and Platform Services and Nordic data centre (Conapto AB) to deliver the Unit4 ERP SaaS. These services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions and Nordic data centre (Conapto AB) details on www.conapto.se

| Geopolitical zone | Provider | Data Location (Countries/City's/Regions) | Time Zone |
|-------------------|---------------------------------|--|-----------|
| Norway | Microsoft Azure | Stavanger and Oslo (DR TBD) | CET/CEST |
| Sweden | Nordic data center (Conapto AB) | Sätra and Sollentuna (DR) | CET/CEST |

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

| Customer head quarter residence | Geopolitical zone used | Available solutions |
|---|---------------------------------|---------------------|
| Sweden Norway Denmark Finland | Norway – Azure | All |
| Sweden (where Swedish data residency is required) | Nordic data center (Conapto AB) | All |

3. Service model

Unit4 Property Management is available in a shared deployment model. Tailored resources for business server and database server are optionally available.

| Category | Component | Characteristics |
|----------------|--|--|
| SOLUTION | All patching, updates of the standard solution (technical) | Included and automatic |
| | Environments included | 1 Production + 2 Non-Production (Preview and Acceptance) |
| INFRASTRUCTURE | Data Files storage | 250GB ¹ |
| | Document Archive storage | 250GB ² |

¹ Additional Data Files Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

² Additional Document Archive Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

| Category | Component | Characteristics |
|----------|---|--|
| | Transactional data storage | 150GB ³ |
| | Availability guarantee | Yes |
| | Data centres | Microsoft Azure and/or Nordic data centre (Conapto AB) Microsoft Azure |
| | Updates will commence | Automatically |
| | On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution | Yes |
| | Backup & Service Restore | Yes |
| | Disaster recovery | Yes |

³ Additional Transactional Data Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

| Category | Component | Characteristics |
|------------|---|---|
| | Monitoring program of infrastructure and application | Yes |
| COMPLIANCE | Compliance certificates and assurance documents – Microsoft Azure and Nordic data centre (Conapto AB) | SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017 ⁴ |

4. Environments

Two environments are provided, including:

- One Production Environment (PE) - this is the environment that the Customer uses to run the day-to-day (live) operations,
- ✓ One Non-Production Environments (NPE) - Preview – a Customer's Preview environment always contains the latest updates for the Unit4 Product in use by the Customer

Additional Non-Production Environments can be provided at an extra charge.

When running Unit4 Property Management in multiple countries additional Production and Non-production environments will be required and can be provided at an extra charge.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the service (including environments) and is used for Customer identification. The MS Azure Customers' ID code is a 3-character acronym and for Nordics DC Customers the ID code consists of 6 digits. The Cloud Customer ID codes are created at Unit4's discretion during the early stage of the implementation and are not subject to change.

⁴ Unit4 Property Management is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Platform Services

Unit4 Platform Services are multi-tenant, shared services. Except where explicitly stated in the service's Service Description document, each Unit4 Platform Service has a Preview instance and a Production instance; there is no concept of Customer-specific instances of Unit4 Platform Services. As such, no additional instances of Unit4 Platform Services are provided. For more information, please refer to [Unit4 Platform Services Service Description](#)

4.1 Production Environments

Only the Production Environment (PE) is subject to the Service Level Agreement.

4.2 Non-Production Environments Characteristics

While a Non-Production Environment (NPE) is not covered by the SLA or Disaster Recovery, it has the following characteristics:

Users accessing an NPE

NPEs are configured to handle a maximum of 15 concurrent users.

Customer responsibilities

The Customer needs to manage non-production WIP such as non-production report templates (e.g., in progress changes to purchase order report template) as refresh will replace WIP with copies from production.

What happens to the previous NPE details after a refresh?

Everything in NPE will be erased and replaced with a fresh copy from PE.

Update of an NPE to a new update

The Preview environment is updated as soon as an Update is available following a Unit4 announcement. Once an environment has been updated to the latest Update, it is not possible to move back to the previous one.

Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for fourteen (14) calendar days.

Restores

A restore request can be submitted through a Service Request in Unit4 Community4U. The delivery time, the number of included restores and the charges are the same as those for an NPE refresh.

Customers are entitled to 12 refreshes per year, per environment. These are considered jointly, regardless of the source or target environment. For example, a customer with three environments (e.g., PROD, PREV, ACPT) is entitled to a total of 36 refreshes per year. A customer with four environments would have 48 refreshes per year.

Suspension

An NPE that is not actively used will be suspended (No login last 24 hours). A suspended NPE may be reactivated at any point in time. To reactivate a suspended NPE, Customer needs to initiate re-activation, by accessing the environment through the web interface or activating it in Citrix workspace, which may take up to 15 minutes.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding the Unit4 SaaS on the Unit4 Community4U. That information includes:

- Service Availability
- Scheduled maintenance (times, dates per region)
- Software update information and deployment schedules
- Site recovery status (in the event of the disaster plan initiation)

5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability targets on Production Environment.

6. Updates

Periodically Unit4 introduces new features in the Unit4 Property Management service including enhanced features and functionality across applications. Fixes, features and functionality will be made available as part of an update. If needed Unit4 will apply Hotfixes. This will be done by Unit4 as deemed necessary to maintain the existing features of the Unit4 SaaS and to maintain service level commitments and security.

1. Updates will be provided free of charge as part of the service. However, it should be noted: Any update may result in additional configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved service partner consultants. These additional configurations and/or adjustments are not included in the Unit4 SaaS and will be subject to additional charges.
2. Where any update replaces or modifies any Customisation or non-standard functionality utilized by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance if Customer wishes to maintain the previous Customisation or non-standard functionality.

6.1 Update deployment

Updates are applied as deemed necessary by Unit4 SaaS operations to maintain the existing features of the Unit4 SaaS as well as maintaining service level commitments and security.

Service Updates may take place approximately twice per year. The frequency of Updates may be increased or decreased at Unit4's discretion. Updates may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all that time (such unavailability shall not be counted as Service downtime for the calculation of Service Availability).

A schedule of planned deployment of Updates to the Production Environment will be published on Unit4 Community4U. A Customer's Preview environment always contains the latest Updates for the Unit4 SaaS solution in use by the Customer. The Production Environment will follow no sooner than 9 weeks after Preview deployment. Unit4 will use reasonable endeavours to ensure that Updates will be carried out during the Planned Maintenance Window.

The Update Deferral service is available. The tailored solution, formerly known as Dedicated, is a pre-requisite to order the Software Update Deferral Service.

6.2 Hot Fix and Patch Deployment

Hot Fixes and patches are applied as deemed necessary by Unit4 in order to maintain the existing features of Unit4 SaaS as well as maintaining service level commitments and security.

7. Planned and unplanned maintenance

7.1 Planned Maintenance

Currently, Planned Maintenance Windows are designated for implementing various changes to the Service, such as updates and hotfixes. During these periods, Unit4 Cloud Services will be unavailable. You can find more details on the schedule presented in the table below:

| | Planned Maintenance Windows (PMW) <i>Updates and Infrastructure</i> | Additional Planned Maintenance Windows (PMW) <i>Updates</i> |
|---|---|--|
| All regions (Except Azure US, Azure Canada and Nordics Data Centre) | Twelve per year, 3rd, or 4th week of each month From: Sat 4 PM To: Sun 4 AM UTC* | Two per year according to time interval specific to a given region <i>(Unless communicated otherwise)</i> |

| | Planned Maintenance Windows (PMW) <i>Updates and Infrastructure</i> | Additional Planned Maintenance Windows (PMW) <i>Updates</i> |
|--|---|---|
| Regions Azure US and Azure Canada | <p>Twelve per year, 3rd, or 4th week of each month</p> <p>Shortened PMW: Sun 4 AM – 11 AM UTC*</p> <p>Or</p> <p>Full PMW (if global downtime is needed): Sat 11 PM – Sun 11 AM UTC*</p> <p><i>*In rare cases when a downtime of all regions would be required</i></p> | |
| Nordics Data Centre | <p>Weekly: Mon 6 PM - Tue 1 AM UTC*</p> | |

The timing of a Planned Maintenance Window (PMW) is subject to minor seasonal adjustments (+/- 1 hour) due to winter/summertime changes.

PMWs may also change with reasonable notice. All planned dates are communicated in Unit4 Community4U.

By default, all PMWs are regular and can last up to 6 hours, unless designated as Extended PMWs, which may last up to 12 hours. The type of PMW is selected based on scope and system impact.

If the actual downtime during a scheduled or Planned Maintenance exceeds the allotted window, the excess time counts toward Service Outage calculations. If the downtime is

shorter, the remaining time does not count as credit to offset other outages within the same month.

Planned Maintenance may also occur outside of predefined PMWs in exceptional or unforeseen circumstances. In such cases, Unit4 may proceed provided that the Customer receives at least 8 hours' notice. These events, although unplanned, do not count as Service Outages, as the required notice was given. Unit4 will make reasonable efforts to perform such maintenance outside Business Hours to minimize disruption

7.2 Unplanned Preventative Maintenance

Unit4 may carry out unplanned preventative maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance Window. Unplanned preventative maintenance is counted as a Service outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

The Customer has the right to:

1. Track the availability of PE and the responsiveness of the service through an external monitoring tool. This monitoring will consume Unit4 SaaS under existing and future usage constraints. Both the Customer and Unit4 need to consent to the specifics of the monitoring beforehand to confirm it does not disrupt the Unit4 SaaS services or get obstructed by security measures.
2. Conduct external vulnerability scanning and penetration testing of Customer environments on annual basis. Details of the planned activities must be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.
3. Conduct performance testing in the Production Environment, ensuring that the simulated load accurately represents normal production usage at the normal time of

day (so night jobs should be tested during the night). Performance testing to assess system behaviour under overload conditions is the responsibility of Unit4 and is forbidden for the Customer to perform.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer responsibilities

Service Updates

The following list summarizes typical Release and/or Update tasks and indicates services included as part of Unit4 SaaS and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

| Task | Included | Customer Responsibility |
|--|----------|-------------------------|
| Project Planning | | |
| • Publishing general availability schedule of Software Updates on the Unit4 Community4U | ✓ | |
| • Managing timelines, outline goals, roles and responsibilities | | ✓ |
| • Business analysis and discovery | | ✓ |
| • Creating test plans | | ✓ |
| Update deployment in a Preview environment | | |
| • Update Preview environment | ✓ | |
| • User training on changes | | ✓ |
| • Test: conducting basic testing | | ✓ |
| • Training support to assist with testing | | ✓ |
| • Functional and user acceptance testing as desired | | ✓ |
| • Training, implementation and configuration for new features | | ✓ |
| • Uplift and testing of all Customisations | | ✓ |
| • Reviewing test scripts and testing outcomes for issues resolution | | ✓ |
| • Go/No-go criteria and agreement on Production Update deployment timing | | ✓ |
| Update deployment in Production | | |
| • Update existing application configuration, being all activities undertaken to set up applications provided | ✓ | ✓ |

| Task | Included | Customer Responsibility |
|--|----------|-------------------------|
| <p>by the service which involve the use of standard menus and functionality.</p> <p>There may be rare cases where it is not technically possible to determine the correct business configuration; in these rare cases, any tasks that must be completed manually are the responsibility of the Customer.</p> | | |
| <ul style="list-style-type: none"> Update Production Environment | ✓ | ✓ |

Customization update responsibilities

Unless otherwise agreed, Customer responsibilities include Customisation code lift and testing for compatibility, functional testing and any application (re)configuration.

Unless otherwise agreed, any Customisations that are not updated to run on the current update in time for the Production update deployment may be disabled in the Production Environment prior to update deployment.

The Feature Services use dynamic IP addresses and are not usable for IP allowlisting (a.k.a. IP filtering). Multi-layer authentication mechanisms based on SSO and M2M accounts are the data security mechanisms of choice.

Technical & functional responsibilities

The Customer's technical environment responsibilities include:

- Supply, administration and maintenance of Customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer-initiated activities around penetration testing, security checks and Customer-owned monitoring are the sole responsibility of the Customer.

The Customer's functional environment responsibilities include:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3 Customer Obligations

Account Set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer's remote access and use obligations and requirement to comply with Unit4's acceptable use policy (www.unit4.com/terms). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User's Account when Unit4 SaaS access is no longer required, including immediately upon termination of such User's affiliation with Customer.

Customer is responsible for its Users' acts and omissions and for all activities occurring under its Users' Accounts.

Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding Unit4 SaaS and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning Unit4 SaaS, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security for Unit4 SaaS or its Users' Accounts and will provide all information and take all steps requested by Unit4.

9. Localizations and Add-ons

The service includes localisations developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements and Unit4 Property.

Management Add-ons, which can accelerate certain business requirements in certain verticals or territories.

Customer ordered localisations and Add-ons will be made available to the customer in the next available maintenance window.

The localisations available depend on the Customer's home country. An overview of all available localisations and Add-ons included is provided in the last chapter of this document.

10. Customisations, integrations, custom reports and fields

Customisations, custom reports and integrations are permitted and can be written by Unit4 or Unit4 partners and to some extent by the Customers themselves. Maintenance, support, implementation and update considerations for these custom components are not included in the Service fee. Customisations are not supported by Unit4 under Standard Support. The Customer has sole responsibility for the Customisations, custom reports and integrations, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customization (including Unit4 delivered Customization as part of a project implementation, bespoke code written by Unit4). If any assistance is required in regard to Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customization, but this will be subject to review and extra charge.

Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10.1 Unit4 Created Customisations

Maintenance of Unit4 authored or created Customisations, including custom entities, fields, relationships, screens, reports, imports, exports, workflows, interaction plans, lookup data, localisation files, C# / Java /etc. code, database views, web styles and scripts, are outside the scope of Unit4 SaaS model offerings. Maintenance, support, implementation and update considerations for these components are not included in the Unit4 Global Cloud fees.

10.2 Restrictions in Customisations

In general, there are restrictions regarding allowing Customisations in Unit4 Property Management SaaS including but not limited to:

- no third-party applications/DLL installed
- no direct access to local resources such as file system, network, etc., access must be indirect via approved methods that provide abstraction from specific infrastructure
- All Customisations must be delivered fully documented
- Any code needs to be transparent and readable delivered to Unit4

- All Customisations must include installation routines that require no manual interaction and allow for end users to validate installation has been completed and the Customization ready for Configuration or use via standard application capabilities

10.3 Customization Review process

Unit4 reserves the right to review all Customisations submitted by customers in order to protect the security, stability and performance of the Services. In such event Unit4 may ask for the source code of the Customization in order to assess the risk to the stability, security and/or performance of the Service. In case Unit4 identifies a reasonable concern Unit4 reserves the right to reject the Customisation.

10.4 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of the Unit4 Property Management APIs in order to receive optimum performance and stability. Unit4 Property Management APIs always follow the current version. All breaking changes in the Unit4 Property Management APIs will be noted in the Unit4 Property Management release notes, a document published for each new release on the Unit4 Community.

10.5 Permitted Customisation services

The following Customisation, custom report and custom integration are permitted. These may be created by Unit4 or Unit4 partners and to some extent by the Customer themselves using Unit4 Property Management tools. Please note that prerequisite is that all Customisations must be reviewed by Unit4 according to the Customisation review process (paragraph 10.3):

- CSS stylesheet for the web clients:
 - Unit4, Unit4 partners and customers are allowed to create CSS stylesheets
- FastReport considering the following constraints:
 - Only Unit4 and Unit4 partners are allowed to create FastReport Customisations
 - Customers need to order FastReport Customisations from authorized parties
 - Development with FastReport are only available in non-production environments
- FastView considering the following constraints:
 - Only Unit4 and Unit4 partners are allowed to create FastView Customisations.
 - Customers need to order FastView Customisations from authorized parties.
 - Development with FastView are only available in non-production environments.
- Integration module created for Unit4 Property Management Integration Service taking into account the following constraints:

- Only Unit4 and Unit4 partners are allowed to create customized integration modules.
- Customers need to order customized integration modules from authorized parties
- Development of customized integration modules are only available in non-production environments
- Use of standard Unit4 Property Management methods and Unit4 Property Management APIs where applicable.
- Only access to file system paths defined by system settings and that points to a path in the folders defined in Solution access with Read/Write access (paragraph 11.4).
- No access to infrastructure or operating system level capabilities e.g. Start.Process or other process mechanisms
- No dependence on registry.
- No code-based dependence on static server host name, IP address, etc.
- Must operate within a dynamic infrastructure-based environment (e.g. no sticky sessions)
- No 3rd party DLL or EXEs included with Customisation, only Unit4 Property Management and standard .NET Framework permitted
- Communication with external APIs/web services must be over HTTPS

10.6 Query definitions and stored procedures

In Unit4 SaaS Unit4 or Unit4 partners are able to use (SQL) Query definitions and stored procedures in Production Environments, prerequisite is the Query definition and/or stored procedure was reviewed according to the Customisation review process by Unit4 (paragraph 10.3).

10.7 Maintenance of Customisation, Custom Reports and Integrations

- Maintenance, support, implementation and update considerations for these components is not included in the Unit4 Global Cloud subscription fee.
- All Customisations, custom reports and integrations are the full responsibility of the Customer for all aspects of deployment and maintenance. Customer responsibilities

include code lift for release version compatibility, functional testing and configuration and error resolution.

- Environments in Unit4 Property Management SaaS are upgraded with new Releases and Updates regularly according to a schedule published on the Unit4 Community. Deferrals or postponements to this upgrade schedule due to Customisation requiring maintenance are not permitted, unless the customer timely has requested maintenance from Unit4 Professional Services which has been delayed by Unit4.
- Unit4 authored Customisations, custom reports and integrations are outside the scope of Unit4 Property Management SaaS standard maintenance. Maintenance of Customisations, custom reports and integrations must be formally set up and included on an executed Order form to ensure that Unit4 takes responsibility. If Unit4 maintenance of Customisations, custom reports and integrations has not been included on an executed Order form, responsibility for all aspects of deployment and maintenance will reside with the Customer.

10.8 Integrations

Integrations are permitted according to the supported integration methods described below. Integration methods not explicitly stated below are not permitted.

Standard Unit4 product integration options

| Integration Type | Available? |
|---|------------|
| Integration with Unit4 ERP CR where accounting transactions, attribute values & relations, value matrixes for property VAT, disbursement orders and invoicing are imported into Unit4 ERP CR, and chart of accounts are integrated back to Unit4 Property Management. | Yes |
| Integration with Unit4 ERP CR Field Service Management where customer, lease agreements, object structures and service orders are imported into Unit4 ERP CR and service order changes are integrated back to Unit4 Property Management. | Yes |

Other integration options

| Integration Type | Included |
|---|----------|
| Integrations using Unit4 Property Management APIs | ✓ |
| Integration using export files over SFTP generated by Unit4 Property Management integration modules or batch jobs ⁵ | ✓ |
| Integration using import files over SFTP imported by Unit4 Property Management integration modules or batch jobs* | ✓ |
| Integration using export files created by custom report templates against standard Unit4 ERP CR server processes or Customisation routines* | ✓ |
| Electronic agreement integration over HTTPS from desktop client, application server and web server. | ✓ |
| Nets Payments integration over HTTPS from web server and application server. | ✓ |
| Google Maps API integration over HTTPS from application server and desktop client. | ✓ |
| Fastighetsägarna dokument integration over HTTPS from application server, desktop client and web server. | ✓ |
| FM Access integration using export file over SFTP and web links from the desktop client to FM Access service* | ✓ |

⁵ * Via folder access that is restricted to nominated administrative users (Data Export, Data Import and Logs folders).

11. Technical Operations

11.1 Printing

All printing is carried out on the client side.

11.2 Direct Database access

Direct database access cannot be provided.

11.3 Connectivity

Access to the web client is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA). Access to the Desktop client is carried out using a 2048 bit encrypted thin client connection over TLS with SHA-2 RSA Encryption Algorithm over the public internet.

Internet bandwidth suggestions*

As the configuration and use of Unit4 Property Management is highly variable Unit4 can provide only high level bandwidth suggestions; Unit4 Property Management (Web Client) – an assumed concurrency factor of 5 gives an average bandwidth requirement per user of 20 - 50 Kbps with a max latency of 100ms; Unit4 Property Management Desktop – 100 Kbps per user with a max latency of 100ms.

* Rough guidance only based on simulation testing. Response times will be dependent upon a variety of factors such as number of users, type of web processing initiated, customer side internet line capacity and infrastructure set-up such as use of proxies. Note: Unit4 Property Management document management usage is not covered by this estimate; uploading or downloading large documents from the application will consume bandwidth and time as normally experienced with an internet-based document upload or download.

11.4 Solution access

The Unit4 Property Management solution is accessed in the following manner:

- Unit4 Property Management web client accessed via a supported web browser.
- Unit4 Property Management end-user web client accessed via a supported web browser.
- Unit4 Property Management desktop client accessed as a remote application via a remote access solution (e.g. Citrix Workspace APP).

- Programmatic access to Property Management API
- Unit4 Property Management related folders are accessed according to the following table.

| Folders | Access Level for Designated Users |
|---------------|-----------------------------------|
| Data Export * | R/W |
| Data Import * | R/W |
| Logs * | R |

* **NOTE:** All files are cleaned regularly and only kept for a maximum of 30 days.

11.5 Authentication

Unit4 Property Management desktop client authentication is carried out using single sign-on inside the Citrix environment. New accounts are managed by Unit4 Cloud and Unit4 Property Management users are managed by the customer. Currently, federated authentication is not supported by Unit4 Property Management desktop client on Unit4 Cloud.

Unit4 Property Management web client uses built in Identity Provider with username and password authentication or federated authentication using OpenID Connect with support for Unit4 IDS.

11.6 Microsoft office components

Unit4 Cloud provides an access for Unit4 Property Management users (desktop client only) to select Microsoft Office products to:

- Open attachments from within Unit4 Property Management desktop client
- Open report files within Unit4 Property Management desktop client
- Edit document templates in Word format stored in Unit4 Property Management
- Open documents/files from Data import/Data export folders

The products in scope are as follows:

- Microsoft Excel (English) – optionally, licensed per desktop client user based on the pricing list

- Microsoft Word (English) – optionally, licensed per desktop client user based on the pricing list

11.7 Supported extensions on Citrix

Unit4 Cloud supports following files to be opened via Citrix:

- Excel spreadsheets (.xls .xlsx .csv) via Microsoft Excel- only if additional option was purchased (see chapter 11.6 Microsoft Office Components)
- Images (.png .jpg .bmp) via Microsoft Paint
- Text files (.txt .log) via Microsoft Notepad
- PDFs (.pdf) via Adobe Reader
- Word documents (.docx .doc) via Microsoft Word - only if an additional option was purchased (see chapter 11.6 Microsoft Office Components)

Any other file types not described here must be copied over and opened on local workstation.

11.8 Document links

Unit4 Property Management supports adding links to documents stored outside the system by adding file system links as UNC paths or web links as URLs.

Unit4 Cloud supports U4PM document links with the following requirements:

- Web Links - Any
- File System Link – **ONLY** files located on mapped network shared within Unit4 Cloud **NOT** files located on customer network shares.

11.9 Technical overview

| Topic | Description |
|-------------|--|
| FTP | |
| Protocol | SFTP protocol is used with AES256-SHA2 cipher |
| Credentials | <p>Seven sets of credentials are provided per environment (e.g. 7 username/passwords for production, 7 username/password for each NPE).</p> <p>By default one credential has access to Data Import, the second credential has access to Data Export folder, the next five credentials have access to the respective custom folders.</p> <p>Next to that Customers will have in their disposition five custom folders under the Data files folder. These folders will have predefined AD groups, and the access will be applied to the top- level only. Customers can request access to the custom folders, and request changes on the environment variables accordingly by raising a corresponding Service Request.</p> <p>Customers can create as many subfolders as they want under the custom folders, and there is no restriction about the naming of the subfolders, however Unit4 does not provide granular access management to subfolders.</p> <p>In order to accommodate a need for restricted access Unit4 provides the above-described structure of the custom folders.</p> |

| Topic | Description |
|-------------------------------|---|
| | Customers willing to have more than five custom folders will have to request it separately with additional cost. |
| Email | |
| Domain | <p>Unit4 Property Management has capabilities to send outgoing email, and emails are sent to recipients from Unit4 Cloud Solution SMTP service.</p> <p>In case the customer requires more advanced features (eg. bounce back emails, DKIM support, IMAP support), Unit4 products can use customer's own email servers, if they are reachable by Unit4 SaaS.</p> |
| Protocol | SMTP over TLS |
| Authentication | |
| Protocols supported | WS-Federation, SAML-P and OpenID Connect support (see Unit4 IDS Service Description) for web clients only and application specific credentials |
| Internet Communication | |
| Protocols supported | HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA |

12. Data Considerations

12.1 Transfers of Customer Data to Unit4 Property Management

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 customer, it is responsible for ensuring data consistency (i.e. that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into Unit4 SaaS.

When Customer requests to copy a database snapshot from outside of Unit4 Cloud to either PE or NPE then it should be free of any Customisation objects. These objects should be sent in a separate Service request and will follow standard Customisation review process.

12.2 Backup and Restore Services

Customers are given the option of a “forgiveness” restore, where a recent PE back-up can be restored to the PE in case of a disastrous user mistake (e.g. running month end processing in “live” environment instead of in Preview as intended).

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as shown below. Forgiveness restores should be initiated as a P1 incident and time to complete depends on data volume.

There is no “forgiveness” restore option for Unit4 People Platform Services.

Request restore point permitted

Between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes

Customer may request a Service Restore report no more frequently than once per month via the Unit4 Community4U using a Service Request. Example:

| Current time | Restore Range | |
|------------------|------------------|------------------|
| 15-03-2017 00:15 | 13-02-2017 00:15 | 14-03-2017 23:15 |
| 25-07-2017 14:25 | 25-06-2017 14:25 | 25-07-2017 13:25 |
| 22-09-2017 08:00 | 23-08-2017 08:00 | 22-09-2017 07:00 |

12.3 Data Security

Data in transit

Customer Data in transit is protected with the latest TLS encryption levels.

Customer Data at rest

Except for the Unit4 cloud delivery in the Nordic data center (Conapto AB), data at rest is protected using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption). Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Allowlisting

IP Allowlisting is offered as an option that will come at an additional cost in Unit4 SaaS, as a means to gain an extended level of control on who has access to the Customers environment. An IP allowlist is a list of IP addresses that are granted access to a certain Service. When an IP allowlist is used, all IP addresses are denied access, except those included in the IP allowlist.

IP Allowlisting is available for the following product – data center – cloud type combinations.

| Allowlisting | Data centre | Available? |
|---------------|-------------|------------|
| Web endpoints | Azure | Yes |
| Web endpoints | Nordic | No |
| Citrix | Azure | No |
| Citrix | Nordic | No |

Customer needs to provide VPN access to their own network for Partners or Unit4 consultants working off network (to allow remote working).

The Platform Services use dynamic IP addresses; therefore, IP Allowlisting is not supported for any combination of Unit4 Property Management products with any Platform Services. As

an exception IDS does support IP Allowlisting in combination with Unit4 Property Management, whereby the Customer IDP must be publicly accessible.

12.4 Limits and regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize shared resources. When a limit is exceeded, corrective measures will be taken.

The following fair use limits are enforced:

| Description | Limit |
|---|-------|
| Maximum number of Transactions per day calculated on the total number of Users FTE of a company. Statistics show that 1 user FTE generates up to 5 transaction per day. * | 5 |
| Maximum number of API calls per day calculated on the total number of Users FTE of a company. | 5 |
| Average response time (of a server process) per Transaction measured averaged per month. | 2 sec |
| Maximal level of concurrency based on FTE for which the Unit4 Cloud service levels can be guaranteed | 10% |

*Example – changing a timesheet with 15 lines would result in 15 Transactions

12.5 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law. Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. web clients, desktop client).
- Application reporting tools.
- Application functionality to export to file.
- APIs.

- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement (see Appendix A – Unit4 General Terms of Business for further details). The database retrieved by Customer is free of any Customisation objects and all database application business which logic includes intellectual property.

13. Non-Production Environment with production specifications

As an additional Service against additional cost it is possible to opt for a Non-Production Environments (NPE), that holds the characteristics of an NPE as described in paragraph 4.2 with Production alike specifications.

SCHEDULE A: Localisations by country

Customer ordered localisations will be made available to customers in the next available maintenance window.

| Country | Product Name |
|---------|-------------------------|
| ALL | Norwegian language pack |
| ALL | Finnish language pack |

SCHEDULE B: Unit4 Property Management Solution Add- On's

The solutions listed below are validated and proven solutions to support certain business processes for a country (or multiple countries) in a SaaS shared environment. Customer ordered add-on's will be made available to customers in the next available maintenance window.

| Country | Product Name |
|---------|----------------------------|
| ALL | Debiting Model - Engaov |
| ALL | Debiting Model - Fastov |
| ALL | Debiting Model - Indavr |
| ALL | Debiting Model - Indhs |
| ALL | Debiting Model - Indmin |
| ALL | Debiting Model - Korin2 |
| ALL | Debiting Model - Korin3 |
| ALL | Debiting Model - Korin4 |
| ALL | Debiting Model - Korin5 |
| ALL | Debiting Model - Korin6 |
| ALL | Debiting Model - Korin7 |
| ALL | Debiting Model - Korin8 |
| ALL | Debiting Model - Korind |
| ALL | Debiting Model - Omimax |
| ALL | Debiting Model - Prodel |
| ALL | Case Messaging Integration |

SCHEDULE C: Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

| | |
|-----------------------|---|
| Account Administrator | An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product. |
| Customisation Object | the product of any Customisation being any code change or other database object not created using the changing of standard Unit4 Product menus and functionality. |
| Localisation | a Unit4 Product developed for strategic territories and verticals that secures legal, statutory and market standard requirements in that territory or vertical. |
| Multi-Tenant | a single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers. |
| Record | a data record stored within a Customer's database (for example a line in a timesheet). |
| Service Restore | the time it takes Unit4 to perform the restoration of a recent Production Environment back-up (at the request of the Customer). |
| Transaction | the creation or modification of a Record. |

Technical Acronyms

| | |
|-------------------|---|
| AES | Advanced Encryption Standard |
| API | Application Program Interface (e.g. Web Services) |
| ERP | Enterprise Resource Planning |
| FastReport | Unit4 Property Management Reporting Tool |
| FastView | Unit4 Property Management Data View Tool |
| FTP | File Transfer Protocol |
| HTML | Hyper Text Markup Language |
| HTTPS | Hypertext Transfer Protocol Secure |
| Kbps | Kilobits Per Second |
| NPE | Non-Production Environment |
| PCI DSS | Payment Card Industry – Data Security Standard |
| PE | Production Environment |
| SFTP | Secure File Transfer Protocol |
| SHA-2 RSA | Secure Hash Algorithm (number 2) and RSA encryption Algorithm |
| SLA | Service Level Agreement |
| SOC | Service Organization Controls |
| SQL | Structured Query Language |
| TLS | Transport Layer Security Encryption |
| URL | Uniform Resource Locator (a web address) |
| VPN | Virtual Private Network |
| WIP | Work In Progress |
| XML | Extensible Markup Language |

