

CyCop® Terms
ATTACHMENT A

Allied Universal CyCop® Platform

CyCop® Platform:

- The CyCop® 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 web-portal as well as Android smartphones in the field to receive directions, collect tracking data (smartphones required, not available on Web application), and submit reports. CyCop is a real-time pro-active automated supervision increasing the overall effectiveness of the existing security program on a customer location. Clients receive the latest accurate data about their property and security professionals, as well as the tools to manage their security program. Web access provides an avenue for report input and performance review. CyCop also includes an optional powerful Visitor and Parking 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.
- CyCop 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 the same Allied Universal-dedicated server infrastructure. Application architecture would be provided as follows:

- The Standard Allied Universal Application Architecture will be used for customers using the Mobile Iron MDM as well as the CyCop Mobile app, or Desktop Only systems. Each Allied Universal Customer will run its own instance of the CyCop SaaS. This provides maximum scale and prohibits errant cross-customer data access via separate URLs and Logons for each Customer.

CyCop 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. CyCop manages and monitors the server infrastructure.

Internet Access:

- CyCop Desktop PC users would access the Internet via their existing Internet connections.
- Smartphone Users would access the Internet via a cell connection or wireless network.

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 support analysts for assistance with technical or usage issues.
- Allied Universal Customers will also benefit from the CyCop Training Program. This includes access via the web portal to automated online training with automated compliance monitoring, PDF training manuals, and recurring live training sessions (which are recorded and posted to the web portal for future viewing by Customers).

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 CyCop Set-up will occur within 15 business days of receipt of initial payment and will include the out-of-the-box system configuration. Allied Universal will provide installation and telephone support during the initial set-up. Specialized CyCop Set-up and/or System Reconfiguration after the Standard CyCop Set-up is billable and will be billed per Attachment B.

PCs & Smart Phones:

PC Requirements	Smart Phone or Tablet Requirements
<ul style="list-style-type: none"> • Windows 7 or higher • 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor. • 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit). • 16 GB available hard disk space (32-bit) or 20 GB (64-bit). • DirectX 9 or higher graphics device with WDDM 1.0 or higher driver. • Connection to the internet with access to aus.com and universalpro.com domains through connected firewall. • Internet Explorer 10 or higher or compatible browser installed. • Adobe Acrobat reader installed. 	<ul style="list-style-type: none"> • Android 4.0 or higher • WiFi, 3G or 4G connectivity • Integrated Camera • NFC (Near Field Communication) • GPS

CyCop® Terms
ATTACHMENT B

Allied Universal CyCop® Technical Services

CyCop® Initial Set-up:

1. Standard CyCop Set-up includes providing a link to the CyCop Platform to Customers, employee training how to use the app and website for patrols and reporting, and access to the training library.
2. Specialized CyCop 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 CyCop 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 CyCop 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 CyCop® Training:

1. Most Customers find the CyCop 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 CyCop Training will be reviewed by Allied Universal and Allied Universal will either provide the Customer with a proposal explaining the Additional CyCop 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

Data Storage: Below are the rates for Data Storage of Tracking Data (GPS and post check-in) and Reporting Data (Incident Reports and DARs) by Allied Universal for Customer. Rates will accrue and be billed monthly with payment terms to reflect those in the Security Agreement. Data storage beyond 1.0 TB is billable and Allied Universal may bill Customer at \$2 per GB per month.

<u>Type of Data</u>	<u>Stored by Allied Universal</u>	<u>Rate</u>
Tracking	120 Days	Included in CyCop Services
Tracking	Each Day over 120 Days	\$50 per Day
Reporting	365 Days	Included in CyCop Services
Reporting	Each Day over 365 Days	\$50 per Day