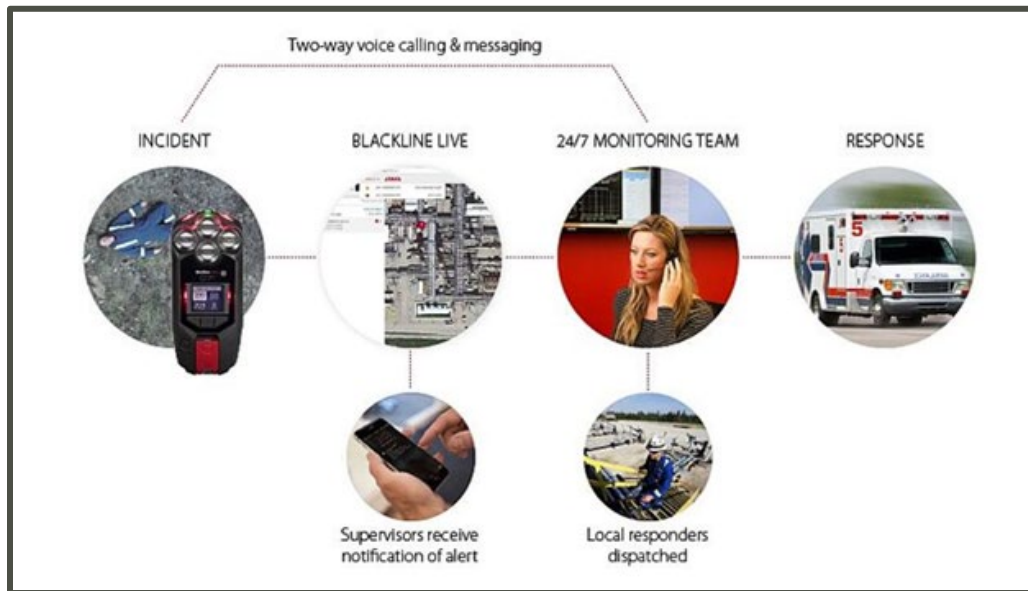


WHAT IS BLACKLINE MONITORING?

Blackline Monitoring is available to any customer who purchases Blackline Safety connected technology. Blackline Monitoring includes:

- 24/7 live monitoring of connected Blackline Safety devices by our dedicated Blackline Monitoring Teams across the world.
- Customizable alert response—we will respond to alerts according to the emergency response protocol set by you.
- Support and training, including expert alert management/protocol advice.
- Access to your full alert history and reporting via Blackline Live and Blackline Analytics.



When you purchase a Blackline Monitoring service plan, you are entering into an agreement with Blackline Safety. The responsibilities of each party are outlined below.

BLACKLINE MONITORING RESPONSIBILITIES

All Blackline Monitoring customers receive high quality, specialist monitoring via our Blackline Live alert management system, tailored specifically for the capabilities of Blackline Safety devices.

Blackline commits to the following responsibilities as part of our Blackline Monitoring service:

- Monitoring all devices under LIVE alert profiles 24/7 in accordance with their respective configuration settings.
- Following the emergency protocol currently saved in the customer's Blackline Live alert profile when an alert is received by Blackline Monitoring operators.
- Initiating the dispatch of emergency services to a user's location in accordance with the customer's emergency protocol or upon request.
- Making all device calls in the customer's native language if Blackline offers that language in their region.
- Offering 24/7 monitoring support via our Blackline Safety Operations Centre.
- Providing call recordings for calls to Blackline Safety devices made by Blackline Monitoring operators.
- Leaving detailed documentation within the alert history of every Blackline monitored alert.
- Striving to acknowledge 99% of all alerts within 60 seconds.
- Routinely monitoring acknowledgement time (daily, weekly, monthly, and annually).
- Investigating and reporting on all monitoring queries received, and any potential issues found, including all corrective and preventative action taken.
- Supporting and advising customers on monitoring during onboarding and any time upon request.
- Providing recommendations for protocols that will offer device users greater protection, including, but not limited to:
 - Protocol amendments
 - Configuration changes
 - Alert profile structure

CUSTOMER RESPONSIBILITIES

In purchasing a Blackline Monitoring service plan, you commit to the following:

- Up-to-date device management, so that all devices have the correct configuration, alert profile, and notification profile (if using) for alert management. This includes, but is not limited to, full and timely upkeep of the following in Blackline Live:
 - Emergency protocols
 - Emergency response contacts and contact details
 - Configuration settings
 - Device alert profile and configuration assignments, including ensuring all devices to be monitored are in a live and appropriate alert profile
- Notifying Blackline Safety of any changes to information that may impact the effective monitoring of the account, including, but not limited to, changes to the following:
 - Users
 - Organization administrators
 - Emergency protocols
 - Addresses
- Comprehensive training of device users and emergency response contacts on the emergency protocol agreed upon with Blackline, including what is expected from emergency response contacts if Blackline operators contact them directly about an alert.