

BRADY- POWERDESK SUPPORT POLICY

V1.1

Schedule 1

Brady Disclaimer

The information contained in this document represents the current view of Brady as of the date of its publication.

Schedule 1 of this document is legally binding and is incorporated into Brady PowerDesk Subscription Services Agreement entered into by a customer (also referred to as "you") and Brady. We must be able to respond to changing market conditions and are constantly evaluating better ways of working with our Customers and Partners. Accordingly, this support policy is subject to change by Brady in its absolute discretion. Brady does not guarantee that the information contained in this support policy will be error-free or kept up to date after its publication. Schedule 2 of this document is operational only and is not legally binding on you or Brady.

TO THE EXTENT PERMITTED BY APPLICABLE LAWS BRADY MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, BY POSTING THIS SUPPORT POLICY NOR ABOUT THE INFORMATION CONTAINED IN THIS SUPPORT POLICY.

Changes, Additions or Deletions

Brady may change any of its product policies and information documents, add or remove any information contained in such documents, including the removal or discontinuation of such documents in their entirety, at any time. If we make any such changes, we will post the revised version on the Brady website, but we may or may not provide any other notice to you. We encourage you to periodically review all Brady policies and briefing documents relevant to you, so that you remain informed.

Definitions of Terms

Terms defined in your Agreement are also applicable in this Brady Support Policy. The following additional defined terms apply for this Support Policy:

"Brady PowerDesk Subscription Services Agreement or Agreement" means Agreement or order you have entered into with Brady whereby Brady grants you a licence to use the Product or access the Services on the terms and conditions set out in that agreement.

"BRD" – "Business Requirements Document" - a definition of the requirements (not how the requirements will be met)

"Continuous Servicing and Support" means PowerDesk Product or Service will be supported according to the service level support guidelines set out in this Support and Maintenance Policy and in the applicable Product Lifecycle Phase. Continuous servicing and support may include new Product releases, non-security and security updates, new features, enhancement requests, access to Product documentation and online content including Knowledge Base and Training materials, webcasts, phone support and online support.

"Defect" means any error, flaw, failure or fault in a computer program or system that causes it to produce an incorrect or unexpected result, behave in an unintended way or that fails to conform with the Product specification as documented at the time of release publication and as determined by Brady. Failure to comply with new operating or security regulations and / or mandatory legal requirements that were not yet in effect at the time of the Product's initial availability do not constitute a defect.

"EDM" means Energy Data Management (EDM) being a Brady product for physical power trading.

"JIRA" means a proprietary issue tracking product, developed by Atlassian. It provides Defect tracking, incident tracking, and project management functions.

"Major Release" – A major change to the Product or Services that introduces new features and functionality. A major release is typically designated as a change in the digit(s) to the left of the first decimal point ([X].y.z) in a release number. Updates to PowerDesk will be deployed to production regularly. Major version releases will be rare.

"Minor Release" means a minor change to the Product or Service that introduces a limited number of new features or functionality. A minor release is typically designated as a change in the digit(s) to the right of the first decimal point (X.[Y].z) in a release number. Updates to PowerDesk will be deployed to production regularly. Minor versions will be common.

"New Feature" means certain new modules, add-ons, and/or functionalities to the Product introduced by Brady at its sole discretion, which are priced separately and made available for purchase through certain releases or otherwise. Access to such New Feature is only provided subject to customer's written request and payment of applicable fees. If the Customer requires any services from Brady in testing and implementing an upgrade, new release, or other revision, amendment or update for the Product, the scope and fees for such assistance shall be agreed between the parties via a separate Statement of Work.

"Product" means Brady PowerDesk software suite as licensed by the Customer under the Agreement.

"Product Roadmap" means Brady will maintain a functionality roadmap for PowerDesk. From time to time customers may wish to submit feature ideas for consideration. If successful these ideas will be added to the roadmap for future development. The content and priority of the roadmap will be communicated to customers regularly.

"ROM" means a Rough Order of Magnitude estimate (ROM estimate) is an estimation of a project's level of effort and cost to complete. A ROM estimate takes place very early in a project's life cycle.

"Software as a Service (SaaS)" means Brady PowerDesk is a Software as a Service system. There is a single instance of the system that is securely accessed by multiple customers. Each customer has a view of only their data and configuration. Deployment of updates to the production environment will take effect immediately for all customers and as such PowerDesk will not use the Product Life Cycle Policy used by other Brady products.

"Support for Compatible versions of EDM" means PowerDesk in the Nordic region may require integration with EDM. The version of EDM installed for a customer must be kept as up to date as possible to ensure full PowerDesk functionality is available. If the installed version of EDM falls behind the oldest compatible version, then PowerDesk functionality may be degraded or partially disabled until EDM is updated. Brady will share a compatibility matrix and endeavour to communicate any impacts of falling behind in advance of impactful PowerDesk updates so that customers have time to schedule EDM upgrades. While support will be provided to assist customers to update EDM there will be no support available for any PowerDesk issues while EDM is out of date.

"Support Request" these are incidents raised to address requests for maintenance related to licensed products. This means work related to Defects and are therefore covered under this Support Policy.

"Update" means an update to or a subsequent release of the Product which Brady generally makes available for its customers at no additional fees. Such updates do not include any release, option, service, program or New Feature that Brady licenses separately for additional fees. As part of subscription, Brady will provide updates to the Product during the subscription term, when available and as determined by Brady. Brady is under no obligation to develop any future services, programs or functionality. If an update is made available to the customer pursuant to this Support and Maintenance Services Policy, it will replace the previous version of such Product.

Automatic PowerDesk Alerts through Status page

When PowerDesk experiences a degradation in service or functionality a notification will appear on the PowerDesk Status page. Planned maintenance will also be published ahead of time on the page.

The Status page will have regular updates during such events until resolved.

Our Customers are advised to monitor the status page. In addition to this you can subscribe to receive updates via email.

Please refer to your account manager regarding subscriptions.

<[Link to Status page to be inserted when available](#)>

How does Support Through JIRA work?

All trouble ticket / incidents must be entered in JIRA unless already raised on the PowerDesk status page. Outside of incidences already raised on the PowerDesk status page, this is the fastest way to ensure a timely response. Not only does it provide you with self-tracking the status of any tickets,

1. Once you submit your JIRA ticket a Brady Supporter will review the incident, triage the problem.

NOTE: Brady prioritises Alerts on the Status page and tickets sent in via the self-service portal over items that are sent via email or by phone.
2. After an incident is logged, Brady may engage with you in a hands-on support interaction via telephone, screen-sharing and other remote diagnostic services targeted at incident resolution.
3. All communication on incidents is logged in JIRA and you will always receive an automated email notification of this communication throughout the support ticket's life cycle starting with an acknowledgment of the tickets generation and that it has been picked up and assigned by the Brady Support team accordingly.

For more details on how Brady use JIRA see Schedule 2

Brady support priorities and Standard service levels

Priority levels and the targets set out by the standard service levels dictate how we respond to different incidents. The JIRA incident will be responded to in line with the service levels in the table below but relative to the priorities of tickets already raised or with higher priorities. Unless otherwise stated, contracted service levels apply only to production environments.

JIRA Priority	Priority Description
P0 – Critical	The Defect affects critical functionality or critical data. It does not have a workaround. Example: complete failure of a feature or the PowerDesk system is offline.
P1 – High	The Defect affects major functionality or major data. It has a workaround but is not obvious and is difficult. Example: a feature is not functional from one module, but the task is doable if a number of complicated indirect steps are followed in another module/s.
P2 – Medium	The Defect affects minor functionality or non-critical data. It has an easy workaround. Example: a minor feature that is not functional in one module, but the same task is easily doable from another module.
P3 – Low (default)	The Defect does not affect functionality or data. It does not even need a workaround. It does not impact productivity or efficiency. It is merely an inconvenience. Example: petty layout discrepancies, spelling/grammatical errors.

The above JIRA priorities align to the definitions laid out in the service levels as follows:

Priority Critical – P0

A catastrophic Defect that materially impacts your business because all or key parts of the Product are unavailable and cannot be used in production, with no possible workaround solutions immediately available. Defects classified as a P0 Critical defect include service outages, critical process failures within the application and/or the corruption of key data that renders the system unusable. P0 defects are urgent / emergency problems. For customers integrated to EDM if the Customer is not already using the latest version of the EDM in their production environment, they may be required to update EDM up to and including the most recent patch release. In the event that updating the EDM production version does not cure the catastrophic defect then a defect correction may be required for PowerDesk. If this is the case this will be developed, tested and deployed to the PowerDesk production environment.

Initial Response Target	Within one (1) hour unless the Agreement specified otherwise.
Resolution Target	Continuous support 24/7 until the Defect is resolved or work around provided
Regular Update Target	At least hourly

Priority High – P1

This applies to Defects that will materially impact your business because all or key parts of the Product are unavailable to one or more users, but where a workaround or alternative solution does exist. Resolution of these Defects will normally be considered for inclusion in the short term roadmap. If the Customer is not already using the Current Product version in production, the Customer will be required to do so.

Initial Response Target	Within two hours during contracted Support Hours
Resolution Target	Support during Non-Critical Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Regular Update Target	At least daily depending on other priority Defects

Priority Medium – P2

This applies to Defects that will not materially impact your company's business. Resolution of these Defects will normally be considered for inclusion in the short term roadmap.

Initial Response Target	Within three working days
Resolution Target	Support during Non-Critical Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Regular Update Target	Every two weeks



Priority Low – P3 (default option on creation)

This applies to minor, non-serious and cosmetic defects. P3 defects are not normally traditionally targeted for inclusion in a specific release. Instead they are considered for inclusion in a future release if/when the relevant part of the Product is next modified.

Initial Response Target	Within ten working days
Resolution Target	Support during Non-Critical Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Regular Update Target	Monthly

Support

Unless explicitly defined in an existing Agreement, or equivalent agreement between a Brady entity and a Customer, the Support hours are:

Support Categorisation	Support Days	Support Hours and Time Zone
Priority Critical – P0	Everyday	24 hr
Non-Critical (P1-P3)	Monday - Friday, excluding public holidays	8am to 6pm UK Time Zones Or 8am to 6pm CET

In the event of a Critical (P0) issue as defined above, 24/7 support will be provided. It is required that the customer monitor the PowerDesk status page before contacting Brady directly. If the incident has not been recorded on the status page, please enter a JIRA and ring Brady Support.

For a Non-Critical (P1, P2 or P3) issue as defined above It is required that the customer also monitor the PowerDesk status page before contacting Brady. If the incident has not been recorded on the status page, please enter a JIRA.

Complaint Escalation

If you have a complaint about anything to do with Brady, we'd like to hear from you. Your complaint could be about: an incident you've raised in JIRA, our level of response, not having received a timely status update on your trouble ticket, our staff, or how your incident is being handled.

All of Brady's Supporters and Account Managers are trained to deal with complaints and our goal is to resolve your concerns as quickly as possible. We will aim to tailor any proposed resolutions to provide a fair and reasonable outcome for all parties involved. Once accepted, we will aim to deliver our mutually agreed resolution to you within an agreed time frame.

How to complain to us

In the first instance, we recommend that you contact the Supporter working on your incident, either via the JIRA ticket, by emailing support@bradytechnologies.com or by telephoning the support number listed in the 'Contact Us' section of this document.

If you are unable to get a satisfactory resource or action, you have the option to telephone us and ask to speak to the Support team lead. If after communication with the team lead you wish to further escalate the incident, then please ask to talk to the Head of Customer Support.

In the unlikely event that you are not satisfied with the outcome of your conversation with the Head of Customer Support, we recommend that you contact your assigned Account Manager.

Escalation step	Contact role	Means of communication
1st Contact	Supporter/Help Desk	Emailing support@bradytechnologies.com, or phoning the relevant product support number
Escalation to 2nd Contact	Support Team Lead	Telephoning the relevant product support number (see Contact Us)
Escalation to 3rd Contact	Head of Customer Support	Telephoning the relevant product support number (see 'Contact us')
Escalation to 4th Contact	Account Manager	Email or direct phone call. In urgent cases, please call.

Version Support Policy

Support for Compatible versions of EDM

All PowerDesk customers will always be on the most recent version due to PowerDesk being a Software as a Service system.

For Nordic customers that have PowerDesk integrated to EDM, Brady will support only versions of EDM defined in the compatibility matrix.

New or existing PowerDesk functionality may be degraded or partially disabled until EDM is updated. Brady will share a compatibility matrix and endeavour to communicate any impacts of falling behind in advance of impactful PowerDesk updates so that customers have time to schedule EDM upgrades.

While support will be provided to assist customers to update EDM, there will be no support available for any PowerDesk issues while EDM version is out of date.

Brady reserves the right to terminate Support if a customer remains on older versions of EDM.

End of Sales Date Range Notification Policy

Brady will endeavour to communicate End-of Sales notifications at least 60 days prior to the End-of-Sales Date. Brady may provide up to 1-year End-of-Sale notification for more complex product transitions. The following guidelines are used for End-of-Sales notification announcements, but the actual timing is at Brady's discretion. Brady reserves the right to make actual notifications shorter or longer than the prescribed guidelines.

Product Depreciation Policy

Brady will provide a minimum of 12 months' notification before ending Support for Products governed by the Brady Lifecycle Policy if Brady deems there will not be a successor product or service for the deprecated Product. This policy excludes free products, beta release, trial versions and / or releases which may be deprecated without notice.

Regulatory and Industry Changes

Brady undertakes to make commercially reasonable efforts to provide updates to the Product to maintain it in line with the applicable regulatory requirements of the European energy markets. In the event of any fundamental or material revision of the market rules that affects the customer as well as Brady's other energy customers, or such other market changes that require Brady to make substantial investments for any enhancements to its Product, then Brady reserves the right to charge additional fees for such developments or modifications to the Product, which shall be agreed by the parties in writing.

Schedule 2

Support Through PowerDesk Status Page

When you experience any issue with PowerDesk, the first port of call is to view the PowerDesk Status Page. If the incident is already on the Status Page, then please continue to monitor the page until the incident is resolved.

Regular updates will be posted until resolution.

If the incident has not been recorded, then raise a new incident through JIRA as described below.

Support Through JIRA

One of the first steps Brady takes when a support ticket comes in is to make sure it's sent to the right person or team who can address the problem. Making sure this process works smoothly, also known as ticket triage, allows Brady to keep response and resolution times down, prevents internal teams from wasting time sending tickets back and forth, and helps us to identify trends in incoming support tickets. As part of your Support plan Brady provides customers with access to a web-based ticket / incident management system called JIRA.

JIRA is an efficient and effective way for Brady to deliver excellence in customer care and support response. The tool assists us to provide our customers with a consistent and timely end-user Support experience across all products and Brady Service Teams.

Using the JIRA self-service web portal, customers can log problem support tickets, check the status of their tickets, provide information about the problem to Brady Support technicians whenever required, and have centralised control over their trouble ticket / incident reporting and monitoring needs. JIRAs built-in notification rules automatically move support tickets between different Brady service desks routing open incidents to the correct Brady team tasked with supporting the Product. This allows Brady to swiftly triage and assign open tickets, track support requests in real time, communicate with customers and other Brady staff from within the tool, view the history of a request and more rapidly respond to open tickets. JIRA ensures best practice

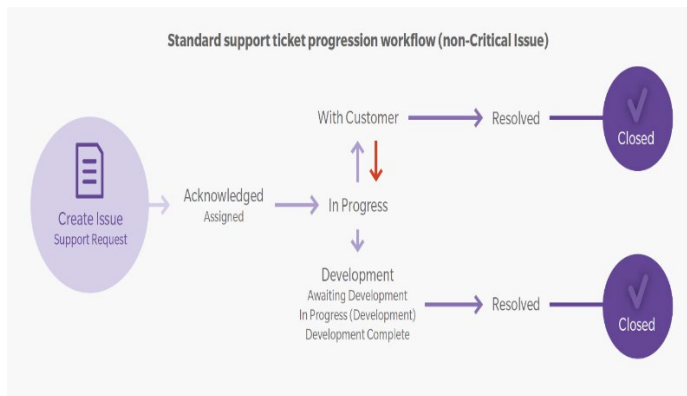
across all Brady Support team members, and eliminates single points of failure that can happen when a Support contact is tied up or away from work at the time of incident reporting.

Incident tracking with JIRA provides a web-based seamless audit trail and gives our global support teams the framework needed to ensure responses aligned to service levels set out in your agreement.

JIRA Incident Types & Workflows

This describes the different types of JIRA incidents and their workflow from creation to resolution.

These are incidents raised to address requests for maintenance related to licensed products. When a defect is identified Brady will release the fix as part of the planned Roadmap release for the product unless it is critical (See Critical defect workflow below).

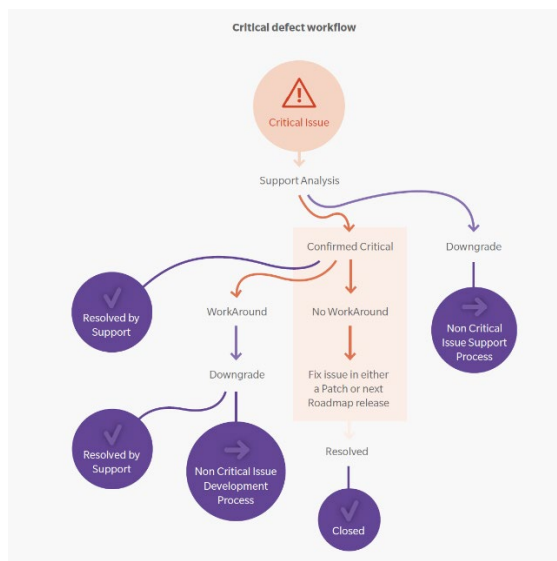


Critical defects

Whenever a P0 defect is identified, Brady will treat this as a showstopper. Our real time monitoring on the system will alert Brady support teams of issues and will log the issue on our status page.

However, if the status page does not reflect an issue you are experiencing then you must create a JIRA ticket detailing the nature of the critical system problem (see 'JIRA User Guide' below). Additionally, you may contact Brady directly on the relevant support number in the 'Contacting Brady' section of this document. Brady will investigate and to all reasonable endeavours provide a solution/workaround to get the system back up and running as soon as possible. Throughout the investigation we will update you on the progress. If we find that there is a suitable workaround or that the Defect was prioritised incorrectly Brady have the right to downgrade the defect to a priority that meets Brady's standard service level requirements. You will be informed why we have downgraded this ticket.

If the defect can only be resolved via a code change or script, we will raise a JIRA ticket with Development who will review the defect and provide feedback. Brady will continue to update you on progress. The code change or script will either be part of a hotfix patch or planned roadmap release, depending on whether a suitable workaround for the defect exists.

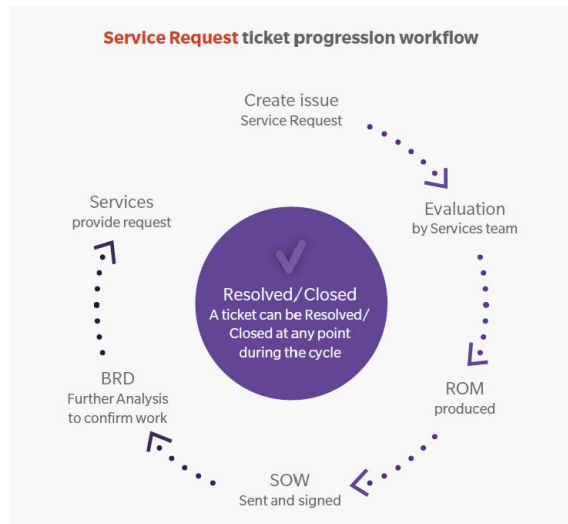


Non-Maintenance Support

When a support request is found to be non-maintenance related professional services, including consulting, training, database administration, User correction and product configuration services, Brady reserves the right to identify the request as a chargeable service request, subject to your Agreement.

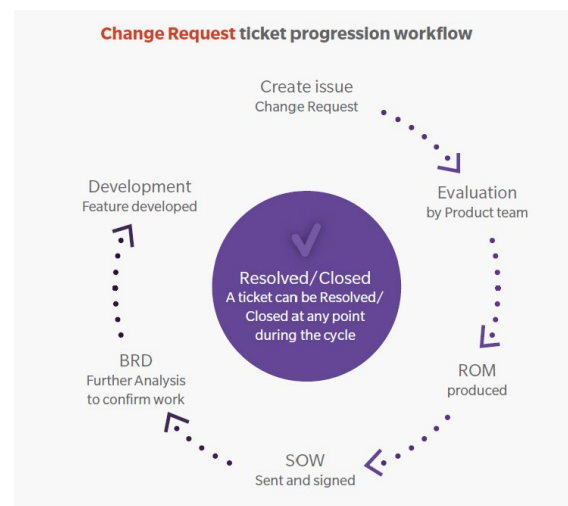
Service Requests

Incidents raised to address requests for billable services such as product configuration, onsite assistance and application management or training.



Change Requests

A change request is a formal request for an adjustment to Brady's standard software Product. This could include, but is not limited to, requests to add new functionality, change existing functionality or modify a standard business process/ user interface within the Product to more closely align with your business requirements. Your change request should be submitted in a new JIRA ticket and include a formal declarative statement that details the problem you would like solved, your business needs for requesting the change and your requirements. Once your JIRA ticket has been submitted it will be sent to the product owner for evaluation against our strategic roadmap.



Key JIRA Fields

Field name	Who completes this	Description
Type	Customer	Type of ticket being created Support, Change or Service Request
Summary*	Customer	Title of the ticket indicating the primary incident to be addressed
Description*	Customer	A detailed description of the primary incident to be addressed
Steps to reproduce*	Customer	Any specific sequence steps that reproduce the primary incident
Expected behaviour	Customer	The behaviour or results expected to be seen from the product/workflow from the Customer perspective
Environment	Customer/Brady	Any environment specific technical or other details that aid in reproducing the primary incident
Priority*	Customer	The priority of the defect occurs in
Affects Version*	Customer	The product version that the defect occurs in
Component	Customer/Brady	Where relevant, the specific product component or module
Attachment	Customer	Any relevant files or screenshots that help describe or prove the defect
System*	Customer	The system in which the defect occurred. Production is the only system for which service levels apply
Assignee	Brady	The Supporter assigned to address the ticket. Assignment of tickets is completed at Brady
Reporter	Automated	The name of the Customer user that created the ticket. This field is automatically populated
Security Level	Automated	The Customer name that ensures no other Customers sees the ticket. This field is automatically populated
Fix Version	Brady	Indicated the target Product/database version that a ticket will be fixed in (assuming it requires fixing)
Support Type	Brady	Indicated the type and level of support administered in the resolution of the ticket
Labels	Customer/Brady	Labels used by either Customer or Brady to help tag and filter specific incidents
FP0 – Database	Brady	For Brady time tracking within the Brady finance systems that link into JIRA
FP1 – Client	Brady	For Brady time tracking within the Brady finance systems that link into JIRA
FP2 – Project	Brady	For Change Requests or non maintenance support requests, this will be set to the SOW number when the SOW is signed

* Must be completed upon ticket creation. Without these fields populated, the ticket progression and investigation will be significantly slower.

JIRA Incident Tracking – The System Dashboard

Customers can track their open (and previously resolved) tickets using the JIRA System Dashboard: <https://support.bradypc.com/Dashboard.jsps?selectPageId=10000>

This dashboard provides the following key ticket information:

- Ticket analysis of all Support Request tickets in the previous 12 months broken down by status
- Ticket analysis of all current open Support Requests broken down by status
- Graphical analysis showing the trend of all incidents created versus resolved in the last year
- An Activity stream showing all open ticket activity and comments
- A two-dimensional filter showing all open tickets by Defect type and priority
- A filter showing all open Support Request tickets
- A filter showing all open Support Request tickets backlogged for fixing Defects with your client ranking
- A filter showing all Defect tickets completed with final Fix Version but not yet delivered

- A filter showing all Defect tickets that have been delivered
- A filter showing all open Service Request tickets
- A filter showing all open Change Request tickets

Tip - hover over a JIRA status to see a description of expected action and workflow related to that status.

JIRA User Guide

Logging into JIRA

- Go to <https://support.bradypc.com/secure/Dashboard.jspa?selectPageId=10000>
- The Login panel will be displayed if you do not already have an active JIRA session login.



- Enter your Username and Password and click the Log In button.
- Selecting the Remember my login on this computer check box will prevent you from being automatically logged out of JIRA on a given browser and computer. However, your session will not be preserved, e.g. last search.
- The system dashboard will be displayed upon opening. This dashboard will show you all open requests with Brady.
- If the System Dashboard will not display, please contact Brady Support.

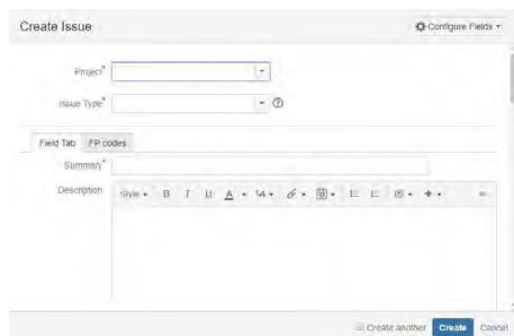
Forgotten Username or Password

- Click Can't access your account?
- Fill in the fields on the Can't access your account? page, as follows:
 - If you cannot remember your password, select the Password option and Enter your username in the field provided.
 - If you cannot remember your username, select the Username option and Enter your email address specified in your JIRA user profile.
- Click Send. A new password will be emailed to the email address specified in your user profile.

Creating an Incident/New Ticket

- Click Create at the top of the screen to open the Create Issue dialog box.
- Select the relevant Project and Issue Type on the Create Issue dialog box.
- Type a Summary for the issue and then add:
 - The Description
 - Steps to reproduce
 - Set the Priority according to Brady's service levels set out in this policy.

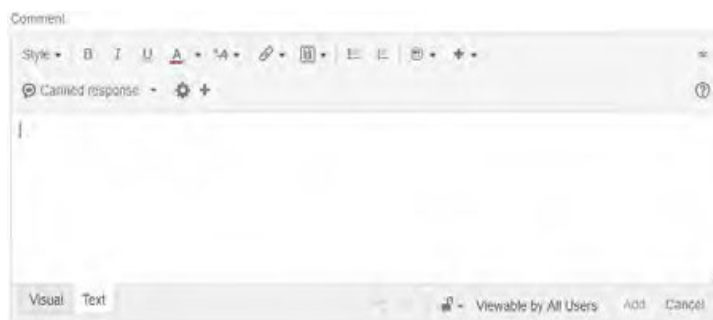
- Add Affects version.
- State which type of System this is affecting from dropdown
- Add any Attachments at this point if you wish. See (Adding attachments link for further details)
- Note: For description of the key JIRA fields see Key JIRA Fields table
- When you are satisfied with the content of your issue, click the Create button.



Screenshot: Example 'Create Issue' dialog box

Adding a Comment to a Ticket

- Open the issue on which to add your comment.
- Click the Comment button.
- In the Comment text box, type your comment, using as many lines as you require.
- If you have provided the information Brady has requested, you click on the 'All info provided' button at the top of the ticket. This is important and the focus will be back with Brady to pick up and status gets set back to 'In Progress' otherwise the status will remain 'With Customer'.



Screenshot: Example 'Comment' dialog box

Attaching a File to a Ticket

- Open the JIRA incident to which you wish to attach a file.
- Select More > Attach Files.
- The Attach Files dialog box is displayed
- Click Browse to search for your files.
- Optional: Enter a comment about the file(s) you are attaching.

- Click the Attach button. All selected files will be attached to the incident.
- As an easy alternative to the above approach, simply drag and drop onto the ticket.

Attaching a Screenshot to a Ticket

- Capture a screenshot using your system keyboard shortcut.
- Paste the image from your clipboard onto the incident using your system keyboard shortcut or right click menu. The Attach screenshot dialog will display.
- Enter a filename.
- Select Upload.

Useful Information

- You can mention other users in the Description or Comment field so that an email message will be sent to the user's email address (registered with their JIRA account) upon clicking the Update button.
- In certain text fields for an incident, you can link to other incidents, insert macros, insert images and more.
- You will automatically become a watcher of the incidents that you create. You can add additional JIRA users as watchers if you wish.
 - Click on the 'More' button and select 'Watchers'
 - Start typing their full name in the box on the right-hand side. Then select the name from the dropdown.
 - To remove a watcher, select the user on the left-hand side and click 'Remove'
 - Click on 'Back to issue'
- If you would like to watch a ticket that was raised by your colleague you click on 'Start watching this issue' which is near the top right-hand side of the ticket screen.
- You can track all your old and new incidents using the System Dashboard.

Contacting Brady

Should you wish to make contact on ticket progress, this can be achieved with a comment on the JIRA ticket which will then also generate an email notification to Brady Support. If after this approach there is still a need to speak to someone, Brady Support is contactable as follows:

Email: Powerdesksupport@bradytechnologies.com

JIRA: <https://support.bradyplc.com/Dashboard.jsps?selectPageId=10000>

Telephone: +131 526 3961

Document Version Control

Version Number	Version Date	Version Modifications
1.0	July 2021	Full document creation
1.1	January 2023	Added new Support email and telephone number.