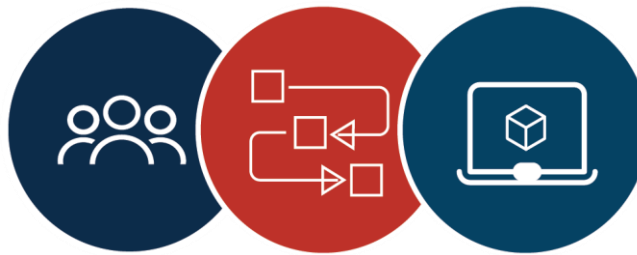


Important Product Safety & Service Information

Please read carefully
before using any Convergent-provided Products and Services

Convergent Technologies LLC and its affiliates (“Convergent”) provide security, fire and life safety, audio-visual, building automation, and other services to its customers based on third party, commercially available products. It is imperative that users of any Convergent-provided products and services read the following safety information and all warnings prior to using the products and services, as well as read and follow all information, warnings and documentation provided by the original product manufacturers.

EFFECTIVE SECURITY AND SAFETY IS A MULTI-LAYERED APPROACH INVOLVING PEOPLE, PROCESSES, AND TECHNOLOGIES.



- **Products and Services Provided by Convergent Are Only One Part Of This Multi-Layered Approach.**
- **No Security Products, Services Or Plans Are Full Proof Or Can Provide Guarantees Of Safety Or Security. Convergent-provided Products and Services Are Not Sufficient To Ensure Overall Safety And Security.**
- **Products and Services Provided by Convergent May Not Detect Or Prevent All Threats Or Solve Every Risk.**

UNDER NO CIRCUMSTANCES SHOULD YOUR CONVERGENT-PROVIDED PRODUCTS AND SERVICES BE YOUR SOLE METHOD OF SECURITY OR SAFETY.

IMPORTANT NOTICES FOR ALL PRODUCTS AND SERVICES

Convergent’s Role: Convergent’s role is to provide products and services to help address our customer’s needs and risks. Effective security and safety is a multi-layered approach involving people, processes, and technologies, and Convergent-provided products and services are only one part of this multi-layered approach.

Third-Party Products: The products sold by Convergent are manufactured, licensed or otherwise provided by separate third-party manufacturers, and NOT Convergent, and Convergent is neither the agent nor representative of the third-party manufacturers. Customers are bound by and must use the products in accordance with the manufacturers’ terms, conditions and instructions for use.

Third-Party Product Manufacturers’ Claims: Convergent does not independently validate the



accuracy of all marketing, product non-infringement, or product or service capability claims and representations made by the product manufacturers, and makes no assurances or warranties, express or implied, regarding the accuracy of the statements, information, data or claims provided by the product manufacturers. **YOUR RELIANCE ON THESE CLAIMS IS AT YOUR OWN RISK.**

Customer's Responsibility: Customer is solely responsible for the safety and security of its premises, people and property, including (unless specifically contracted to Convergent) operating, testing, maintaining the provided products, services and safety plans. Among the Customer's responsibilities include the following:

- **Testing & Maintenance:** Test the products on a regular basis, confirm the products are functioning properly, promptly address any malfunctions (including by seeking support from Convergent or the product manufacturer as needed), and maintain the products in accordance with the product manufacturers' instructions, terms, and conditions. Except as otherwise agreed in a service plan, testing and maintenance are **CUSTOMER'S RESPONSIBILITY** — and where Convergent has agreed to test or maintain the products on a periodic basis, it is still **CUSTOMER'S RESPONSIBILITY** to test and maintain during interim periods.
- **Training:** Implement appropriate hiring, retention, training, and education protocols for your employees and other users of the products. Ensure that all users have received adequate training, and ensure the products are used in a manner consistent with product manufacturer usage instructions, terms, and conditions. Convergent may have training programs available for your products — ask your Convergent point of contact for more information.
- **Software:** Perform all necessary updates and maintenance for software that is part of or will be used in conjunction with the products. **FUNCTIONALITY OF THE PRODUCTS AND YOUR NETWORK'S INFORMATION SECURITY MAY BE COMPROMISED IF YOUR SOFTWARE IS NOT UP-TO-DATE.** Except as otherwise agreed in a service plan, software updates and maintenance is **CUSTOMER'S RESPONSIBILITY**. Convergent may have password and software patch management programs available for your products — ask your Convergent point of contact for more information.
- **Information Systems and Networks:** Restrict access to the products and your safety plans to trusted and authorized users and implement best practices for access management, including password management, multi-factor authentication, monitoring usage, and proper information security and confidentiality training. Ensure networks on which the products are installed are properly secured in accordance with information security best practices. To the extent Convergent is granted access to Customer's information systems, Convergent agrees to follow or use Customer-specified policies or methods. However, **CUSTOMER IS ULTIMATELY RESPONSIBLE FOR THE SECURITY OF ITS INFORMATION SYSTEMS AND DATA**, including any third party products connected to its networks and overall system security.
- **Compliance:** Confirm the use of the products and services are compliant with applicable law and individual rights. Convergent does not control how the products services are used, and accordingly, Convergent and the product manufacturers do not warrant or represent, expressly or implicitly, that use of the services or products will comply or conform to the requirements of applicable law or that use of the products or services will not violate the privacy rights of others. Customer shall be solely responsible for using the services and products in full compliance with applicable law and the rights of individuals.



- **Service Plans:** If you have a service plan, you must provide accurate information to Convergint, update Convergint with any changes that may be relevant to the products and services, and provide Convergint with reasonable access to applicable products and facilities. **FUNCTIONALITY MAY BE IMPAIRED IF THE INFORMATION PROVIDED TO CONVERGINT IS INACCURATE OR OUTDATED, OR ADEQUATE ACCESS IS NOT PROVIDED.**

No Warranty: Except as otherwise provided in an express, written agreement: (A) The products and services provided by Convergint are sold and provided “As Is” and without any guarantee, representation or warranty; and (B) CONVERGINT DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, FOR PRODUCTS SOLD TO CUSTOMERS OR SERVICES PROVIDED TO CUSTOMERS. Likewise, Convergint expressly disclaims, and does not undertake or assume any duty, obligation or responsibility for, any decisions, actions, reactions, responses, failure to act, or inaction by the Customer or any other person as a result of or in reliance on, in whole or in part, the products or services, or for any consequences or outcomes, including any death, injury, or loss or damage to property, arising from or caused by any such decisions, actions, reactions, responses, failure to act, or inaction. It shall be the sole and exclusive responsibility of the Customer to determine appropriate decisions, actions, reactions or responses, including whether or not to dispatch emergency responder resources.

Final Agreement: All products and services provided by Convergint are governed exclusively by the terms and conditions of a final agreement, and no advertisement, literature, brochure, website, or statements made during the sale process or otherwise (whether orally or in writing) shall be interpreted or construed to provide any promises, commitments, agreements, warranties, or assurances.

IMPORTANT NOTICES REGARDING ALARMS & NOTIFICATIONS

Certain products and services provided by Convergint, including mass notification systems, are intended to assist in the detection of emergencies or events that may threaten lives, bodily injury, or property. In the event of an emergency, **YOU MUST TAKE IMMEDIATE AND NECESSARY ACTION TO PREVENT SERIOUS PROPERTY DAMAGE, INJURY, OR DEATH FROM OCCURRING.** These actions include, but are not limited to, the following:

- Calling 9-1-1;
- Executing your emergency action and/or evacuation plan;
- Accounting for all individuals in or on the premises;
- Providing medical assistance as needed;
- Contacting the necessary security, safety, or emergency personnel;
- Ensuring all applicable personnel are trained in the proper operation of alarm and notification systems; and
- Ensuring you have a back-up notification system in place

IMPORTANT NOTICES FOR THREAT DETECTION

Certain products and services provided by Convergint are intended to help detect specific threats, such as weapons detection, gunshot or shooter detection, detection of sounds or events



that may be indicators of aggression, and drone detection. These products and services can help detect, but will not eliminate risks of loss associated with the threats, and may not detect all types of threats at all times. In addition, product sensitivity settings can materially impact the extent to which these products detect threats, including which threats are detectable. These products are not intended to be a replacement for a multi-layered and vigilant approach to security. These products may also utilize Artificial Intelligence (AI) functionalities — see the notices for AI below. These Convergent-provided systems **MUST ALWAYS BE USED IN CONJUNCTION WITH ADDITIONAL SAFETY MEASURES.**

IMPORTANT NOTICES FOR BALLISTICS BARRIERS

Certain products and services provided by Convergent are intended to help reduce harm or damage due to ballistics or explosives, including bullet-, bomb-, or blast-proof or bullet-, bomb-, or blast-resistant materials. These systems will not eliminate risks of loss associated with ballistics or explosives, and their ability to mitigate against specific threats depends on a variety of factors including the rating of the material, positioning of the material, and other structures associated with the material. Follow manufacturer instructions regarding care and maintenance. These systems are not intended to be a replacement for a multi-layered and vigilant approach to security. These Convergent-provided systems **MUST ALWAYS BE USED IN CONJUNCTION WITH ADDITIONAL SAFETY MEASURES.**

IMPORTANT NOTICES FOR HEALTH EMERGENCY DETECTION



Certain products and services provided by Convergent are intended to help monitor for and detect health emergencies. These systems do not, and are not intended to provide, medical advice or treatment. These products should only be used under the guidance of licensed medical professionals. These products and services **SHOULD NOT BE RELIED UPON AS THE SOLE MEANS OF DETECTING A HEALTH EMERGENCY.** If you are responsible for caring for individuals at risk of a medical emergency, you must take the necessary precautionary and planning measures, which may include consultation with and following advice of a licensed medical professional; routine wellness checks; developing and communicating an action plan in the event of a medical emergency; calling 9-1-1 in the event of a medical emergency; providing necessary life-saving measures, to the extent you are qualified to do so; and informing the necessary individuals in the event of a medical emergency.



IMPORTANT NOTICES FOR BIOMETRICS

Certain products and services provided by Convergent are intended to help authenticate or assist in the recognition of individuals using biometric technologies (such as, for example, facial recognition, retina or iris scanning, and fingerprint or hand geometry scanning). Such products may not authenticate or recognize every individual every time. Biometric technologies are regulated in many jurisdictions, and you may be required to (among other requirements) provide notice to, and receive consent from, individuals whose biometric data is being processed. **CONSULT WITH A LICENSED ATTORNEY FOR THE APPROPRIATE JURISDICTION BEFORE ENABLING ANY BIOMETRIC CAPABILITIES. CUSTOMER IS SOLELY RESPONSIBLE FOR COMPLYING WITH BIOMETRIC REGULATIONS.**

IMPORTANT NOTICES FOR ARTIFICIAL INTELLIGENCE

Certain products and services provided by Convergent are intended to help identify security or safety related threats using artificial intelligence. Artificial intelligence technologies are new, have a limited track record, and are not fail-proof. Such systems should always be used as part of a multi-layer program that includes additional technologies as well as additional human- and process-based checks and balances. Artificial intelligence systems may also have the potential of inadvertently introducing bias into security programs — you should proactively monitor for and take steps to remediate any such bias. You are responsible for complying with applicable AI regulatory guidance and best practices, including to assess and address the bias or potential bias of AI systems, to conduct appropriate diligence and testing of AI-based products, to ensure inputs into AI systems (for example, images provided to a facial recognition system) are of appropriate quality, to assess and mitigate potential harms to consumers arising from AI-generated outcomes, to train and oversee your employees on proper and responsible administration of AI products, and to monitor and address system performance over time.

 WARNING!	
	Always call 911 in the event of an emergency.

 WARNING!	
	YOUR CONVERGINT SYSTEM MAY NOT WORK IN THE EVENT OF A POWER OUTAGE OR WIRELESS NETWORK OUTAGE. Rely on a multi-layered approach to security and plan for possible power or wireless network outages.

