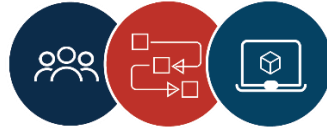


Important Product Safety & Service Information

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

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



- Products and services provided by Convergent are only one part of a multi-layered approach.
- No security products, services or plans can provide complete guarantees of safety or security.
- Convergent-provided products and services are not sufficient to ensure overall safety and security of people or property.
- Products and services provided by Convergent may not detect or prevent all threats or reduce all risks.

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

WARNING!



Always call emergency services (e.g., 911 in the U.S.) in the event of an emergency.



YOUR CONVERGENT 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 outages.

Convergent Technologies LLC and its affiliates and subsidiaries (“Convergent”) provide security, fire, life safety, and other products and services to its customers (“Customer” or “you”). Convergent is an authorized distributor or reseller and not the manufacturer or developer (“OEM”) of software and hardware products (collectively, “Third-Party Products”) and certain services that may be delivered to you.

While Convergent helps you identify products to meet your needs, Convergent does not independently verify the accuracy of all marketing, product or service capability claims, and representations made by OEMs, and makes no promises or warranties, express or implied, regarding the accuracy of OEM statements, data, or claims. **YOUR RELIANCE ON THIS INFORMATION IS AT YOUR OWN RISK.**

Convergent-provided products and services are only one part of the multi-layered approach of people, processes, and technologies required for effective security. You are solely responsible for the overall safety, maintenance and security of your premises, people, and property. Among



your responsibilities are:

- **Review documentation:** Read the safety information in this document and all information provided by the OEMs, including product documentation and warnings.
- **Comply with applicable terms:** Customers are bound by and must use the products in accordance with the OEM terms, conditions, and instructions for use.
- **Testing & Maintenance:** Test the products on a regular basis, confirm the products are functioning properly, promptly address malfunctions, and maintain the products in accordance with the OEM instructions. Except as otherwise agreed in a service plan, testing and maintenance are your responsibility. Even where Convergint has agreed to test or maintain the products on a periodic basis, it is your responsibility to test and maintain during interim periods.
- **Training:** Implement appropriate hiring, training, and education protocols for your employees and other users of the products. Convergint or OEMs may have available training programs — ask your Convergint point of contact for more information.
- **Software Maintenance:** Perform all necessary updates and maintenance for software. Failure to keep your software up-to-date may compromise product functionality and network security. Except as otherwise agreed in a service plan, software updates and maintenance are your responsibility.
- **Information Systems and Networks Maintenance:** Restrict access to the products and your safety plans to authorized users and implement best practices for access management. Ensure networks on which the products are installed are properly secured. You are responsible for the security of your information systems and data.
- **Compliance:** Confirm the use of the products and services are compliant with applicable laws and regulations in your jurisdiction. Convergint does not control how the products and services are used; as such, you are responsible for using them in full compliance with applicable laws.
- **Service Plan Information Updates and Access:** If you have a service plan, provide accurate information to Convergint, update Convergint with any relevant changes, and provide Convergint with reasonable access to applicable products and facilities.

All products and services provided by Convergint are governed exclusively by the terms and conditions of a mutually executed agreement between you and Convergint and the applicable end user agreement, if any, 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.

WARNING: Certain products and services provided by Convergint 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.** These actions include, but are not limited to:



- 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 ALARM MONITORING

Certain products and services provided by Convergent (or its subcontractors, business partners, or associates) monitor alarms and other security or detection devices (e.g., fire alarm, burglar alarm, intrusion alarm, video monitoring, panic buttons). They may send notifications to a central station in the event of a potential threat or emergency, and the central station may review device outputs or feeds to assess the potential threat or emergency and, as appropriate, alert customer-specified contacts or emergency response personnel.

IMPORTANT NOTICES FOR THREAT DETECTION

Certain products and services provided by Convergent 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 potential threats, 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) or Computer Vision— see the notices for AI and Computer Vision 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. 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 precautions, which may include consultation with a licensed medical professional; routine wellness checks; developing 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 APPLICABLE BIOMETRIC REGULATIONS.

Biometric products may also utilize Artificial Intelligence (AI) or be regulated by AI laws — see the notices for AI below.

IMPORTANT NOTICES FOR ARTIFICIAL INTELLIGENCE AND/OR COMPUTER VISION

Certain products and services provided by Convergent are intended to help identify security or safety related threats using artificial intelligence and/or computer vision. These technologies are new, have a limited track record, and are not fail-proof. Their effectiveness also depends on a variety of performance factors, including the AI models used, image quality, camera placement, and lighting, meaning that results may be inaccurate or incomplete and should never be relied on as the sole basis for decision-making.

Instead, AI and computer vision should always be used as part of a multi-layer program that includes human- and process-based checks and balances. These systems may also inadvertently introduce 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 laws, regulatory guidance, and best practices, including to assess and address bias, conduct appropriate diligence and testing, ensure inputs into AI and computer vision systems (for example, images provided to a facial recognition system) are of appropriate quality, assess and mitigate potential harms to consumers arising from AI- or computer vision-generated outcomes, train and oversee your employees on proper and responsible use, and monitor system performance over time.

Convergent-provided systems are not intended, and should not be used, for uses that are prohibited, including but not limited to the following insofar as they are prohibited by the EU AI Act or other applicable laws: social scoring, predicting an individual's risk of committing a criminal offense, creating or expanding facial recognition databases through untargeted scraping of images, inferring an individual's emotions in the workplace or educational institutions other than for medical or safety reasons; real-time remote biometric identification in publicly



accessible spaces for law enforcement purposes, or biometrics to infer sensitive personal characteristics (such as race, religion, political opinions, etc.).

IMPORTANT NOTICES FOR ASSETS HOLDING CASH

Customers should be particularly vigilant for assets holding cash, cash-equivalents, or valuables. Customers should deploy multiple security controls and protocols, provide proper employee training & oversight, and follow applicable industry best practices and regulatory requirements. **CONVERGINT IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CASH, CASH-EQUIVALENTS, OR VALUABLES.**