**Software Access Agreement**

This Software Access Agreement ("Agreement") is entered into as of May 23, 2024 ("Effective Date'), by and between Mappedin Inc., a Canadian corporation with principal offices at 14 Erb St West, Waterloo, ON Canada N2L 1S7 ("Mappedin Inc." or the "Company") and Oklahoma City Airport Trust, with principal offices at 7100 Terminal Dr, Oklahoma City, OK 73159, USA ("Customer"). Mappedin Inc. and Customer are each referred to as a "Party" and collectively as the "Parties".

WHEREAS, Customer desires to engage Mappedin to enable access to certain software and to perform certain services for the benefit of the Customer, and the Company desires to perform such services, as described in this Agreement.

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for other good and valuable consideration the receipt and adequacy of which the Parties hereby acknowledge and agree as follows.

1. Unless otherwise defined in the Order Form, the terms listed below shall have the following meaning when used in this Agreement:

   "**Access Fees**" means the annual fees charged by Mappedin Inc. for Customer and its Users to: (i) obtain access to the Server Software; (ii) use the Application Software (if any is included in the Order Form); and (iii) obtain maintenance for the Software in each case for the following year unless otherwise specified in the Order Form. Notwithstanding Section 7.2, after the Service Period set out in an Order Form expires, Mappedin Inc. reserves the right to change its Access Fees for the Properties in that Order Form, no more than once annually.

   "**Access Services"** means the provision of access to the Server Software as, and to the extent, set out in an Order Form, and maintenance for the Server Software.

   "**Administrators**" means the Users that Customer authorizes to access the Server Software and to create, modify, maintain and export the Floorplans. Subject to Section 2.1, Administrators may include individuals engaged by Customer IT Contractor(s).

   "**Affiliate**" means, with respect to Customer, any other such entity Controlling, Controlled by, or under common Control with such entity that is identified as an Affiliate on an Order Form. "Control" means direct or indirect: (i) ownership of more than fifty percent (50%) of the outstanding shares representing the right to vote for members of the board of directors or other managing officers of such entity; or (ii) for an entity that does not have outstanding shares, more than fifty percent (50%) of the ownership interest representing the right to make decisions for such entity. Customer agrees to be jointly and severally liable for any acts or omissions of an Affiliate that constitute a breach of this Agreement or would constitute a breach of this Agreement if performed or omitted by Customer. Entities shall remain Affiliates only for so long as the Control described above exists.

   "**Agreement"** means these Software Access License Terms and Conditions including any Schedules hereto, and any Order Forms executed by the parties that incorporate these terms and conditions.

   "**Application Software**" means the Mappedin Inc. proprietary software, if any, identified in the Order Form to be delivered to Customer or installed on a Directory.

   "**Confidential Information**" means any information provided or otherwise made available by one Party to the other hereunder that is: (a) marked as confidential; (b) otherwise identified as confidential at the time of disclosure; or (c) would obviously be considered confidential in the context in which it was given that: i) is not publicly available at the time of its disclosure and does not later become publicly available through no fault of the receiving Party; ii) was not in the possession of the receiving Party prior to its disclosure under this Agreement; and iii) was not independently developed by the receiving Party. Mappedin Inc. shall treat Mapping Materials as the Confidential Information of Customer.

   "**Customer IT Contractor**" means outsourcing company(ies)or independent third party contractors(s) contracted by Customer or its Affiliates to provide them with information technology services and authorized by Mappedin Inc. in writing and in accordance with Section 2.1.

   "**Directory"** or "**Kiosk**" or "**Totem**" are used interchangeably in instances where Mappedin Inc. is providing Application Software to enable Users to view the Floorplans on digital displays on the Property, such as at a mall, hospital, stadium or airport. Each such reference refers to a single sided screen and a two-sided unit with each side displaying Application Software constitutes two Directories.

"**Documentation**" means user manual(s) and other documentation as prepared and supplied by Mappedin Inc. for the Software.

"**Floorplans**" means the digital representations of floors or other areas of the Properties specified in an Order Form created or to be created by or on Customer's or Affiliates' behalf using the Software and stored by Mappedin Inc. in its Server Software.

"**including**" means including, without limitation.

"**Mapping Materials**" means any pre-existing physical maps, data and information provided to Mappedin Inc. or used by Customer or Affiliates to create the Floorplans.

"**Mappedin Works**" means the Floorplans and any other results generated by the use of the Software.

"**Order Form**" means a Mappedin Inc. order form, a proposal in which these terms and conditions are incorporated by reference, or a statement(s) of work (SOWs) in a schedule(s) attached to these terms and conditions, and any Exhibits attached thereto. Once accepted by both Parties, an Order Form shall not be modified except as agreed in writing by the Parties.

"**Personal Information**" is any information that can be used to identify an individual and is protected under any applicable federal, state, or local privacy laws.

"**Property**" means the properties or part of properties owned or rented by Customer or an Affiliate for which Floorplans are to be input into the Server Software as set out in the Order Form.

"**Server Software**" means the Mappedin Inc. proprietary server software referenced in the Order Form and hosted on behalf of Mappedin Inc. on third party servers, including the Mappedin CMS software.

"**Services**" means Set-Up Services, Access Services, Update Services and any additional services detailed in an Order Form.

"**Service Period**" and "**Service Period End Date**" mean respectively the period during which the Access Services are to be provided for the Properties included in an Order Form and the last day of that period, in each case as set out in an Order Form.

"**Set-Up Services**" means set-up services, including digitizing the Floorplans for storage in the Server Software, installing Directories and delivery of Application Software, as and to the extent set out in an Order Form.

"**Software**" means the Server Software, Application Software and any other Mappedin Inc. proprietary software to be provided to Customer as set out in an Order Form.

"**Term**" means the term of this Agreement as set out in section 7.

"**Third Party Products**" means a) any hardware product that is not manufactured by or on behalf of Mappedin Inc.; and/or b) standalone software applications that are proprietary to a third party; and (c) any service provided by anyone other than Mappedin.

"**Update Services**" means the modifications or updates that Mappedin Inc. agrees to make on behalf of Customer as, and to the extent, set out in an Order Form.

"**Users**" means, subject to the restrictions, if any, set out in an Order Form, those individuals that Customer permits to access the Floorplans in order to facilitate those individuals navigating around, or managing a Property, as part of Customer's or its Affiliate's normal course of business.

## 2.    Software and Services

2.1. **Software License.**  Subject to payment of all applicable fees, Mappedin Inc. hereby grants Customer a personal, non-exclusive, terminable license to: (i) have Administrators  access the Server Software via the web to create, modify and/or maintain Floorplans for the floors or areas of the Properties specified in the Order Form solely for

Customer and its Affiliates' own use and (ii) use the Application Software (including the Mappedin SDK Software if applicable) solely to enable the display of the Floorplans and make available any functionality in each such Digital Map: a) on the number of Directories specified in the Order Form, and/or b) through third party software products and/or on Customer's website, a web product or other digital display used by Customer, or in Customer's iOS or Android application, in each case identified in an Order Form or otherwise agreed to in writing by Mappedin Inc., and solely for the personal and non-commercial use of its and its Affiliates' Users; until the earliest of: a) the Term expiring or the Agreement being terminated; and b) sixty (60) days following Customer failing to make a payment in accordance with this Agreement including failing to pay any applicable Access Fees. Notwithstanding the foregoing, Customer may permit a Customer IT Contractor agreed to in writing by Mappedin Inc. to access the Software for the purposes set out above, provided that prior to accessing the Software that Customer IT Contractor enters into a written agreement with Mappedin Inc.: (x) stipulating that Mappedin Inc. has no responsibility or liability to it whatsoever; and agreeing (y) to be bound by sections 2.3 (Restrictions on Use), 2.4 (No Reverse Engineering), 2.5 (Ownership of Mapping Materials, Software and Mappedin Works), 2.7 (Feedback and Innovations), 4 (Confidentiality) 9.3 (Governing Law),and 9.4 (Court Jurisdiction) below; and (z) to be liable to Mappedin Inc. for any breach thereof.

**2.2. Services.**  Mappedin Inc. shall provide the Services in a competent and professional manner and the Service Level Addendum ("SLA") in Schedule "A" and the Data Security Exhibit in Schedule "B" shall apply to the Services and Mappedin Inc. shall maintain the insurance set out in the Insurance Addendum in Schedule "C" during the Term.  If at any time the Software is not operating substantially in accordance with its Documentation, Customer shall contact Mappedin Inc. by email or customer service chat as provided to Customer from time to time and describe the issue; and the processes in the Service Level Addendum shall apply.

**2.3. Restrictions on Use.**  None of Customer, its Affiliates, Customer IT Contractors or Users may use the Software or any information contained therein or otherwise provided by Mappedin Inc. for anything other than furthering the purposes of this Agreement, and without limiting the generality of the foregoing, none of Customer, Affiliates, Customer IT Contractors or Users will use the Software for the purpose of developing or having developed any products competitive with  products or services made commercially available by Mappedin Inc.  None of Customer, Affiliates or any Customer IT Contractor shall knowingly, after making such inquiries as a reasonable person in their position would undertake, use or permit others to use the Software or Mappedin Works, or any portion thereof, in isolation or with any other software, digital product, or data, including any Mapping Materials, in a manner that in Mappedin Inc.'s judgment, acting reasonably, interferes with, degrades or adversely affects any software, system, network or data used by any person including Mappedin Inc. or its partners or otherwise has a detrimental effect upon Mappedin Inc. or any of their respective customers or products or services, and Customer shall, and shall ensure that its Affiliates and any Customer IT Contractor immediately cease any such activity upon Mappedin  Inc. delivering notice requiring same to Customer.  Further, none of Customer, its Affiliates or any Customer IT Contractor will use or permit others to use the Software to commit a crime, or for any tortious purpose; or resell or attempt to resell, or except as expressly contemplated by an Order Form, otherwise make or attempt to make available to third parties the right(s) to access the Software or Mappedin Works or any data contained therein.  Further, none of Customer, Affiliates, or any Customer IT Contractor shall exceed, nor permit any other person to exceed any restrictions or access the Software in a manner designed to improperly avoid incurring fees; remove or alter any proprietary rights notices on the Software; circumvent any security technology that is part of the Software, or attempt to do any of the foregoing.

**2.4. No Reverse Engineering.**  Except to the extent that this prohibition is prohibited by law, none of Customer, its Affiliates, or any Customer IT Contractor shall alter, modify, adapt, create derivative works, deface, disassemble, benchmark, or Reverse Engineer the Software or any other Mappedin Inc. supplied product or service (including any Mappedin Works), or attempt to do so, or permit, acquiesce, authorize or encourage any other person to do so.  For the purposes of this Agreement, "Reverse Engineer" means any act of reverse engineering, translating, disassembling, decompiling, decrypting, scraping, or deconstructing (including any aspect of "dumping of RAM/ROM or persistent storage", "cable or wireless link sniffing", "protocol analysis" or "black box" reverse engineering) data, software (including backend APIs, interfaces and any other data included in or used in conjunction with programs that may or may not technically be considered software code) or hardware or any method of obtaining or converting any information, data or software from one form into human-readable form or such other form as enables Customer or its Affiliate(s) or Customer IT Contractor(s) to utilize that information, the Floorplans or data contained therein, or software for purposes other than those contemplated by this Agreement.

**2.5. Ownership of Mapping Materials, Software, and Mappedin Works.**   Nothing herein transfers any ownership right, title or interest in or to any Mapping Materials to Mappedin Inc.  Mappedin Inc. shall have the right to use the Mapping Materials solely to provide the Services and to train and otherwise improve its Software (e.g. to train the software to automatically recognize symbols used in pre-existing Mapping Materials) and to use analytics (including error and security logs) generated by the Software to provide the Services and to improve the Software.  Nothing in this Agreement transfers or grants to Customer, or to any Affiliate, User or Customer IT Contractor, any ownership right, title or interest in or to any Software or to any Mappedin Works, or in or to any intellectual property rights associated with the Software or Mappedin Works, or to any portion thereof.  For

avoidance of doubt, subject to Customer's underlying rights in the Mapping Materials, Mappedin Inc. shall own all rights, title and interest and all intellectual property rights in or to any subject matter created, developed or contributed by Mappedin Inc. or its Software hereunder (including the Mappedin Works) provided that subject to Customer and Affiliates complying with the terms and conditions of this Agreement, the license granted hereunder to the Floorplans shall be the sole license granted by Mappedin Inc. to the Floorplans and unless, and to the extent that they are made available to the general public by or on behalf of Customer or its Affiliates, or Customer or its Affiliates indicate otherwise in writing, the Floorplans shall be deemed to contain the Confidential Information of Customer.  Upon expiration or termination of the Agreement Mappedin Inc. shall provide or enable Customer to obtain the Floorplans stored at that time in the Server Software in a public GeoJSON format, with the right to do whatsoever Customer decides with those maps.  For clarity, except to third party cloud service providers solely as required and for the purpose of providing the Services (e.g. provided as part of data to be stored or to be used to enable Administrators to log into the Software), nothing identifying Customer or its Affiliates shall be provided to any third party by Mappedin Inc. without first obtaining Customer's prior written express consent to do so.

**2.6. Protection of Commercial Opportunities and Mappedin Works.**  In instances where the Mappedin Works are intended to be accessible by the general public, Customer shall use reasonable commercial efforts to prevent third parties from obtaining the benefit of the commercial opportunities in the Floorplans.  Without limiting the foregoing, where the Floorplans are intended to be accessible by the general public, Customer shall make gaining access to a website or app in which a Floorplans can be accessed subject to terms and conditions which include the following language or its equivalent, "You may only use or reproduce any Floorplans or data contained therein for your own personal and non-commercial use.  The framing, scraping, datamining, extraction or collection of the Floorplans and data contained therein, in any form and by any means whatsoever is strictly prohibited.  Furthermore, you may not mirror any such materials."  In addition, Customer shall include a robots.txt file in its website which shall strictly prohibit crawling and scraping in relation to any Mappedin Works and any Mapping Materials contained therein.

**2.7. Feedback and Innovations.**  Customer, its Affiliate(s), and any Customer IT Contractor(s) agree to provide Mappedin Inc. with feedback on the Software and any portion thereof, and on any beta testing of new functionality or products and services, as reasonably requested by Mappedin Inc. and hereby agrees that Mappedin Inc. shall own all such feedback, including any associated intellectual property rights. Customer acknowledges and agrees that the knowledge it has with respect to Floorplans and wayfinding directories and the uses thereof, is based in large part on its access to the Software, and Customer, its Affiliate(s) and any Customer IT Contractor(s) hereby agree that in consideration of the access to the Software and Mappedin Inc.'s business granted herein, they shall not take any steps or threaten to take any steps, directly or indirectly through some other person, to prevent Mappedin Inc. from further developing the Software or any portion thereof, in any manner whatsoever, or to prevent Mappedin, Inc. its distributors, resellers, value added resellers, technology partners or integrators (collectively "Partners") from distributing the Software or such further developments or from their respective customers using the Software or such developments whether Customer, its Affiliate(s) or Customer IT Contractor(s) develops or implements such further developments or obtains associated intellectual property rights (including for avoidance of doubt, patent rights) related to the Software or developments prior to Mappedin Inc. doing so or not.  Customer, Affiliates and any Customer IT Contractors further agree that they shall not seek any compensation from Mappedin Inc., its Partners or customers in relation to such developments and agrees to sign such further documents and take such further steps as are reasonably necessary to give effect to this provision and further agrees that it shall not challenge the enforceability or validity of this provision.

**2.8. Limitations on Mappedin Inc.'s Responsibility.**  Unless Mappedin Inc. expressly agrees otherwise, its sole responsibility is the provision of the Software and Services.  Customer shall be responsible to provide all other aspects of its system, including any required hardware or telecommunications equipment or services and any Mapping Materials required to create the Floorplans.  Mappedin Inc. shall have no responsibility for: (i) any performance or non-performance of these Third Party Products or for any third party cloud services; (ii) any delays caused by delays in Customer fulfilling these requirements or in delivering the Mapping Materials; and/or (iii) any delays or other problems caused by the quality of the Mapping Materials delivered to Mappedin Inc. to create the Floorplans.  Customer hereby authorizes the digitization of the Floorplans and storage of the Floorplans on third party servers located in the United States, Canada and/or other country(ies) as specified in an Order Form and represents, warrants and covenants that it has the right to do so.

**3.  Fees**

**3.1.**  Customer shall pay to Mappedin Inc. the fees specified in the Order Form in accordance with the payment terms set out therein and shall pay the applicable Access Fees (specified in the Order Form or otherwise in the Agreement) on an annual basis in advance.  Unless otherwise specified in the Order Form, all invoiced amounts shall be in United States Dollars (USD) and Customer shall pay all invoices net sixty (60) days from date of invoice.  After the payment of Access Fees for the first year that this Agreement is in effect. Mappedin Inc. may invoice Customer for subsequent Access Fees up to thirty (30) days prior to the applicable anniversary of

Customer's initial set-up date.  Access Fees for licenses added after the term commences shall be pro-rated based on the Customer's initial set-up date.

**3.2.** Software shall be delivered to Customer by way of a secure website and Customer shall be responsible for all costs, including, but not limited to, any import duties or other taxes (except for taxes on the income of Mappedin Inc.) associated with the supply of Software and Services under this Agreement.  If any amounts are required to be withheld by Customer from any amount otherwise payable by Customer to Mappedin Inc. under this Agreement, Customer shall pay an additional amount such that the net amount actually received by Mappedin Inc. will, after such withholding (including withholding from any additional amount payable pursuant to this sentence), equals the full amount of the payment then due.

## 4. <u>Confidentiality</u>

**4.1.** The Parties acknowledge and agree that they may disclose to the other Party (each in turn a "Disclosing Party") certain Confidential Information in order to further the purposes of this Agreement.  The Party receiving such information (the "Receiving Party") will hold in confidence and except as specifically authorized in writing by the Disclosing Party shall not disclose to any third party (including to any Customer IT Contractor(s)) any Confidential Information disclosed to them or to which they are provided access in relation to this Agreement. It shall not be a breach of this requirement to; (a) provide the Confidential Information to employees, dependent contractors or legal advisors of the Receiving Party, that have a need to know to fulfill the purposes of this Agreement and are each subject to obligations consistent with the requirements in this provision; or (b) disclose the Confidential Information to the extent required to do so by a court of law provided that the Receiving Party uses all reasonable efforts to provide sufficient notice of this requirement to the Disclosing Party to enable the Disclosing Party to seek an order limiting or preventing the disclosure of the Confidential Information.  The Receiving Party further agrees not to use or reproduce the Confidential Information except as reasonably necessary to fulfill the purposes of this Agreement.  The Receiving Party shall ensure that it has taken precautions that are consistent with industry practices and in all instances are not less than a reasonable standard of care to ensure that the Confidential Information is not lost or stolen.  Upon the termination of this Agreement or at any time upon request, the Receiving Party shall either return the Confidential Information or have an officer certify its destruction, provided that this obligation shall not apply to any archival copies of the Confidential Information which form part of the automatic back-up of the Receiving Party's data.   These restrictions shall apply for three years following the expiry or termination of this Agreement, except in the case of trade secrets when they shall apply for so long as the Confidential Information in question remains a trade secret.

## 5. <u>Privacy</u>

**5.1.** Mappedin Inc. collects and uses certain information in the provision of the Software or Services, including information which may constitute Personal Information under applicable privacy laws. For example, Mappedin Inc. uses email addresses to enable Users to log into the Software and to communicate with Customer and its Users. Mappedin Inc. also collects the IP addresses of the devices that directly access or attempt to access the Server Software, for security purposes. For more information regarding the type of Personal InformationMappedin Inc. collects, uses, and discloses in the context of the Software or Services, consult our <u>Privacy Policy</u>. By using the Software or Services, or submitting any Personal Information to Mappedin Inc., Customer agrees to the terms of the Privacy Policy.

**5.2.** If Customer provides any Personal Information to Mappedin Inc., Customer shall provide prior written notice of this to Mappedin Inc. and hereby represents and warrants that Customer will have obtained all necessary consents from the identifiable individual for, and in advance of, the collection, use, processing, storage, transmission and/or disclosure of such information by or to Mappedin Inc., its agents, contractors and/or cloud service providers solely to further the purposes of this Agreement and any other purposes for which Customer and/or its Users expressly consent in writing.

## 6. <u>Indemnity</u>

**6.1. Mappedin Inc. Indemnity.**  Mappedin Inc. shall defend Customer and its Affiliates against any third party claim or action brought against Customer or its Affiliates to the extent the claim or action or any liability therefrom arises from an allegation that the Software infringes the intellectual property rights of a third person (each a "Customer

Claim") and shall indemnify Customer for, and pay every judgment of a court of competent jurisdiction awarded against Customer to the extent it results from a Customer Claim. Customer must: (i) immediately notify Mappedin Inc. upon receiving notice of a Customer Claim; (ii) give Mappedin Inc. the right to conduct the defence and settlement of the claim; and (iii) act in accordance with the reasonable instructions of Mappedin Inc. and give Mappedin Inc. such assistance as Mappedin Inc. reasonably requests provided that Mappedin Inc. reimburses Customer for any out of pocket expenses it incurs as a result. Mappedin Inc. shall not be responsible for any Customer Claim where an alleged infringement arises from (a): a modification to the Software or Services not made by or on behalf of Mappedin Inc.; or (b) the combination of the Software and Services with any Third Party Product, including any Customer product or service.

**6.2. Customer Indemnity.** [To the extent permitted by law], Customer shall defend Mappedin Inc. against any claim or action brought against Mappedin Inc. to the extent that the claim or action or any liability therein arises from (a): modification to the Software or Services made available hereunder, that were not made by or on behalf of Mappedin Inc.; or (b) the combination of the Software and Services by or on behalf of, Customer or Affiliates with any Third Party Product, including any Customer or Affiliate product or service (each a "Mappedin Claim") and shall pay every judgment of a court of competent jurisdiction awarded against Mappedin Inc. to the extent that it results from a Mappedin Claim. Mappedin Inc. must (i) immediately notify Customer upon receiving notice of a Mappedin Claim; (ii) where Customer is responsible for the entire claim and not just a portion of the liability in the claim or action, give Customer the right to conduct the defence and settlement of the claim and act in accordance with the reasonable instructions of Customer; and (iii) give Customer such assistance as Customer reasonably requests provided that Customer reimburses Mappedin Inc. for any out of pocket expenses it incurs as a result.

**6.3. Entire Remedy.** The indemnities set out in this section set out the entire remedy of the Parties in respect of third party claims.

## 7. Term and Termination

**7.1.** This Agreement shall come into effect on the Effective Date and shall remain in effect until the latest Service Period End Date in the initial Order Form. ( "Term").

**7.2.** Notwithstanding section 7.1, if Mappedin Inc. requests to change the terms of this Agreement, which it may do to reflect or address changes in its business or changes in applicable laws, by providing notice of same to Customer, Customer may terminate the Agreement by providing at least ten (10) days written notice to Mappedin Inc. of its decision to do so no later than sixty (60) days following delivery of notice of the change to Customer. If Customer decides to terminate the Agreement as a result of a requested change in the Agreement's terms, Mappedin Inc. shall refund any Access Fees paid by Customer for that year on a pro-rata basis.

**7.3.** Either Party may terminate this Agreement by delivering written notice of its decision to do so to the other Party if the other Party is in breach of this Agreement and has not cured such breach within thirty (30) days of receipt of written notice of the breach.

## 8. Limitation on Liability

**8.1. Implied Warranty Disclaimer.** EXCEPT AS EXPRESSLY SET OUT HEREIN, NEITHER PARTY MAKES ANY WARRANTIES, CONDITIONS, ENDORSEMENTS, REPRESENTATIONS OR GUARANTEES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, MERCHANTABILITY, MERCHANTABLE QUALITY, SATISFACTORY QUALITY, ACCURACY, TITLE, NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE OR USE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE.

**8.2. Third Party Cloud Services.** CUSTOMER ACKNOWLEDGES AND AGREES THAT MAPPEDIN INC. USES THIRD PARTY CLOUD SERVICES SUCH AS AMAZON, AZURE, MONGODB AND AUTH0, AND FURTHER ACKNOWLEDGES THAT MAPPEDIN INC. HAS LIMITED ABILITY TO CONTROL THE PERFORMANCE OF THESE CLOUD SERVICE PROVIDERS OR THE TERMS AND CONDITIONS ON WHICH THE CLOUD SERVICES ARE PROVIDED. EXCEPT TO THE EXTENT CAUSED BY MAPPEDIN INC.,MAPPEDIN INC. IS NOT RESPONSIBLE FOR THE ACTS OR OMISSIONS OF THESE CLOUD SERVICE PROVIDER(S); PROVIDED, HOWEVER, IF ANY ACT OR OMISSION OF THE CLOUD SERVICE PROVIDER RESULTS IN MATERIAL HARM TO CUSTOMER, MAPPEDIN INC. AGREES TO COOPERATE WITH CUSTOMER TO EXERCISE ANY RIGHTS AVAILABLE TO MAPPEDIN INC. UNDER ITS AGREEMENT WITH THE CLOUD SERVICES PROVIDER TO REMEDY SUCH HARM FOR THE BENEFIT OF MAPPEDIN INC. AND CUSTOMER.

**8.3. Exclusion of Types of Damages.** IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT

LIMITATION LOST PROFITS, LOSS OF BUSINESS REVENUE OR EARNINGS, LOST DATA, OR A FAILURE TO REALIZE EXPECTED SAVINGS) DIRECTLY OR INDIRECTLY ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, WHETHER OR NOT SUCH DAMAGES COULD REASONABLY BE FORESEEN OR WHETHER OR NOT A PARTY HAS BEEN ADVISED OF OR WAS AWARE OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.

8.4. **Limitation of Liability.** IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR DAMAGES ARISING IN ANY MANNER WHATSOEVER, FROM OR IN CONNECTION WITH THIS AGREEMENT IN A TOTAL AGGREGATE AMOUNT EXCEEDING THE GREATER OF: (A) THE TOTAL AMOUNT PAID OR PAYABLE BY CUSTOMER TO MAPPEDIN INC. UNDER THIS AGREEMENT IN THE TWELVE MONTHS IMMEDIATELY PRECEDING THE INCIDENT GIVING RISE TO THE LIABILITY; AND (B) $75,000.

8.5. **Third Party Products.** IF MAPPEDIN INC. AGREES TO PROVIDE TO, OR INSTALL ANY THIRD PARTY PRODUCT ON BEHALF OF CUSTOMER, MAPPEDIN INC. DOES SO AS A SERVICE TO CUSTOMER, AND CUSTOMER ACKNOWLEDGES AND AGREES, THAT MAPPEDIN INC. HAS NO ABILITY TO CONTROL THE DESIGN OR PERFORMANCE OF SUCH THIRD PARTY PRODUCT, THAT MAPPEDIN INC. PROVIDES THE THIRD PARTY PRODUCT ON AN "AS IS" BASIS AND THAT NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, MAPPEDIN INC. SHALL HAVE NO LIABILITY FOR THE DESIGN OR PERFORMANCE OF THAT THIRD PARTY PRODUCT WHATSOEVER, AND THAT MAPPEDIN INC.'S SOLE RESPONSIBILITY WITH RESPECT TO THE THIRD PARTY PRODUCT, INCLUDING WITHOUT LIMITATION, ITS DESIGN OR PERFORMANCE, SHALL BE TO PASS THROUGH THE BENEFIT OF ANY WARRANTY PROVIDED BY THE SUPPLIER OF THE THIRD PARTY PRODUCT TO CUSTOMER.

8.6. **Exclusion of Liability for Specified Persons.** EXCEPT WHERE AN INDIVIDUAL HAS ACTED OUTSIDE THE SCOPE OF HIS OR HER AUTHORITY AND IN A WILFUL MANNER, IN NO EVENT WILL EITHER PARTY'S OFFICERS, DIRECTORS OR EMPLOYEES HAVE ANY PERSONAL LIABILITY UNDER OR IN RELATION TO THIS AGREEMENT. THE PERSONS MENTIONED IN THIS PROVISION SHALL BE DEEMED TO BE THIRD PARTY BENEFICIARIES OF THIS AGREEMENT SOLELY FOR THE PURPOSES OF OBTAINING THE BENEFIT OF THIS PROVISION.

8.7. **Application of Limitations, Exclusions and Disclaimers.** THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SET OUT IN THIS AGREEMENT SHALL APPLY: (A) WHETHER AN ACTION, CLAIM OR DEMAND ARISES FROM A BREACH OF WARRANTY OR CONDITION, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY OTHER KIND OF CIVIL OR STATUTORY LIABILITY CONNECTED WITH OR ARISING OUT OF THIS AGREEMENT; AND (B) TO EACH PARTY AND TO EACH PARTY'S AFFILIATES.

8.8. **Exclusions from limitations.** NOTWITHSTANDING ANY OTHER PROVISION, THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS SET FORTH IN THIS AGREEMENT SHALL NOT APPLY TO: (A) ANY WILFUL OR MALICIOUS BREACH OF ANY PART OF SECTION 2 SOFTWARE AND SERVICES; (B) ANY BREACH OF THE CONFIDENTIALITY OBLIGATIONS SET OUT IN SECTION 4.1; (C) ANY WILFUL VIOLATION OR INFRINGEMENT OF THE INTELLECTUAL PROPERTY RIGHTS OF ONE PARTY BY THE OTHER PARTY OR BY ITS AFFILIATES OR CUSTOMER IT CONTRACTOR(S); (D) THE PAYMENT OF AMOUNTS DUE TO MAPPEDIN INC. UNDER THIS AGREEMENT; (E) THE AMOUNTS PAYABLE IN RELATION TO THE INDEMNITIES UNDER SECTION 6; OR (F) IF AND TO THE EXTENT THAT THE LAWS OF A COMPETENT JURISDICTION REQUIRE LIABILITIES BEYOND AND DESPITE THESE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS.

8.9. **Mission Critical Applications.** NETWORK COMMUNICATIONS ARE INHERENTLY UNRELIABLE, AND MAPPEDIN INC. DOES NOT AUTHORIZE NOR TAKE ANY RESPONSIBILITY WHATSOEVER FOR SOFTWARE USE OR THE ABILITY TO ACCESS FLOORPLANS IN MISSION CRITICAL APPLICATIONS OR IN HAZARDOUS ENVIRONMENTS OR ENVIRONMENTS REQUIRING FAIL-SAFE CONTROLS, OR IN ANY SITUATION REQUIRING GUARANTEED IMMEDIATE ACCESS TO FLOORPLANS, INCLUDING, WITHOUT LIMITATION, EMERGENCY RESPONSE OPERATIONS, OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, AND LIFE SUPPORT OR WEAPONS SYSTEMS.

9. **General**

9.1. This Agreement including all Order Forms and Schedules, constitutes the entire agreement of the Parties with respect to the subject matter thereof. It supersedes all requests for quotes, discussions, correspondence or communication of any nature relating to the subject of this Agreement, all of which shall no longer be of any force or effect. In the event of a conflict between the body of this Agreement and an Order Form or other Schedule, the body of this Agreement shall take priority, solely to the extent of the conflict, unless the Order Form or Schedule indicates a specific intent to override the terms of the body of the agreement. In the event of a conflict, the Order Form shall take priority over the (other) Schedules. This Agreement may only be modified by an amendment in writing signed by both of the Parties.

**9.2.** If either of the Parties becomes unable to carry out the whole or any part of its obligations under this Agreement, for any reason beyond its control including acts of God, acts of governmental authorities, strikes, war, riots or any other cause of such nature ("Event of Force Majeure"), then the performance of the obligations of the affected Party shall be excused during the continuance of any inability so caused, but such inability shall, as far as possible, be remedied with all reasonable dispatch. Either Party shall give immediate notice to the other Party upon becoming aware of an Event of Force Majeure. If an Event of Force Majeure continues for a period exceeding sixty (60) days or such other period as is mutually agreed to by the Parties, the other Party may terminate this Agreement by giving the affected Party seven days written notice of its intention to do so.

**9.3.** The Agreement shall be governed and construed in accordance with the laws of the State of Oklahoma along with any federal laws applicable therein unless Customer's address as set out in this Agreement is located in the United States, in which case the Agreement shall be governed and construed in accordance with the laws of the State of Oklahoma along with any federal laws applicable therein. In either case the rules of private international law that lead to the application of the laws of any other jurisdiction shall not apply. The United Nations Convention on Contracts for the Sale of Goods (1980) does not apply.

**9.4.** The State and Federal courts of the State of Oklahoma shall have exclusive jurisdiction to hear any matter arising in connection with this Agreement unless Customer's address as set out in this Agreement is located in the United States, in which case the courts located in the County of Oklahoma, Oklahoma City, Oklahoma shall have exclusive jurisdiction to hear any matter arising in connection with this Agreement. In either case, each party irrevocably waives any objection on the grounds of venue, forum non-conveniens or any similar grounds and irrevocably consents and attorns to the exclusive jurisdiction and venue of the courts as set out in this provision.

**9.5.** The Parties agree that a material breach of this Agreement may cause irreparable harm to a Party, for which a remedy at law may be inadequate. Accordingly, in addition to any remedies at law, subject to any express limitations under this Agreement, either Party may seek injunctive relief without posting any security.

**9.6.** If any court finds any part of this Agreement to be invalid or unenforceable that part shall be severed from this Agreement and its invalidity or unenforceability shall not in any way affect the remaining provisions of this Agreement, which shall continue in full force and effect.

**9.7.** Any notice, request, demand or other communication required or permitted hereunder shall be sufficiently given only if in writing and only if delivered by hand, email or courier addressed to the other Party at the address set out in the Agreement or Order Form or to such other person or address as the Parties may from time-to-time designate in writing delivered pursuant to this notice provision, with a copy of all notices (except for support notices) also emailed to legal@mappedin.ca. Any such notices, requests, demands or other communications shall be received and effective: (i) upon the date of receipt if delivered by hand, registered mail (or its equivalent) or courier; or (ii) on the date of confirmation of receipt by answer-back from the Party to whom the notice, request, demand or other communication was given, in the case of email.

**9.8.** Notwithstanding the termination or expiration of this Agreement, those provisions that by their nature are intended to survive after the Agreement ends, including, sections 1, 2.4, 2.5, 2.7, 2.8, 4, 5, 6, 8 and 9, shall survive.

**9.9.** No Party shall have authority to or shall hold itself out as having any authority to incur, assume or create, orally or in writing, any liability, obligation or undertaking of any kind in the name of or on behalf of or in any way binding upon the other Party.

**9.10.** The Parties may not assign or transfer all or any of its rights, benefits and obligations under this Agreement without the prior written consent of the other Party.

**9.11.** This Agreement may be executed in counterparts, including electronic counterparts, each of which when executed by any of the Parties shall be deemed to be an original, and such counterparts shall together constitute one and the same Agreement.

**Signature page follows**

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives as of the Effective Date.

**APPROVED**

By: _____

*Signature above*

Name: <u>JEFF MULDER</u>

Title: <u>GENERAL MANAGER</u>

Date: <u>June 14, 2024</u>

**Mappedin Inc.**

By: _____

*Signature above*

Name: Gerald Beard

Title: CFO

Date: 05/08/2024


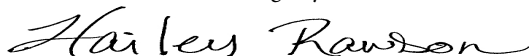RATIFIED and APPROVED by the Oklahoma City Airport Trust and signed by the Chairman this _____day of _____, 20_____.

ATTEST:                                                                                    OKLAHOMA CITY AIRPORT TRUST:


_____                    _____
Trust Secretary                                                          Chairman

REVIEWED for form and legality.

_____
Assistant Municipal Counselor/Attorney for the Trust

# Order Form



Mappedin Inc.
14 Erb St W, Waterloo,
Ontario, Canada, N2L 1S7

| Order Number |
| --- |
| OKC-11032024-PB |

*Pricing Expiration:* *60 days from date provided*

*Order Date:* *June 1, 2024*

| Mappedin Inc. Account Exec E-mail | Yuval Kossovsky yuval@mappedin.ca |
| --- | --- |

| **Customer Details** | | **Customer Ship to Address** | |
| --- | --- | --- | --- |
| Company Name ("Customer") | Oklahoma City Airport Trust | Company Name: | |
| Address | 7100 Terminal Dr | Address | |
| Suite | | Suite | |
| City | Oklahoma City | City | |
| State/Province | Oklahoma | State/Province | |
| Zip/Postal Code | 73159 | Zip/Postal Code | |
| Country | USA | Country | |
| AP Contact Name | | Business Contact | |
| Title | | Title | |
| Phone | | Phone | |
| E-mail | | E-mail | |
| Account # | | | |

| | | Tax exempt? | No |
| --- | --- | --- | --- |
| | | Payment Terms | Net due in 60 days |
| Currency | US Dollars | VAT/HST Tax Info | |

| Software Product Name | Service Period Start Date | Service Period End Date | Net Price (Annual) |
|---|---|---|---|
| Mappedin Airport Passenger Wayfinding Package (See attached Exhibit A) | June 1, 2024 | May 31, 2027 | $23,000 |

| Pricing | | | |
|---|---|---|---|
| **Product Name** | **Payment Period Start Date** | **Payment Period End Date** | **Price** |
| Mappedin Airport Passenger Wayfinding Package Software Access Year 1 | June 1, 2024 | May 31, 2025 | $23,000 |
| Mappedin Airport Passenger Wayfinding Package Software Access Year 2 | June 1, 2025 | May 31, 2026 | $23,000 |
| Mappedin Airport Passenger Wayfinding Package Software Access Year 3 | June 1, 2026 | May 31, 2027 | $23,000 |
| Professional Services (Technical Support Services) Year 1 | June 1, 2024 | May 31, 2025 | $9,000 |
| Professional Services (Technical Support Services) Year 2 | June 1, 2025 | May 31, 2026 | $9,000 |
| Professional Services (Technical Support Services) Year 3 | June 1, 2026 | May 31, 2027 | $9,000 |

| Professional Services | Discount | Net Price (Total) |
|---|---|---|
| Set-Up Services (Digitization of maps, data sync set up, CMS training)- **One time fee** | $[5,000] | $0 |
| Fingerprinting Set-Up Service (See attached Exhibit B) | - | included in Set-Up Services |
| Technical Support Services - up to 5 hours per month @USD$150/hour (See attached Exhibit C) – **Annual amount** | - | $9,000 |

| Invoice Schedule | Invoice Date | Amount | Est Taxes | Total |
|---|---|---|---|---|
| Software Access Fees– Year 1 – June 1, 2024 – May 31, 2025 | June 1, 2024 | $23,000 | - | $23,000 |
| Software Access Fees– Year 2 – June 1, 2025 – May 31, 2026 | June 1, 2025 | $23,000 | - | $23,000 |
| Software Access Fees– Year 3 – June 1, 2026 – May 31, 2027 | June 1, 2026 | $23,000 | - | $23,000 |
| Professional Services Fees– Year 1 | June 1, 2024 | $9,000 | - | $9,000 |
| Professional Services Fees– Year 2 | June 1, 2025 | $9,000 | - | $9,000 |
| Professional Services Fees– Year 3 | June 1, 2026 | $9,000 | - | $9,000 |

| Method of Displaying Maps | |
| --- | --- |
| Mappedin Application Software | Directories, Mappedin Web, Mappedin Web for Airports |
| Customer proprietary applications | None currently contemplated |
| Third party applications | None currently contemplated |

| Property Map to Be Managed by Mappedin Inc.* | | |
| --- | --- | --- |
| As listed in Exhibit D | | |

*Customer to provide maps for all listed locations for which services will be provided– see acceptable map formats https://info.mappedin.com/map-design. Mappedin Inc. is not responsible for issues or delays caused by any quality issues with Customer Materials supplied to create the Floorplans. The due date agreed to for the performance of any Service may be extended by Mappedin Inc. if unable to achieve schedule due to the acts or omissions of Customer.

| Other Order Details |
| --- |
| Unit pricing of $0.016 per square foot for Mappedin Airport Passenger Wayfinding Package Software Access was calculated based on Customer's representation of mapped area of up to 2.9 million sq ft. Parking garages on the Property are included at no extra cost. |

| Terms and Conditions |
| --- |

This Order Form and the attached Exhibits (Exhibit A – Mappedin Airport Passenger Wayfinding Package, Exhibit B - Fingerprinting Set-Up Services, Exhibit C - Technical Support Services, and Exhibit D - List of Floorplans to be Mapped and Maintained in Mappedin CMS) is subject to the Software Access Agreement and related Schedules (Service Level Agreement, Data Security, Insurance) executed by the parties dated June 1, 2024 (the "SAA"). The Order Form, SAA, Exhibits and Schedules collectively form an agreement which replaces and supersedes any previous offers or agreements between the parties (the "Agreement").

Mappedin Inc. and Customer agree that:

- During the Term of this Agreement, at no additional cost, Customer will have access to all enhancements, bug fixes, and minor revisions to the Mappedin Inc. products provided to Customer as part of the Agreement, subject to Customer being liable to pay for any third party costs associated with the new Mappedin Inc. enhancements or features that it chooses to implement. Additional licensing (passthrough) terms may be required for new Mappedin Inc. features or enhancements.

- Mappedin Inc. reserves the right to re-evaluate the product pricing at the end of the Service Period May 31, 2027.

- Mappedin Inc., at its discretion, will use subcontractors within North America, India and the Philippines to perform the mapping professional services required pursuant to the Agreement.

| Payment Terms |
| --- |

If Customer or billing agent issues a purchase order, any additional or conflicting terms appearing in a purchase order shall not amend the Order Form or the Agreement. Upon request, Mappedin Inc. shall reference the purchase order number on its invoices (solely for administrative convenience) so long as Customer provides the purchase order at least fifteen (15) business days prior to the date of the invoice.

PRICES ARE FINAL.  Payments are due as per the invoice schedule.

Prices are stated exclusive of taxes, duties and similar assessments on Customer's use, which Customer agrees to pay, excluding taxes on Mappedin Inc.'s net income. Taxes shall not be deducted from the payments to Mappedin Inc., except as required by law, in which case Customer shall increase the amount payable as necessary so that after making all required deductions and withholdings, Mappedin Inc. receives and retains (free from any tax liability) an amount equal to the amount it would have received had no such

deductions or withholdings been made.

When applicable, Customer must provide its VAT or GST identification number(s) on this Order Form for (i) the country where Customer has established its business and/or (ii) any other country where Customer has an applicable fixed establishment.

**Wire Instructions:**

| US Dollars: | Non-US Dollars: |
|---|---|
| Incoming USD$ Wire Information Beneficiary bank: RBC Beneficiary Bank address: 180 Wellington St W-5th Floor, Toronto ON M5J 1J1 Beneficiary Bank SWIFT: ROYCCAT2 Beneficiary Bank code: 003 Beneficiary account #: 4005344 Transit Number: 06019 | Incoming Other Currencies Wire Information Beneficiary bank: BMO Beneficiary Bank address: 3 KING ST S, WATERLOO ON N2J 3Z6 Beneficiary Bank SWIFT: BOFMCAM2 Beneficiary Bank code: 001 Beneficiary account #: 1996227 Transit Number: 24232 |

| **Mappedin Airport Passenger Wayfinding Package** |
|---|

## (i)     Software to Create, Modify, Maintain and Export Maps:

| Product | Features | Use |
|---|---|---|
| **Mappedin CMS**<br><br>Server Software:<br><br>Mappedin's CMS stores all digital indoor maps and enables collaboration across organizations for the maintenance of those maps. This ensures maps are always kept up to date in real-time. | Manage Location Data - Set different location states (e.g. new, coming soon, temporarily closed, pop-up), hours of operation, categories, metadata including; logos, social accounts, address and parent location, external URL links, and related locations.<br><br>Manage Map Geometry - Digitize maps from the source floor plan (e.g. CAD, PDF, PNG), draw additional spaces, split and merge units, and define parking.<br><br>Generate a 3D Map - Set attributes such as heights, color palette and edge offsets, apply one style across an entire portfolio, customize perspectives, apply logos to any geometry on the map.<br><br>Adjust Pathing Network - Automatically generate nodes, call out specific location entrances, shut down any connection (elevator, escalator, staircase, airport security screening), delete portions of the path to block off construction areas, keep any private halls free of pathing, and create one-way paths to control the flow of traffic.<br><br>Mobile path connection updates – CMS view for mobile that is designed solely for changing connection availability (elevator, escalator, staircase, or airport security screening) which automatically updates the pathing network.<br><br>Manage Draft Data - Draft location and geometry changes, preview downstream applications, schedule publish date and time, and limit publishing access.<br><br>Analytics – Mappedin CMS provides tools for gathering data points that can be viewed in basic form within the analytics tool and exported as .csv format for usage in other tools. | 25 Administrators[1] |
| **MVF**<br><br>Mappedin Venue Format (MVF) is feature of the CMS. An MVF file a GeoJSON based data format that represents a venue. MVF contains geometry and location data associated with a venue. | Geometry - building, level, space, obstruction and connection<br><br>Data Points - Location, category and node<br><br>Properties - id, name, level, destinations, type, weight, multiplier, accessible, spaces, categories, external id, logo, picture, phone, email, social, hours, slug, buildings, venue, abbreviation, elevation, parent, neighbors.<br><br>Export:<br><br>Mappedin Inc. provides the MVF export via an API endpoint. This can be accessed by using API Keys that are provided by Mappedin Inc.. | Unlimited File Exports[2] |

| IMDF | | |
|---|---|---|
| **IMDF**<br><br>IMDF is a feature of the CMS. An IMDF (Indoor Mapping Data Format) is a GeoJSON based data export that represents a venue. This can be used within the Apple Maps system and for Blue Dot. | Data Includes: venue, building, footprint, level, unit, fixture, section, geofence, kiosk, detail, opening, amenity, anchor, occupant, address, relationship.<br><br>Export: Mappedin Inc. provides the IMDF export to our customers and can directly import to Apple Business Register (Apple's service that allows business owners to control how a business appears within Apple's Ecosystem and is subject to the current rules, processes, and availability of Apple's service). | Unlimited File Exports[2] |

[1]Administrators must be Customer employees or IT Contractors authorized by Mappedin Inc. in accordance with Agreement.
[2]Third party entities that are not authorized as Users of the Software can be provided with digital and/or physical copies of the maps provided they have no direct access to data residing in the CMS.

## (ii)    Software to Develop Applications to Display Maps

| Mappedin Web SDK | | |
|---|---|---|
| **Mappedin Web SDK**<br><br>Application Software:<br><br>Mappedin Inc.'s Web SDK encompasses a wide variety of components and features required to integrate mapping into web-based applications. | 3D Interactive Map - Enables users to pan, zoom, and rotate, along with selecting locations to get detailed location information.<br><br>Wayfinding - Navigation between two pre-defined locations or from Users current location to any POI on the map.<br><br>Multi-floor Navigation - Navigation between two pre-defined locations or from Users' current location to any POI on the map across multiple levels.<br><br>Floating Labels - Powered by a ranking algorithm as users zoom in and out floating labels ensure the locations are visible to the user.<br><br>Blue Dot Experience - Using whichever positioning provider a customer prefers, the Blue Dot experience is fully integrated with Mappedin Inc.'s wayfinding modules.<br><br>Custom Starting Position - In the absence of indoor positioning, customers may utilize POIs on the map as a starting point for wayfinding.<br><br>Follow Mode - Within the Blue Dot Experience the user view focuses on the top down or third-person angles throughout the wayfinding journey.<br><br>External IDs - Using External IDs, Mappedin Inc. is capable of layering any data on top of the map enabling customers to store their location metadata within their own source of truth.<br><br>Advanced Markers - The ability to render HTML within any marker on the map gives users the ability to create any type of contextual interactions with polygons on the map. | No limit on number of users[3] |

| Mappedin Mobile SDK<br><br>Application Software:<br><br>Available for Android, iOS and React Native. Mappedin Inc.'s SDKs encompass a wide variety of components and features required to integrate mapping into a native mobile application. | 3D Interactive Map - Enables users to pan, zoom, and rotate, along with selecting locations to get detailed location information.<br><br>Wayfinding - Navigation between two defined locations or from users current location to any POI on the map.<br><br>Multi-floor Navigation - Navigation between two pre-defined locations or from user's current location to any POI on the map across multiple levels.<br><br>Floating Labels - Powered by a ranking algorithm as users zoom in and out floating labels ensure the locations are visible to the user.<br><br>Blue Dot Experience - Using whichever positioning provider a customer prefers, the Blue dot experience is fully integrated with Mappedin Inc.'s wayfinding modules.<br><br>Custom Starting Position - In the absence of indoor positioning, customers may utilize POIs on the map as a starting point for wayfinding.<br><br>Follow Mode - Within the Blue Dot Experience the user view focuses on the top down or third-person angles throughout the wayfinding journey.<br><br>External IDs - Using External IDs, Mappedin Inc. is capable of layering any data on top of the map enabling customers to store their location metadata within their own source of truth.<br><br>Advanced Markers - The ability to render HTML within any marker on the map gives users the ability to create any type of contextual interactions with polygons on the map.<br><br>Offline Support - Mappedin SDKs provide the tools for developers to cache and load venues from the cached data to control performance and avoid redundant requests for map loading. | No limit on number of users[3] |
|---|---|---|

[3]Users must be Customer employees or Customer IT Contractors authorized by Mappedin Inc. in accordance with Agreement.

(iii)    Method of Displaying Maps:
Mappedin Application Software:

| Mappedin Web for Airports<br><br>Application Software:<br><br>The Responsive Web App for airports enables users to search, discover, and navigate complex venues. Built with Mappedin Inc.'s Web SDK, the responsive design allows travelers to access indoor maps across any device. | 3D Interactive Map - Enables users to pan, zoom, and rotate, along with selecting locations to get detailed location information.<br><br>Outdoor View – Provides outdoor context for the viewer by integrating the indoor map with an outdoor Open Street Maps (OSM) map display.<br><br>Wayfinding - Navigation between two defined locations or from Users' current location to any POI on the map. This includes step-by-step landmark-based routing with time-based navigation estimates.<br><br>Multi-Modal Transportation - Ability to include multiple modes of transit within wayfinding such as shuttle routes.<br><br>Multi-floor Navigation - Navigation between two pre-defined locations or from users' current location to any POI on the map across multiple levels.<br><br>Navigate to nearest - For locations that are repeated within venues, users can select either a specific point to navigate to or can select the nearest based on their starting location.<br><br>Floating Labels - Powered by a ranking algorithm as users zoom in and out floating labels ensure the locations are visible to the user.<br><br>Blue Dot - Using whichever positioning provider a customer prefers, the Blue dot experience is fully integrated with Mappedin Inc.'s wayfinding modules.<br><br>Localization - Mappedin Web is available in 24 languages.<br><br>Theming & Branding - Location state badge colors, primary & secondary colors, and smart label text color are customized by the customer.<br><br>Accessibility - In wayfinding mode, Mappedin Web provides text directions that can be read by a screen reader. Mappedin Inc. also aims to meet or exceed WCAG AA guidelines.<br><br>Category Listings - The category icon on the start screen takes users to a list of all the available categories for a venue. Each category utilizes a standard set of pre-defined category icons that are selected in the Mappedin CMS.<br><br>Deal Listings - If deals are present in the Mappedin CMS (e.g. Events of type 'Promotion'), then they will display on the profile. A user can expand the deal accordion to view all deals available for that location.<br><br>Flight API – Flights can be integrated into the category search if an API providing flight information is provided.<br><br>Search - Mappedin Web utilizes either basic search to string match results or smart search to surface the best results based on typos, related words, and tags. | No limit on number of Users that can publicly view/display map of Property (airport) |

| Mappedin Digital Directory | 3D Interactive Map - Enables users to pan, zoom, and rotate, along with selecting locations to get detailed location information. | No limit on number of Users or number of directories that can publicly display map of Property (airport) |
|---|---|---|
| Mappedin Inc.'s Digital Directory enables users to search, discover, and navigate through complex indoor venues. Built using our Web SDK, this pre-built application packages navigation features to serve a complete solution. | Wayfinding - Navigation between two defined locations or from users' current location to any POI on the map. | |
| | Multi-floor Navigation - Navigation between two pre-defined locations or from users' current location to any POI on the map across multiple levels. | |
| | Floating Labels - Powered by a ranking algorithm as users zoom in and out floating labels ensure the locations are visible to the user. | |
| | Search – Mappedin Inc.'s Digital Directory utilizes either basic search to string match results or smart search to surface the best results based on typos, related words, and tags. | |
| | Localization – Mappedin Digital Directory is available in 9 languages. | |
| | Theming & Branding - Location state badge colors, primary and secondary colors, and smart label text color are customized by the customer. | |
| | Accessibility - The interface features a persistent button which allows you to raise/lower the interface. Additionally, Mappedin Inc. ensures touch targets are a suitable size and text has ample contrast along with the ability to toggle on an elevator journey during wayfinding. | |
| | Store Listings - The store listing is accessible from the quick launch buttons on the start screen. It contains two different ways to view the locations. The first tab contains a list of locations organized into categories added or synced to Mappedin CMS. The second contains an alphabetically organized list of all locations. | |
| | Deal Screen - The deals are accessible from the quick launch buttons on the start screen. This feature displays deals added or synced to Mappedin CMS. There are two tabs present on this screen; 'all' and 'by category'. The first tab lists deals ending soon at the top and upcoming deals thereafter. The second tab organizes deals by categories added or synced to Mappedin CMS. To display deals, add or sync an event with the type "Promotion". | |
| | Event Screen - The events are accessible from the quick launch buttons on the start screen. This feature displays events and news added or synced to Mappedin CMS. To display events, add or sync an event with the type "Event". To ensure news is displayed in the news tab, add or sync an event with the type "News". | |
| | Directory Timeout - By default the directory will timeout after 20 seconds, displaying a prompt to the user where they can either continue with the session or the directory will reset to the start screen. | |
| | Quick Launch - These buttons on the start screen can open store listings, events, deals, amenities and locations. Custom amenities and locations can be added with a custom icon and text label. | |
| | Banner - Display images and videos in a rotating banner on the start screen. The images and videos used for the promo banner should be minimum 930x310 px (1860x620 px on a 4K screen) and always maintain a 3:1 aspect ratio. Video may be a maximum of 10 seconds long. Banners are not supported for landscape directories. | |
| | Information Tabs - Up to three tabs are available; info, contract, and deals. The first tab, info, showcases basic information about the location including title, logo, and | |

| | description. The second tab will display contact information as it is available from Mappedin CMS, including operating hours, phone number, and social media details. The final tab will show deals only if they are available for that location from Mappedin CMS.<br><br>Mobile Pass - This allows users to send a deep link to their mobile device using QR code. The link brings up a customer's Web App instance in the user's browser.<br><br>Orientation – Mappedin Digital Directory is available in both portrait and landscape mode.<br><br>Directory Ads - Mappedin Inc. provides simple ad scheduling features directly within our CMS. This enables users to showcase two unique placements on our Digital Directory product; a full screen overlay or homepage banner.<br><br>Broadsign Integration - Mappedin Digital Directory responds to a signal from Broadsign Control and is ready in the initial/start state. The directory will timeout automatically after a set amount of time and send a signal to Broadsign Control indicating it is okay to resume ad playback. | |
|---|---|---|
| **Other Additional Airport Passenger Wayfinding features** | Data Sync – Synchronization from Customer's master data system to Mappedin CMS and API integration to generate features including: Integrated flight board, gate and baggage directions, security wait times, parking availability.<br><br>Map Share - Feature to generate QR code for any route on map<br><br>Map Analytics – Mappedin will provide an Analytics API and MS PowerBI Plugin<br><br>Currently Available Languages: UX in English, French, Spanish, Italian, Hindi and Chinese (Simplified - zh-Hans) (Customer to provide translated content) | |

ALL RIGHTS TO USE THE SOFTWARE ARE SUBJECT TO RESTRICTIONS ON USE SET OUT IN THE AGREEMENT AND APPLIES ONLY TO THE PROPERTY AS DESCRIBED IN EXHIBIT D OF THIS ORDER FORM. AS OUTLINED IN THE AGREEMENT**, UNDER NO CIRCUMSTANCES IS A DIRECT DATASTREAM OF MAPS/FLOORPLANS FROM THE CMS TO BE MADE AVAILABLE TO, OR RELIED UPON FOR, ANY MISSION CRITICAL, EMERGENCY OR ANY OTHER SITUATION THAT REQUIRES GUARANTEED IMMEDIATE ACCESS TO THE FLOORPLANS.**

**EXHIBIT B**

**FINGERPRINTING SERVICES ADDENDUM**

This Fingerprinting Services Addendum when incorporated by reference in an Order Form between Customer and Mappedin Inc. will form part of the Agreement between the parties.

"Fingerprinting Setup Services" references service where a Mappedin Inc. representative or contractor will travel onsite to perform the fingerprinting process using the Indoor Survey App to conduct the initial setup of Mappedin Blue Dot. The fingerprinting will be paired with the IMDF export provided to enable live indoor positioning for iOS users within the relevant venue. Following the initial set up of Mappedin Blue Dot and the fingerprinting training session provided by Mappedin Inc., the Customer will subsequently be responsible for conducting and maintaining the fingerprinting.

"Annual Fingerprinting Services" references the fingerprinting services that if included in the Order Form is available at an additional fee, to be performed by Mappedin Inc.  The Annual Fingerprinting Service is an annually performed service where a Mappedin Inc. representative or contractor will travel onsite to perform an update of the fingerprinting process (described above) using the Indoor Survey App if applicable, the venues which will receive the annual fingerprinting service are noted as part of Exhibit D

Above service, if applicable, will be performed on a date to be mutually agreed upon by parties.

**EXHIBIT C**

**TECHNICAL SUPPORT SERVICES ADDENDUM**

This Technical Support Services Addendum when incorporated by reference in an Order Form between Customer and Mappedin Inc. will form part of the Agreement between the parties.

**Technical Support Services**

Technical Support Services references various professional services that if included in the Order Form are to be performed by Mappedin Inc. up to the number of hours per month as specified in the professional services schedule in the Order Form. Unused hours are non-transferable from month to month and will expire at the end of each month. Technical Support Services in excess of the number of hours per month as specified in the professional services schedule in the Order Form, shall billed to Customer at Mappedin Inc.'s then standard hourly rate. Prior to exceeding the monthly hours Mappedin will seek written approval from the Customer for hours in excess of the number of monthly specified hours.

Technical Support Services available to the customer include:
- Floorplan Update Services
- SDK and API Integration Support
- Other Technical Support Services available

**1.0 FLOORPLAN UPDATE SERVICES**

"Floorplan Update Services" references the map updating services that if included in the Order Form are to be performed by Mappedin Inc. The Floorplan Update Service is for Mappedin Inc. to assist of perform any changes to a Floorplan in CMS subsequent to the completion of the initial mapping services and the acceptance by Customer (each a "Floorplan Update").

**Process to request a Floorplan Update**

In order to request a Floorplan Update, Customer shall complete an online Mapping Request Form https://airtable.com/appSecD7zpRaafjNO/tblU6kHmtKpw2Zvhe/viwRb1kh4uOe6q3xF?blocks=hide and select the Map Edit option in the Type dropdown menu. Online Mapping Request Forms can be submitted at any time, however, Floorplan Update requests shall be assessed and worked on by Mappedin Inc. only during Mappedin Inc.'s standard working hours. Standard Mappedin Inc. Hours are Monday to Friday, 9am to 5pm Eastern.

Customer must supply Mappedin Inc. with all of the information requested by the Mapping Request Form including without limitation: a) defined shapes to digitize all relevant geometry; and b) the external IDs for all geometry that contains data (desks, offices, meeting rooms). Mappedin Inc. will review the Mapping Request Form and notify Customer if there is any missing data or information that must be supplied by Customer before Mappedin Inc. commences its assessment of the work required for the requested Floorplan Update.

**Assessment as to Whether Mapping Request is for a Floorplan Update**

Once a fully completed Mapping Request Form is received, Mappedin Inc. will assess the amount of time it will take to make the changes. If Mappedin Inc. estimates that the changes will exceed the number of hours per month as specified in the professional services schedule in the Order Form, then Mappedin Inc. will quote the amount of additional work required to make the changes.

**2.0 SDK AND API INTEGRATION SUPPORT**

Mappedin has a team of highly qualified software developers and technical personnel that can assist the Customer with the integration of the Mappedin Inc software, including SDKs and API integration, into the Customer's solution.

To request a Technical Support, Customer to contact their account representative or airports@mappedin.com.

**3.0 OTHER TECHNICAL SUPPORT SERVICES**

Mappedin Inc. also offers other technical support services to assist the Customer, including:

- Implementation support of other Mappedin Inc. services (kiosk or sdk) post initial deployment
- Fingerprinting updates, including Annual Fingerprinting Update services (see Exhibit B)
- Synchronization support
- New feature integration support

To request a Technical Support, Customer to contact their account representative or airports@mappedin.com.

**EXHIBIT D**

**List of Floorplans to be Mapped and Maintained in Mappedin CMS**

|  | Venue | Address | Fingerprinting required (Y/N) |
|---|---|---|---|
| 1. | Main Terminal | Terminal – 7100 Terminal Drive, OKC, OK 73159 | Y |
| 2. | 5 level garage + 2 level garage | To be mutually agreed on by both parties in writing | N |
| 3. | Rental car center | 5201 S Meridian Ave, Oklahoma City, OK 73119, United States | N |
| 4. | Economy lot, cell waiting area, and covered parking | To be mutually agreed on by both parties in writing | N |

**All of the above are referred to collectively as the "Property"**

# SCHEDULE A

# SERVICE LEVEL AGREEMENT

This Service Level Agreement ("**SLA**") between Mappedin Inc. ("**Company**", "**us**", or "**we**") and clients of Company ("**you**" or "customer") governs the use of the Mappedin Services under the provisions of your Agreement with Company.

## Definitions

"**Maintenance**" means scheduled Unavailability of Mappedin Services, as announced by us prior to the Mappedin Services becoming Unavailable.

"**Mappedin Services**" are the end-user facing products available as part of your Company account: Mappedin Directory, Mappedin Web, Mappedin SDKs (iOS, Android, Web).

"**Monthly Uptime Percentage**" is calculated by subtracting the number of minutes of unscheduled downtime in a calendar month as a result of a P1 classified incident from the number of minutes in a calendar month, divided by the number of minutes in a calendar month. Monthly Uptime Percentage is calculated per Mappedin Service (Web, Directory, etc.) per venue affected by any unscheduled downtime.

"**Service Credit**" means an amount that may be credited to an eligible account as a result of the Monthly Uptime Percentage not being met.

"**Unavailable**" or "**Unavailability**" means that one or more of the Mappedin Services is not running or cannot be used by end-users.

"**Venue**" refers to each separate property for which Company has designed, built, and a map for which is used on any of Mappedin Services.

## Mappedin Inc. Service Commitment: 99.9% Uptime

Company is committed to make your Mappedin Services available and fully functioning with a Monthly Uptime Percentage of at least 99.9% per calendar month (the "**Service Commitment**"). Subject to the SLA Exclusions, if we do not meet the Service Commitment, you will be eligible to receive a Service Credit, as defined below.

A Monthly Uptime Guarantee of 99.9% means that Company guarantees your Mappedin Services will be unavailable as a result of a P1 no more than 43 minutes/month, excluding Scheduled Maintenance.

## Priorities

- "**P1**" refers to when Mappedin Services are not functioning and maps/searches are not available to end-users, that is directly caused by an issue with the Company software. This may include: Mappedin Web not working, unavailability of all directories at any given venue, no locations visible on a map and/or inability to search on the service.
- "**P2**" refers to when Mappedin Services have moderate loss or degradation of services but can continue to reasonably function in an impaired manner, that is directly caused by an issue with the Company software. This may include: Mappedin CMS unavailable, Map edits not possible / not saving and/or directions not functioning.
- "**Medium**" refers to when Mappedin Services are substantially functioning with minor or no impediments of services, that is directly caused by an issue with the Company software. This may include: bugs on Mappedin Directory/Web/CMS that have a workaround.
- "**Low**" refers to any other inquiry/request that isn't a bug that is directly caused by the Company software.

"**Response Time**" is the amount of time from an incoming request being received by the Company Support Team, via email or online form, to the time a response to the request is provided to the Company Customer.

## Service Commitments and Service Credits

If Company does not meet the 99.9% Monthly Uptime Percentage, a Service Credit will be available as per below:

| | Monthly Uptime Percentage | Service Credit |
|---|---|---|
| a) | < 99.9% but ≥ 99.0% | 25% of the monthly charges attributable to the affected Mappedin Service and Venue(s). |
| b) | < 99.0% | 50% of the monthly charges attributable to the affected Mappedin Service and Venue(s). |

Provided always, that you shall only be entitled to the Service Credit where you have met your payment obligations under the Mappedin Services agreement and you are not in breach of the terms of the Master Service Agreement, Statement of Work or any other agreement between you and Company governing the provision of Mappedin Services (as applicable).

During the Term of our Agreement, at no additional cost, you will have access to enhancements, bug fixes, and minor revisions to the Company products we are providing to you.

## Credit Request and Procedures

To be eligible to receive a Service Credit, you must submit a claim by emailing billing@mappedin.com no later than the end of the following month after which the Monthly Uptime Percentage was below 99.9%. The claim must include:

- a subject line of "SLA - Request for Credit"
- the date(s) and time(s) of the service outages that caused the Monthly Uptime Percentage to be below 99.9%
- the Mappedin Service(s) that were affected; and
- the Venue(s) affected

The request will be reviewed by Company, and once approved, Service Credits will be applied to your account as per the details above. If applicable, we will issue the Service Credit to you within one billing cycle following the month in which the request is confirmed by us.

## SLA Exclusions

The Service Commitment does not apply to any unavailability:

- Resulting in an error or issue caused by you or any Third Party.
- Due to loss of power, internet (wi-fi or wired), or caused by any force majeure event.
- Due to hardware limitations and issues (such as, but not limited to: player issues inside a Directory, touch issues, screen issues)
- From any scheduled Maintenance, up to four (4) hours per calendar month and scheduled at least two (2) business days in advance.
- Any product or feature provided on a trial, pilot, evaluation or beta basis.
- Due to disconnection or suspension of the Mappedin Service by Company pursuant to a valid right to do so under any agreement with you.

## Support Policy

Company at its discretion may cease supporting older APIs and functionality in which case, Company will notify the customer in a timely manner. The following shall not apply to customer's continued use of such API or functionality beyond such API support termination date: (i) the support obligations contained in this SLA, (ii) any warranty obligations contained in our agreement(s) with you, and (iii) any other support or warranty obligations or any timeliness or accuracy guarantees.

Company follows best practices to ensure that its systems (directory interface, back-end and management software systems, email service, etc.) are operational at all times.

This policy details Company's support practices and resources available to our customers.

## Response Target and Effort Commitments

Company will acknowledge all requests submitted via email at support@mappedin.ca, support@mappedin.com or via our Knowledge Base form https://support.mappedin.com/hc/en-us/requests/new, within 15 minutes.

In addition to the above:

| Severity | Response Time | Effort Commitment |
|---|---|---|
| P1 | 2 business hours | continuous effort day & night until resolution |
| P2 | 4 business hours | continuous effort during business hours |
| Medium | 12 business hours | issue dependent |
| Low | 12 business hours | N/A |

- Standard Company business hours are Monday to Friday, 9am - 5pm Eastern.
- Any urgent requests received outside of standard business hours will be handled on a priority/availability basis.

Last Revised: November 25, 2023

**SCHEDULE B**

**DATA SECURITY EXHIBIT**

This Data Security Exhibit ("DSE") forms a part of the Agreement and describes the measures Mappedin Inc. takes to protect Customer's confidential digital mapping data stored in Mappedin Inc.'s Server Software (the "Customer Data") and in conjunction with the Server Software referred to as the "Mappedin Service".

In the event of any direct conflict between the terms of this Data Security Exhibit and the terms of the Agreement with respect to the subject matter herein, this Data Security Exhibit shall control, unless otherwise expressly provided herein.

All capitalized terms not defined in this Data Security Exhibit will have the meaning given to them in other parts of the Agreement.

## 1. SECURITY PROGRAM

Mappedin Inc. maintains a written information security program of policies, procedures and controls reflecting industry standard practices with respect to the SOC 2 Trust principles of Security, Availability, and Confidentiality (the "Security Program").  The Security Program will apply to the processing, storage, transmission and security of Customer Data".

    1.1.   SECURITY OFFICER. Mappedin Inc. has a designated individual responsible for coordinating, managing, and monitoring Mappedin Inc.'s Security Program (Mappedin Inc.'s "Security Officer").

    1.2.   PROGRAM DOCUMENTATION AND COMMUNICATION. Mappedin Inc.'s Security Program is (i) documented; (ii) reviewed and approved by executive management; and (iii) published and communicated to all personnel and independent contractors with access to Customer Data.

    1.3.   UPDATES TO SECURITY PROGRAM. The Security Officer and his designates review and update the Security Program based on the results of the reports, tests and assessments set out in section 2.

## 2. CERTIFICATIONS, TESTS AND ASSESSMENTS.

    2.1.   SOC 2 CERTIFICATIONS AND REPORTS. As of August 22, 2022, Mappedin Inc. has sufficient controls to meet certification and attestation for the objectives stated in SOC 2 Type II which includes the SOC 2 Trust principles of Security, Availability, and Confidentiality for the Security Program supporting the Mappedin Service and obtained a SOC2 Type II assessment report prepared by an independent third-party auditor. At least once per calendar year, Mappedin Inc. intends to obtain a SOC2 Type II assessment report prepared by an independent third- party auditor and upon request shall make such SOC 2 reports available to Customer.

    2.2.   VULNERABILITY ASSESSMENTS. The Security Officer conducts ongoing security vulnerability assessments to identify critical information assets, assess threats to such assets, determine potential vulnerabilities, and provide for remediation. This includes a regular review of changes to standard industry practices, changing security threats and evolving security technologies.

    2.3.   INFRASTRUCTURE AS A SERVICE ASSESSMENT. Mappedin Inc. hosts the Mappedin Service in data centers that have attained SSAE 18 Type 2 attestations and have ISO 27001 certifications (or equivalent or successor attestations or certifications). The data center facility shall be required to obtain an assessment against such standards and audit methodologies by an independent third-party auditor no less than annually.

    2.4.   ANNUAL INFORMATION RISK ASSESSMENTS. As part of its Security Program, Mappedin Inc. performs corporate wide information security risk assessments at least annually with the objective to test, assess and evaluate the effectiveness of the Security Program. Such assessment shall be designed to recognize and assess the potential severity of risks and implement evolving risk reduction or mitigation strategies to address changes to industry standard practices, and changing security threats.

    2.5.   PENETRATION TESTS. Mappedin Inc. shall contract with third-party vendors to perform an annual penetration test on the Mappedin Service. Upon written request Mappedin Inc. shall make executive reports from the penetration testing available to Customer.

    2.6.   DISASTER RECOVERY AND BUSINESS CONTINUITY.  The Disaster Recovery and Business Continuity plans discussed below shall be tested at least once annually and updated based on results of those tests**.**

## 3. SECURITY AND CONFIDENTIALITY.

The SOC 2 Security trust principle refers to the protection of system resources against unauthorized physical and logical access. By their nature the measures and processes designed to achieve the trust objective of Confidentiality of Customer Data fall within the scope of the measures and processes developed to achieve the Security trust principle.

    a.   PHYSICAL SECURITY MEASURES.

    i.   INFRASTRUCTURE AS A SERVICE HOSTING FACILITIES ("IAAS"). Each IaaS facility hosting the Mappedin Service shall include (1) physical access restrictions and monitoring using a combination of any of the following: multi-zone security, man-traps, appropriate perimeter deterrents (e.g. fencing, berms, guarded gates), on-site guards, biometric controls, CCTV, and secure cages; (2) fire detection and fire suppression systems both localized and throughout the data center floor; (3) Each data center includes full redundancy (N+1) and fault tolerant infrastructure for electrical, cooling and network systems; (4) Deployed servers must be enterprise scale servers with redundant power to ensure maximum uptime and service availability.

b.  <u>LOGICAL SECURITY MEASURES</u>

i.  <u>ACCESS ADMINISTRATION.</u> Access to the Mappedin Service by Mappedin Inc. employees and contractors shall be limited by user authentication and authorization mechanisms in accordance with industry standard practices and its configuration management process described in section 3.3.6, which currently include the required use of VPN connections for remote access, complex passwords and a two-factor authenticated connection. Employees and contractors are assigned unique user accounts which are not permitted to be shared. Access privileges are based on job requirements using the principle of least privilege access and are revoked within 24 hours following termination of employment or contractor relationships.

ii.  <u>DATA SEPARATION.</u> Customer Data is maintained in a logically separate environment from Mappedin Inc.'s other customers and physically separated from Mappedin Inc.'s corporate infrastructure.

iii.  <u>DATA ENCRYPTION IN TRANSIT.</u> Mappedin Inc. uses NIST approved encryption algorithms no less than 256-bit encryption to encrypt Customer Data in transit over public networks to the Mappedin Service.

iv.  <u>DATA ENCRYPTION AT REST.</u> Mappedin Inc. encrypts all Customer Data at rest using NIST current encryption algorithms no less than 128-bit encryption.

v.  <u>FIREWALL SYSTEM.</u> Industry-standard firewalls are installed and managed to protect the Mappedin Service by residing on the network to inspect all ingress connections and if applicable all egress connections.

vi.  <u>ANTIVIRUS.</u> Mappedin Inc. updates antivirus, anti-malware, and anti-spyware software on regular intervals and centrally monitors such software to ensure it is enabled.

vii.  <u>WORKSTATION SECURITY.</u> Mappedin Inc. maintains security mechanisms on personnel workstations, including firewalls, anti-virus, and full disk encryption.

c.  <u>MAPPEDIN INC. SECURITY PROCESSES</u>

i.  <u>PERSONNEL SECURITY.</u> Mappedin Inc. performs background screening on all employees and independent contractors who have access to Customer Data in accordance with Mappedin Inc.'s standard operating procedures and subject to applicable laws.

ii.  <u>VENDOR RISK MANAGEMENT.</u> Mappedin Inc. maintains a vendor risk management program that assesses all vendors that access, store, process, or transmit Customer Data for appropriate security and privacy controls and business disciplines.

iii.  <u>SECURE SOFTWARE DEVELOPMENT.</u> Mappedin Inc. maintains secure application development policies and procedures aligned with industry standard practices (such as the OWASP Top Ten or substantially equivalent standard). All personnel responsible for secure application design and development receive appropriate training regarding Mappedin Inc.'s secure application development practices.

iv.  <u>SECURE CODE REVIEW.</u> Mappedin Inc. performs a combination of static and dynamic testing of code prior to the release of such code to production systems. Vulnerabilities are addressed in accordance with Mappedin Inc.'s then current software vulnerability management program. As applicable, software patches are regularly made available to Customer. When software vulnerabilities are revealed and addressed by a vendor patch, Mappedin Inc. will obtain the patch from the applicable vendor and apply it within an appropriate timeframe in accordance with Mappedin Inc.'s vulnerability management and security patch management standard operating procedure and only after such patch is tested and determined to be safe for installation in all production systems.

v.  <u>CHANGE CONTROL.</u> Mappedin Inc. evaluates changes to platform, applications, and production infrastructure to minimize risk and such changes are implemented following Mappedin Inc.'s standard operating procedures.

vi.  <u>CONFIGURATION MANAGEMENT.</u> Mappedin Inc. maintains standard hardened configurations for all system components within the Mappedin Service. Mappedin Inc. uses industry standard hardening guides, such as guides from the Center for Internet Security, when developing standard hardening configurations.

vii.  <u>SOFTWARE AND ASSET INVENTORY.</u> Mappedin Inc. maintains an inventory of all software components (including, but not limited to, open source software) used in the Mappedin Service, and an inventory of all media and equipment where Customer Data is stored.

viii.  <u>SECURITY TRAINING.</u> Mappedin Inc. maintains a security awareness program that includes appropriate training and education of Mappedin Inc. personnel. Such training is conducted at time of hire and at least annually throughout employment at Mappedin Inc..

ix.  <u>DIGITAL SIGNATURES.</u> In the event Mappedin Inc. uses digital signatures, the solution must provide origin authentication, data integrity, and signer non-repudiation.

**4. AVAILABILITY.**

The third SOC 2 trust principle is that the Mappedin Service be available in accordance with Mappedin Inc.'s contractual obligations. The Mappedin Service shall be available to Customer in accordance with Mappedin Inc.'s standard Service Level Agreement ("SLA").

4.1.1.  <u>DATA MANAGEMENT; DATA BACKUP.</u> The Mappedin Service is supported by a network configuration with multiple connections to the Internet. Mappedin Inc. backs up all Customer Data in accordance with Mappedin Inc.'s standard operating procedures and will retain such backups for no less than 28 days.

4.1.2. <u>ILLICIT CODE.</u> The Mappedin Service does not knowingly contain viruses, malware, worms, date bombs, time bombs, shut-down devices, that may result in, either: (a) any inoperability of the Service; or (b) any interruption, interference with the operation of the Mappedin Service (collectively, "**Illicit Code**"). If the Service is found to contain any Illicit Code that adversely affects the performance of the Mappedin Service or causes a material security risk to Customer Data, Mappedin Inc. shall use commercially reasonable efforts to remove the Illicit Code or to advise and assist Customer to remove such Illicit Code.

4.1.3. <u>DISASTER RECOVERY.</u> In accordance with Mappedin Inc.'s SOC 2 program, Mappedin Inc. shall (i) maintain a disaster recovery ("DR") related plan that is consistent with industry standards for the Mappedin Service; (ii) test the DR plan at least once every year; (iii) make available the plan and the summary test results which will include the actual recovery point and recovery times; and (iv) document any action plans within the summary test results to promptly address and resolve any deficiencies, concerns, or issues that prevented or may prevent the Mappedin Service from being recovered in accordance with the DR plan.

4.1.4. <u>BUSINESS CONTINUITY.</u> Mappedin Inc. maintains service continuity procedures "BCP" in order to maintain a level of service consistent with its SLA. The BCP shall: (i) include processes for protecting personnel and assets and restoring functionality in accordance with the time frames outlined therein; and (ii) be tested annually and updated based on any deficiencies, identified during such tests.

4.1.5. <u>PANDEMIC CONTINUITY.</u> Mappedin Inc. shall maintain a pandemic plan, at a minimum documented procedures, on how Mappedin Inc. will continue to develop the Mappedin Service, provide availability, and provide support in the event of a pandemic.


**5. MONITORING AND SECURITY INCIDENT MANAGEMENT.**

<u>LOGGING AND MONITORING.</u> Mappedin Inc. has logging enabled for all components that support the Mappedin Service, and are (1) collected and secured in an effort to prevent tampering, (2) monitored for anomalies by a trained security team; and (3) retained on-line for 90 days and offline for 1 year.

5.2.1. <u>INCIDENT MONITORING AND MANAGEMENT.</u> Mappedin Inc. will monitor, analyze, and respond to any material incident involving the unlawful destruction, loss, alteration, unauthorized disclosure of, access to Customer Data (each a "Security Incident") or attempted Security Incident in a timely manner in accordance with Mappedin Inc.'s standard operating procedure. Mappedin Inc.'s security group will escalate and engage response teams as may be necessary to address a Security Incident . For all Security Incidents, Mappedin Inc. shall retain logs on-line for 12 months.

5.2.2. <u>SECURITY INCIDENT NOTIFICATION.</u> Mappedin Inc. will report to Customer any Security Incident without undue delay but in no event later than twenty-four (24) hours, following determination by Mappedin Inc. that a Security Incident has occurred.

5.2.3. <u>MAPPEDIN INC. OBLIGATIONS.</u> Mappedin Inc. will cooperate with Customer and subject to applicable laws and Mappedin Inc. contractual obligations, shall provide information that is reasonably requested by Customer to resolve any Security Incident, identify its root cause(s), and prevent a recurrence.

## SCHEDULE C

### INSURANCE ADDENDUM

<u>Insurance</u>. Mappedin Inc. agrees that as of the Effective Date, and through the Term, it shall maintain insurance coverages as specified below:

a.  Commercial General Liability Insurance Policy, including but not limited to contractual liability, personal injury liability, and products/completed operations liability coverage with minimum limits of: $5,000,000 USD general aggregate which includes $5,000,000 USD products/completed operations aggregate.

b.  Professional Liability or Errors & Omissions Insurance with limits no less than $1,000,000 USD per claim and $2,000,000 USD annual aggregate, covering errors, omissions or negligent acts related to any Services to be provided under this Agreement, including but not limited to:

   i.  Intellectual property infringement arising out of software and/or content (with the exception of patent infringement and misappropriation of trade secrets);

   - Software copyright infringement endorsement - $250,000 USD limit included under Errors and Omissions policy

   ii.  Breach of security and/or privacy laws or regulations and the regulatory response/investigation which may result therefrom;

   - Notification costs, regulatory defense and penalties - $50,000 USD limit included under Errors & Omissions policy

   iii.  Data theft, information asset damage, unauthorized disclosure, destruction, or corruption, including without limitation, unauthorized access, unauthorized use, identity theft, theft and/or wrongful disclosure of personally identifiable information or business proprietary/confidential information in both electronic and printed form, transmission of malicious code or other exploit intended to gain access to, interrupt or overwhelm a network or system;

   iv.  Where applicable, media liability coverage for advertising, publishing, broadcasting and telecasting as well as electronic and print content offenses; and

   v.  All such coverages explicitly include coverage for employees, and independent contractors working on behalf of the Company in performing services or support services for the scope of work outlined in this Agreement.

c.  All insurance policies are issued by an admitted insurance carrier with an A.M. Best rating of A-8 or better. If agreed upon in the Order Form, Proposal or SOW Customer shall be named as an additional insured under Mappedin Inc.'s Commercial General Liability.

# Oklahoma City Airport Enterprise agreement and OF OKC May 7, 2024

Final Audit Report                                      2024-05-08

| | |
|---|---|
| Created: | 2024-05-07 |
| By: | Mappedin Contract (contractadmin@mappedin.ca) |
| Status: | Signed |
| Transaction ID: | CBJCHBCAABAAatuc2UmIv-sKiQIqmkIeO5C-vshwxv_2 |

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