SUPPORT & SERVICE LEVEL AGREEMENT ("SLA")
for WalkMe Products and/ or Services
of rocon Rohrbach EDV-Consulting GmbH ("rocon")
Status: August 5, 2025

1.   General Provisions

1.1.   This SLA is based on the following Contractual Documents (the "Agreement"):
    1.1.1.   The Framework Agreement agreed between the Parties or, if no Framework Agreement has been agreed upon, rocon's Terms and Conditions for WalkMe Products and/ or Services ("T&C")
    1.1.2.   rocon's Service Specifications
    1.1.3.   The respective Individual Contract, consisting of the underlying
- ✓ rocon's Sales Quotation
- ✓ Customer's Sales Order and
- ✓ rocon's Sales Order Confirmation

1.2.   This SLA shall apply to
- ✓ Support and Maintenance Services with respect to the Third Party Product WalkMe
- ✓ Operating Services, Support and Maintenance Services with respect to rocon's Software

    insofar as the Parties have agreed upon the provision of such Products and/ or Services in the respective Individual Contract.

1.3.   Depending on the Products and/or Services agreed in the respective Individual Contract, rocon shall provide the following Products and/or Services under this SLA:
    1.3.1.   Support and Maintenance
- ✓ WalkMe Updates and Upgrades ("Re-Sell") or Consulting with respect to WalkMe Updates and Upgrades ("Co-Sell")
- ✓ rocon Software Updates and Upgrades
- ✓ Customizing and Configuration
- ✓ Remedy of Defects or Consulting with respect to Defects
- ✓ Changes of relevant Rules and Regulations
- ✓ Helpdesk Operation
- ✓ Reporting

    1.3.2.   rocon Software Operating Services, Availability, Disaster Recovery

1.4.   Upon Customer's request, rocon shall provide the Products and/ or Services under this SLA directly to a Third Party designated by rocon as a principal service provider or service integrator. rocon shall cooperate with such Third Party as reasonably required to enable Customer to enjoy the benefits of this SLA in a multi-provider environment.

1.5.   rocon acknowledges that, insofar as agreed in the Individual Contract, Products and/ or Services under this SLA may also be for the benefit of Affiliated Companies of Customer and that such Affiliated Companies may directly contact rocon for the purposes of receiving Products and/ or Services under this SLA.

2.   Support and Maintenance

2.1.   General Obligations: rocon shall provide Maintenance and Support as specified in the Individual Contract and subject to the terms of the Agreement.

2.2.   Updates and Upgrades
    2.2.1.   WalkMe Updates, Upgrades
- ✓ In case of Re-Sell rocon shall provide WalkMe Updates and Upgrades based on the respective Third Party Terms, see https://www.rocon.info/contracts_walkme. "Re-

Sell" means that, depending on the Individual Contract, Customer procures WalkMe and related Services from rocon as a re-seller.

✓ In case of Co-Sell, rocon shall consult the Customer in case of WalkMe Updates, Upgrades. "Co-Sell" means that Customer procures WalkMe and related Services directly from SAP (or other Third Party Providers).

    2.2.2. rocon Software Updates, Upgrades: rocon shall provide periodic rocon Software Updates, Upgrades based on this SLA. With each Update and Upgrade, rocon shall deliver an updated Version of the Documentation, as required. rocon shall promptly inform Customer of all major Updates and Upgrades and shall seek Customer's prior approval for applying each major Update or Upgrade and shall carry out such major Update or Upgrade in close cooperation with Customer. Major Updates are changes to interfaces and functionalities that have a significant and noticeable impact on the use by Customer. Minor Updates shall be carried out by rocon at its own discretion and in its own responsibility. Minor Updates are changes to interfaces and functionalities that have no significant or no noticeable impact on the use by Customer (such as bugfixes, updating of program libraries). In case of multiple installations of the Software, Customer may decide to Update or Upgrade only selected installations. Following any Update or Upgrade, Customer shall have the right to carry out an acceptance procedure to the extent the Agreement stipulates an acceptance process for the Software. The warranty provisions of the Agreement shall apply to all Updates and Upgrades, provided that the remediation of Defects shall take place as set forth in Article 2.4.2.

    2.2.3. Supported Versions: rocon only supports Versions that are not outdated. Any Version (including the Initial Version) that differs from the currently available Version by more than one (1) release cycle is considered outdated. The currently available Version is the Version that was last provided by rocon.

2.3. Customizing and Configuration: rocon provides Customizing and Configuration with respect to the WalkMe and rocon Software Updates, Upgrades and remedy of Defects based on this SLA.

2.4. Defect Handling, Service Requests and Change Requests, Helpdesk

    2.4.1. WalkMe and other Third Party Products: Remedy of Defects

✓ In case of Re-Sell rocon shall provide WalkMe remedy of Defects based on the respective Third Party Terms, see https://www.rocon.info/contracts_walkme.

✓ In case of Co-Sell, rocon shall consult the Customer in case of WalkMe Defects. "CoSell" means that Customer procures WalkMe and related Services directly from SAP (or other Third Party Providers).

✓ In this case and with respect to other Third Party Products not re-sold by rocon, rocon is not obliged to remedy Defects and does not undertake any responsibility for remedy of Defects due to this SLA. In this case, rocon shall take reasonable measures to support the Customer in organizing the remedy of Defects by the Third Party Provider and in asserting rights arising from any potential obligations of the Third Party Provider to remedy Defects.

    2.4.2. Remedy of Defects for rocon Software: rocon shall remedy all Defects based on this SLA and in the supported Version of rocon's Software that are reported by Customer or shall become known to rocon through other sources. Dealing with Defects for the purposes of this SLA comprises narrowing down the causes of the Defect, Defect diagnostics as well as Services directed towards correcting the Defect (particularly patches and service packs). Remediation shall take place by delivery of a patch, an Update or Upgrade. Services for dealing with Defects may, at the option of rocon, also be provided through workarounds, delivery of Updates or Upgrades or, upon prior consultation with Customer, through delivery of a new Version.

2.4.3. Defect Notification and Documentation: All Defects shall be notified and documented as follows

Notification of Defects by Customer to rocon shall be made by the following means	E-mail to walkme@rocon.info or call to the hotline: +49 6131/ 90 60 242
Defect monitoring by rocon	Static code analysis, manual code reviews, unit tests, regression tests, penetration tests, logging, monitoring of services and storage.
Operation of test systems or reference configuration	No
Tool used to document Defects	rocon ticket system
Special requirements for Defect documentation	Defect notifications of Customer should include the following information: ✓ Date and time ✓ Type: Service produces an error message/ shows an unexpected behavior/ freezes or does not react ✓ Context: Naming of the problem location (e.g. menu item or affected step in amulti-level process), naming of affected data record ids ✓ Scope: One user / one user group / all users affected (naming of concrete examples) ✓ Extent: One data record / record group / all records affected (naming of concrete examples) ✓ Screenshot

2.4.4. Defect Categories of rocon Software: The categorization of a Defect by either Party shall be indicative but shall not be binding on the other Party. However, if Customer suggests a Defect categorization, rocon shall treat the Defect according to such category unless rocon has reason to believe that such classification is wrong. Defects shall be categorized as follows.

Priority 1	Defects with a high impact or great urgency, e.g. Defects where the user is not able to use the Software or basic functions of the Software. Priority 1 Defects may also be given in case of information security vulnerabilities with a high severity level.
Priority 2	All other Defects.

2.4.5. Reaction Times: For the purposes of calculating reaction times, the following definitions shall apply.

Notification time	Notification time shall be the time when rocon becomes aware of a Defect.

Classification time	Classification time shall be the time when rocon ✓ has carried out a reasonable classification or has confirmed Customer's classification of the Defect, ✓ has documented the Defect ✓ has assigned the Defect remediation to a qualified representative of rocon and ✓ has informed Customer of those steps.

Reaction time objective shall be as follows:

Priority 1	Defect notifications, service requests and Change Requests are processed as quickly as possible via the Help Desk (see Article 2.4.7.), where Priority 1 is treated preferentially. Since rocon is available on demand, no reaction time can be defined.
Priority 2	See above

2.4.6. Change Requests: rocon shall, at Customer's Change Request, implement relevant changes based on this SLA and as agreed with the Customer, provided that WalkMe respectively WalkMe interfaces allow and support such changes.

2.4.7. Helpdesk Operation: rocon shall operate a sufficiently staffed helpdesk as follows.

Helpdesk operating hours	According to the Agreement a Follow-up on-demand Support Budget is used to cover service requests (3rd level support) and Change Requests. The budget can only be used up to the specified upper limit and must be extended by a subsequent budget in advance, if necessary. The budget is used on demand and invoiced accordingly (monthly invoice with activity report on a 15-minute basis). Therefore no fixed operating hours can be agreed.
Scope of helpdesk operations	3 rd level support: Handle incoming service requests and Change Requests via e-mail to walkme@rocon.info or via phone to the hotline +49 6131/ 90 60 242 of up to 3 named key users.
Helpdesk availability target	Working Days (weekdays from Monday to Friday, 09:00 hrs. to 17:00 hrs. CET, except for public holidays in the federal states of Rhineland-Palatinate and Baden-Württemberg and December 24 and 31).
Emergency helpdesk capabilities	See above

2.5.   Reporting: rocon shall deliver the following reports once per year.

Report	Details
Reaction Time Report	Report from ticket system, including following information for Support & Maintenance: ✓ Issue Key ✓ Summary ✓ Created ✓ Creator ✓ Updated ✓ Assignee ✓ Status ✓ Sum Time Spent (hrs.)
Pentest report	Overview of last pentest findings in German language for rocon Software. The execution of pentests, as well as the evaluation and handling of findings are planned and executed independently by rocon.
Availability report	Availability of rocon Software per month.

2.6.   Exclusions: Maintenance and Support Services due to this SLA do not include
   ✓ Maintenance and Support Services outside Working Days (unless otherwise agreed expressly in the Individual Contract)
   ✓ Services for the Software, which are not used in accordance with the conditions of use pursuant to the Agreement
   ✓ Services for computer programs or parts thereof, which do not form part of the Software
   ✓ Services for SAP Concur and MISTRAL, where Updates or other bug fixes to correct the Defects, have not been installed due to Customer's decision and where the Defect would have been cured by such Updates or bug fixes, unless the installation thereof is unreasonable for the Customer for which it is not responsible
   ✓ Services for Software at a Version that is no longer generally supported
   ✓ Services that become necessary due to Customer's failure to cooperate

3.   rocon Software Availabilty, Disaster Recovery

3.1.   Availability: rocon shall be responsible for operating rocon Software on its systems as set forth in the Agreement. The operation shall be carried out as follows.

Availability	98%
Unplanned downtime	Unplanned downtime shall be the accumulated periods in hours during which the Software is not available excluding maintenance time. Software unavailability due to circumstances for which Customer is responsible under the Agreement shall not count as Unplanned Downtime.
Availability measurement	Availability = (Total hours of the respective month - Maintenance Time - Unplanned

	Downtime) / (Total Hours of the respective month - Maintenance Time) * 100.
Maintenance window (not included in downtime calculation)	"Excused Downtime" means, collectively, downtime to perform routine maintenance during rocon's standard maintenance window (Friday, 5:00pm CET to Monday, 6:00am CET).
Maintenance time	Maintenance time shall be the period in hours within the Maintenance window during which rocon carries out maintenance work regarding the Software.
Maximum allowed consecutive Unplanned Downtime	24 hours within Working Days

3.2. Disaster Recovery: rocon shall be responsible for meeting the recovery time objective and the recovery point objective. Such services shall be provided subject to the following requirements.

Recovery time	Recovery time shall mean the period between the occurrence of a disruption and the complete restoration of the operation of the Software and the relevant data as required by the recovery point objective.
Recovery point	Recovery point shall mean the maximum amount of data that may be lost in case of a disruption. The recovery point objective is expressed as the maximum tolerable period in which data might be lost before the disruption.
Recovery time objective (RTO)	Working Days (weekdays from Monday to Friday, 09:00 hrs. to 17:00 hrs. CET, except for public holidays in the federal states of Rhineland-Palatinate and Baden-Württemberg and December 24 and 31).
Recovery point objective (RPO)	24 hours

3.3. Subcontractors: Customer hereby authorizes the subcontractors, listed in the DPA.

4. Fees

4.1. Fees for Support and Maintenance: The following Products and/ or Services are covered by the Ongoing Support Budget.
  ✓ Updates and Upgrades, Article 2.2
  ✓ Customizing and Configuration, Article 2.3
  ✓ Defect Handling, Service Requests and Change Requests, Article 2.4
  ✓ Reporting, Article 2.5
The following additional Services are charged on the base of Time and Effort, or can be covered exceptionally by the Ongoing Support Budget, if the latter is expressly agreed in the Individual Contract:
  ✓ Individual programming services and adaptions to changed requirements, processes and/or environments
  ✓ Integration with external systems

- ✓ Tests and trainings
- ✓ 1 st and 2nd level support
- ✓ On-site service
- ✓ Improper handling

4.2. Monthly Recurring Flat Prices for Operating Services: Operating Services, Availability, Disaster Recovery as agreed in Article 3 are included in the monthly Recurring Flat Prices. It is agreed that each rocon Software system can be connected to exactly one WalkMe system. In case of multiple rocon Software systems (e.g., connection of WalkMe Test and Production systems), the Recurring Flat Price shall be incurred multiple times accordingly. The amount of the monthly Recurring Flat Prices is based on the technical circumstances (e.g. separate/ shared hardware) and the utilization (e.g. annual transactions, daily transaction peaks) of the WalkMe system.

5. Term of Agreement

The Agreement has an initial term of 24 months. Thereafter, the Agreement shall be automatically prolonged for subsequent one (1)-year periods, unless either Party terminates the Agreement by notice in Written Form at least three (3) months prior to the end of the initial term or any renewal term.

6. Contacts

6.1. Customer Contacts are communicated separately by the Customer.

6.2. rocon Contacts

Operational contact	walkme@rocon.info
Commercial contact	vertrieb@rocon.info
Escalation contact	Andreas.Glaser@rocon.info

7. Attachements

7.1. Definitions
- ✓ "Configuration" means selecting programmable options that make the Software function to the Customer's liking.
- ✓ "Customizing" is the adjustment of Software that does not take place at source code level.
- ✓ A "Defect" exists when the Products and/ or Services fail to fulfil the contractually established requirements and specifications, in full or in part, or if the Products and/ or Services are not suitable for the contractually intended purpose or are not of a quality that is usual for services of a similar type and that Customer is entitled to expect from the type of Products and/ or Services. With respect to Software, a Defect shall mean any non-conformity of the Software, a design flaw, malfunction or security vulnerability. In particular, a Defect shall exist if the Software delivers incorrect results, if the Software interrupts its operation beyond Customer's reasonable control or is in other ways not in conformity with its normal functions, so that the use of the Software is hindered or impaired.
- ✓ "Individual Software" is Software and/ or its modules, if in the Sales Quotation the Software is expressly designated as Individual Software and it is expressly agreed, that the Software shall be developed for the fulfillment of an Individual Contract for the specific and exclusive needs of Customer. This does not include

customizing and adaptations of Standard Software, which have been adopted into the standard.

- ✓ "Initial Version" shall be the Version of the Software that is the subject of the Individual Contract at the time of its conclusion. Intermediate Versions may be delivered in advance for testing partial functionalities. Version numbers are assigned dynamically by rocon's Version management system at the time of versioning.
- ✓ "Maintenance" means the provision of Updates, as agreed in the Individual Contract.
- ✓ "Operating Services" means the agreed storage and operating of the Software and the data processed with the Software for Customer in the rocon Public Cloud.
- ✓ "Products" means all goods created, delivered, implemented and/ or operated for Customer (such as hardware, software, databases) by rocon.
- ✓ "Service(s)" means all services, activities, care or work to be performed or to be supplied by rocon in accordance with the Contractual Documents.
- ✓ "Software" refers to software programs, program modules, databases tools specified in the Individual Contract (including Updates and Upgrades) and is the generic term for Standard Software and Individual Software.
- ✓ "Standard Software" means Software programs, program modules, tools specified in the Individual Contract that have been developed for the needs of a majority of customers on the market and not specifically by rocon for Customer, including the associated documentation. Every Software provided by rocon is Standard Software unless the Sales Quotation includes an express statement to the contrary.
- ✓ "Subcontractor" means any Third Party (including rocon's Affiliated Companies, if any) involved by rocon in the provision of the performance of the Products and/ or Services.
- ✓ "Support" means consulting and advising Customer on questions arising for him during the use of the Software (hotline), in particular individual advice of the users via telephone, e-mail and internet in dealing with the Software, as agreed in the Individual Contract.
- ✓ "Third Parties" are all individuals, corporate bodies and all other organizations that are not a Party to the Individual Contract.
- ✓ "Third Party Providers" means the providers of Third Party Products and/ or Services;
- ✓ "Third Party Terms" means the contractual provisions of the Third Party Providers under which rocon acquires the Third Party Products and/ or Services for the purpose of providing it to Customer. This includes in particular their general terms and conditions, product, service and function descriptions and license terms and conditions (including usage rights regulations);
- ✓ "Third Party Products and/ or Services" means (i) all standard software products and related documentation and content developed for or by companies other than rocon (such as also SAP); (ii) all new Versions, Updates and Upgrades of such Third Party Products and/ or Services; (iii) all complete or partial copies thereof; and (iv) and related Services from Third Party Providers such as cloud services/ hosting/ software-as-a-service, maintenance and support;
- ✓ "Update" shall mean Software which corrects Defects of the Software (including patches and bugfixes) and/ or includes non-significant improvements of the Software. Such improvements shall be made in accordance with the general advancement of information technology and shall, as a minimum requirement, enable the usage of the Software together with the most current versions of any other software that the Software requires for its use or that it otherwise interacts with. An Update is usually but not necessarily denominated by a change in the

numerals after the decimal point of the Software's versioning scheme (e.g. the "3" in Version 4.3).

- ✓ "Upgrade" shall mean Software which includes significant improvement (see definition of "Update") of the Software; Upgrades may also include Defect corrections. An Upgrade is usually but not necessarily denominated by a change in the numerals before the decimal point of the Software's Versioning scheme (e.g. the "4" in Version 4.3).
- ✓ "Version" shall mean the release level of the Software resulting from the latest Upgrade and all related Updates to the Software. Versions include adaptations to the application logic (Defect handling or Change Requests) after prior consultation with Customer. Adaptations for other customers do not affect Versions for Customer. Insofar as rocon shall implement Software pursuant to the Individual Contract and unless agreed otherwise in the Individual Contract, Versions are directly made available in live environment. Any adaptions of the infrastructure or to application components, that do not affect the application logic (e.g. operating system, Java Runtime Environment, encryption standard) and that are the subject of an Individual Contract, are carried out independently by rocon and are not made available as Versions.
- ✓ "Working Day" means the days from Monday to Friday (09:00 a.m. to 05:00 p.m. CET) inclusive, except for public holidays in the federal states of Rhineland-Palatinate and BadenWuerttemberg and December 24 and 31.
- ✓ "Written Form", "Written" or "in Writing" means the form regulated in Section 126 para. 1 BGB by signing the original document by hand. The application of Section 126 para. 2 BGB is excluded, so that mutually confirming correspondence, in each case in the form of Section 126 para. 1 BGB, is sufficient. The application of Section 127 para. 2 BGB is also excluded.