Document Name	Annex B - Service Level Agreement
Effective Date	2026-01-01
Last Updated	2026-11-09
Owner	Compeas AB
Classification	Customer Documentation
Version	1.3

Service Level Agreement (SLA)

This Service Level Agreement ("**SLA**") forms part of the Master Subscription and Services Agreement ("**MSSA**") entered into between **Compeas AB** ("Compeas") and **[Customer]** ("Customer").

This SLA describes the service levels applicable to the Compeas Governance, Risk, and Compliance (GRC) platform, including service availability, support services, incident management, and scheduled maintenance.

This SLA applies to all Services provided by Compeas under the MSSA unless otherwise agreed in writing.

Unless otherwise defined in this SLA, capitalised terms have the meanings given in the MSSA.

1. Introduction

This Service Level Agreement ("SLA") describes the service levels, availability commitments, and support services provided by Compeas in connection with the Compeas Governance, Risk, and Compliance (GRC) platform.

The purpose of this SLA is to define the expected level of service, establish clear responsibilities, and ensure a consistent approach to service delivery, incident management, and customer support.

This SLA forms part of the Agreement between Compeas and the Customer and applies to all Customers using the Compeas platform unless otherwise agreed in writing.

Unless otherwise defined in this SLA, capitalised terms have the meanings given in the MSSA.

2. Scope

This SLA applies to the hosted Compeas platform and the standard services provided by Compeas, including platform availability, technical support, incident management, and scheduled maintenance.

This SLA does not apply to:

- Customer-managed environments or Third-party systems.
- Issues caused by Customer configuration, misuse, or unsupported integrations.
- Internet connectivity outside the control of Compeas.
- Scheduled maintenance performed in accordance with this SLA.
- Force majeure events or circumstances beyond the reasonable control of Compeas.

Consultant Services, such as consulting, implementation and training, are governed by Section 17 of the MSSA and the Order Form. Custom development requires a separate agreement.

3. Definitions

Capitalised terms used in this SLA that are defined in the table below shall apply solely for the purposes of SLA measurement, support, and service credit calculations. Unless otherwise defined in this SLA, capitalised terms have the meanings given in the MSSA.

Item	Description
Business Day	means a day other than a Saturday, Sunday, or Swedish public holiday (helgdag).
Business Hours	means 09:00–17:00 CET/CEST on Business Days.
Customer Cause	means any failure of the Services attributable to Customer's network, hardware, software, internet connectivity, configuration errors, misuse of the Services, unsupported integrations, browsers, operating systems or devices, or Customer's failure to provide reasonably requested information or cooperation, as further described in Sections 9 (Customer Responsibilities) and 10 (Service Exclusions).
Downtime	means the number of minutes during a calendar month in which the Services are unavailable for use, as measured through Compeas' monitoring systems.
Emergency Maintenance	means maintenance performed by Compeas on an urgent basis where immediate action is required to protect the security, integrity, or availability of the Services, as further described in Section 8 (Maintenance).

Incident	means a reported or detected event affecting the availability, performance, functionality, or security of the Services, handled in accordance with Section 6 (Incident Management).
Monthly Uptime Percentage	means (Total Minutes in Month - Unplanned Downtime) ÷ Total Minutes in Month × 100, as further described in Section 4 (Service Availability).
Priority Levels	means the incident priority classifications (Priority 1–4) set out in Section 6 (Incident Management).
Scheduled Maintenance	means planned maintenance performed by Compeas with prior notice, as further described in Section 8 (Maintenance).
Target Availability	means 99.7% per calendar month, as set out in Section 4 (Service Availability).
Third-Party Services	means third-party services, integrations, systems, or infrastructure not controlled by Compeas, including internet service provider failures and third-party service outages outside the reasonable control of Compeas.

Unplanned Downtime	means Downtime not attributable to Scheduled Maintenance, Emergency Maintenance, Customer Cause, Third-Party Services, Force Majeure Events, or other exclusions set out in this SLA, as further described in Section 11 (Service Credits).

4. Service Availability

Compeas is committed to providing a reliable, secure, and highly available service for all Customers.

The Compeas platform is designed to achieve a **Monthly Uptime Percentage** of **99.7%**, excluding Scheduled Maintenance, Emergency Maintenance, and circumstances outside the reasonable control of Compeas.

Service availability is measured on a calendar-month basis using the following formula:

Monthly Uptime Percentage = (Total Minutes in Month - Unplanned Downtime) ÷ Total Minutes in Month × 100

Availability Commitment

Service	Target Availability
Compeas GRC Platform	99.7% per calendar month
Compeas Auditor Tool	99.7% per calendar month

Exclusions

The following events are excluded when calculating service availability:

- Scheduled Maintenance performed in accordance with this SLA.
- Emergency Maintenance required to protect the security, integrity, or availability of the service.
- Internet service provider failures or connectivity issues outside the control of Compeas.
- Customer network, infrastructure, or configuration issues.
- Third-party service outages outside the reasonable control of Compeas.
- Force majeure events.

Compeas continuously monitors the availability and performance of the platform and takes reasonable measures to minimise service interruptions and restore normal operations as quickly as possible.

For the avoidance of doubt, the definition and consequences of a Force Majeure Event are governed by Section 16 of the MSSA.

5. Support Services

Compeas provides technical support to assist Customers in the use and operation of the Services. Support is intended to resolve technical issues, answer product-related questions, and assist Customers in restoring normal service operation.

Support Channels

Customers may contact Compeas through the following support channels:

- Email - support@compeas.com
- Phone - +46(0)10 265 00 70
- Customer support portal - compeas.com/contact

Additional support channels may be made available by Compeas from time to time.

Support Hours

Unless otherwise agreed in writing, standard support is provided during normal business hours:

Service	Availability
Standard Support	Monday–Friday during Business Hours
Emergency incident Handling (priority 1)	24/7

Business Day means a day other than a Saturday, Sunday, or Swedish public holiday (helgdag). Business Hours means 09:00–17:00 CET/CEST on Business Days.

Support is not provided on Swedish public holidays unless otherwise agreed.

Support Scope

Support includes assistance with:

- Platform availability and service interruptions.
- Technical issues affecting the Services.
- Questions regarding platform functionality.
- Investigation of reported software defects.
- Guidance relating to the use of the Services.

Support does not include:

- Customer-specific consulting or implementation services.
- Custom development or feature requests.
- Issues caused by Third-party systems or Customer-managed infrastructure.
- User training beyond standard product guidance.

Where a reported issue falls outside the scope of standard support, Compeas may offer additional assistance under a separate agreement.

Compeas shall ensure that all support personnel with access to Customer Data or Confidential Information are bound by confidentiality obligations no less protective than those set out in Section 8 of the MSSA.

6. Incident Management

Compeas operates a structured incident management process to ensure that reported issues are prioritised, communicated, and resolved in a consistent manner.

When an incident is reported, Compeas will assess its severity based on the impact to the Customer's use of the Services and assign an appropriate priority level.

Where a Priority 1 or Priority 2 incident involves a confirmed or reasonably suspected security breach affecting Customer Data or Personal Data, Compeas shall additionally comply with the security incident notification obligations under Section 5.7 of the MSSA and the Data Processing Agreement.

Incident Priorities

Priority	Description	Examples
Priority 1 – Critical	Complete loss of service or a critical issue significantly affecting the availability or security of the Services.	Platform unavailable, widespread service outage, critical security incident.
Priority 2 – High	Major functionality is unavailable or significantly impaired, affecting business operations without a complete service outage.	Core functionality unavailable, major performance degradation.
Priority 3 – Medium	An issue affecting individual functionality where a reasonable workaround exists.	Errors affecting specific features, non-critical functional issues.

Priority 4 – Low	Minor issues, cosmetic defects, general questions, or enhancement requests that do not materially affect use of the Services.	User interface issues, documentation questions, feature requests.

Compeas determines the final incident priority based on the overall impact to the Services and the urgency of the reported issue. If circumstances change during the investigation, the assigned priority may be adjusted accordingly.

Customers are encouraged to provide sufficient information when reporting incidents, including a description of the issue, affected users or functionality, relevant screenshots or error messages, and any steps required to reproduce the problem where applicable.

7. Response and Resolution Targets

Compeas is committed to responding to reported incidents in a timely and consistent manner. Response and resolution targets are based on the priority assigned to the incident in accordance with Section 6 (Incident Management).

Response targets represent the time within which Compeas will acknowledge an incident and begin investigation. Resolution targets represent the objective for restoring normal service or providing an acceptable workaround. Resolution times are targets rather than guaranteed commitments and may vary depending on the nature and complexity of the incident.

Service Targets

Priority	Initial Response	Status Updates	Target Resolution

Priority 1 – Critical	Within 30 minutes	Every hour	Continuous effort until service is restored or a workaround that materially restores the affected functionality is implemented
Priority 2 – High	Within 2 hours	Every 4 hours	As soon as reasonably practicable, with a target of twenty-four (24) hours from initial response
Priority 3 – Medium	Within 1 business day	As appropriate	Included in a planned maintenance release or agreed timeframe
Priority 4 – Low	Within 2 business days	On request	Considered for a future release or product improvement

Compeas will make reasonable efforts to keep Customers informed throughout the lifecycle of Priority 1 and Priority 2 incidents, including progress updates, estimated restoration times where available, and confirmation once the incident has been resolved.

8. Maintenance

To maintain the security, performance, and reliability of the Services, Compeas performs scheduled maintenance on the platform from time to time.

Where reasonably practicable, Scheduled Maintenance will be performed outside normal business hours to minimise disruption to Customers.

Scheduled Maintenance

Compeas will use reasonable efforts to provide at least **five (5) business days'** prior notice of Scheduled Maintenance that is expected to materially affect the availability of the Services.

Scheduled Maintenance notifications may be provided through email, the customer support portal, or other appropriate communication channels.

Emergency Maintenance

From time to time, Compeas may perform Emergency Maintenance where immediate action is required to:

- Protect the security of the Services.
- Address critical vulnerabilities.
- Prevent or minimise service disruption.
- Maintain the integrity or stability of the platform.

Where Emergency Maintenance is required, Compeas will use reasonable efforts to notify affected Customers as soon as reasonably practicable.

Availability

Scheduled Maintenance and Emergency Maintenance performed in accordance with this SLA are excluded from the calculation of the Monthly Uptime Percentage described in Section 4 (Service Availability).

9. Customer Responsibilities

To enable Compeas to provide the Services in accordance with this SLA, the Customer is responsible for:

- Maintaining accurate and up-to-date user and account information.
- Ensuring that authorised users access the Services in accordance with the Agreement.
- Maintaining appropriate Internet connectivity and supported web browsers.
- Promptly reporting incidents and providing sufficient information to assist in investigation and resolution.
- Cooperating with Compeas where additional information or testing is reasonably required to diagnose reported issues.

- Maintaining the confidentiality of user credentials and access information.
- Implementing appropriate internal security measures for devices and networks used to access the Services.

The Customer remains responsible for the accuracy, legality, and integrity of the data submitted to the Services.

Compeas shall not be responsible for delays in resolving incidents where the Customer fails to provide reasonably requested information or otherwise prevents Compeas from investigating or resolving the reported issue.

10. Service Exclusions

This SLA applies only to the Services provided directly by Compeas under the Agreement.

Compeas shall not be responsible for any failure to meet the service levels described in this SLA where such failure results from circumstances outside the reasonable control of Compeas, including but not limited to:

- Scheduled Maintenance or Emergency Maintenance performed in accordance with this SLA.
- Customer network, hardware, software, or Internet connectivity issues.
- Customer configuration errors, misuse of the Services, or failure to follow documented instructions.
- Third-party services, integrations, or systems not controlled by Compeas.
- Unsupported web browsers, operating systems, or devices.
- Beta, preview, or evaluation features unless expressly stated otherwise.
- Delays caused by the Customer's failure to provide requested information or cooperate during incident investigation.

- Force majeure events, including natural disasters, acts of government, labour disputes, war, terrorism, widespread Internet outages, or other events beyond the reasonable control of Compeas.

Where an incident is determined to fall within one of the exclusions listed above, Compeas will use reasonable efforts to assist the Customer where appropriate, but such assistance shall not be subject to the service level commitments set out in this SLA.

11. Service Credits

11.1 Service Credit Entitlement. If the Monthly Uptime Percentage for a calendar month falls below the Target Availability of 99.7% due to Unplanned Downtime, Customer shall be entitled to service credits calculated as a percentage of the monthly fee for the affected Service (one twelfth (1/12) of its annual fee), as follows:

Monthly Uptime Percentage	Service Credit (as % of monthly fee for affected Service)
< 99.7% but ≥ 99.0%	5%
< 99.0% but ≥ 98.0%	10%
< 98.0% but ≥ 95.0%	20%
< 95.0%	30%

11.2 Unplanned Downtime. For the purposes of this Section, "Unplanned Downtime" means Downtime that is not attributable to Scheduled Maintenance, Emergency Maintenance, Customer Cause, Third-Party Services, Force Majeure Events, or other exclusions set out in this SLA.

11.3 Claim Procedure. To claim a service credit, Customer must submit a written request to Compeas within thirty (30) days of the end of the calendar month in which the failure occurred, including details of the incident and supporting evidence. Compeas shall verify the claim and,

where validated, apply the service credit against the next invoice or, if no further fees are due, refund the credited amount within sixty (60) days.

11.4 Sole Remedy. Service credits represent Customer's sole and exclusive remedy for Compeas' failure to meet the availability commitments set out in Section 4 of this SLA. Service credits shall not exceed one hundred percent (100%) of the monthly fee for the affected Service in any calendar month.

11.5 No Duplication. Service credits shall not be payable where the failure arises from circumstances excluded under Section 10 (Service Exclusions) or where Customer has already received compensation or a remedy for the same failure under another provision of the Agreement.

12. Changes to this SLA

Compeas may update this Service Level Agreement from time to time to reflect changes to the Services, operational practices, or applicable legal and regulatory requirements.

For the avoidance of doubt, any amendment to this SLA that materially affects the service levels or commitments provided hereunder shall be subject to the public sector safeguard set out in Section 1.5.1.A of the MSSA, where applicable, and the amendment procedures set out in Section 1.5 of the MSSA.

Where a change materially affects the service levels or commitments provided under this SLA, Compeas will use reasonable efforts to provide Customers with prior notice before the changes become effective.

The most current version of this SLA will be made available to Customers through the Compeas website, customer support portal, or other appropriate communication channels.

Continued use of the Services following the effective date of an updated SLA constitutes acceptance of the revised terms, unless otherwise agreed in writing.

13. Contact Information

Customers may contact Compeas regarding support requests, service incidents, or questions relating to this SLA using the contact details below.

Support Email
support@compeas.com

General Enquiries
info@compeas.com

Website
www.compeas.com

Support requests should include sufficient information to enable Compeas to investigate the reported issue, including a description of the incident, the affected functionality, relevant screenshots or error messages where applicable, and the name and contact details of the person reporting the issue.

Compeas will process support requests in accordance with the incident management process and service targets described in this SLA.