

PRODUCT SPECIFICATIONS FOR REALPAGE RECOGNITIONS

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF REALPAGE RECOGNITIONS

REALPAGE RECOGNITIONS provides customers with a customizable employee rewards and recognition platform for users to effectively recognize and motivate top performers. The platform is directly integrated with the EasyLMS (learning management system) to provide an all-inclusive user experience.

With a mobile compatible interface, customers can deliver a personal, engaging, and meaningful employee experience that fosters their core values and culture, positively influences long-term employee engagement goals, improving performance rates and helping to retain top talent.

Note: The REALPAGE RECOGNITIONS Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE RECOGNITIONS Product Center to upload or to store any electronic protected health information.

The REALPAGE RECOGNITIONS product cannot house Personally Identifiable Information (PII), such as a Social Security number or home address. Please ensure PII is not added in the REALPAGE RECOGNITIONS platform. The platform uses date of birth in MM/DD format for a product feature, but does not use or expose the birth year of any user.

3. DETAILED SPECIFICATIONS FOR REALPAGE RECOGNITIONS

This section outlines the major capabilities of REALPAGE RECOGNITIONS:

3.1. Feature List

- a. **Mobile-optimized interface:** Launch the mobile-ready site anywhere, any time, on any mobile device, using the mobile-optimized interface.
- b. **EasyLMS Integration:** Launch REALPAGE RECOGNITIONS from your EasyLMS platform and vice versa, as the products are integrated and you can manage users in just one place.
- c. **Shout Outs:** Recognize other employees by sending them Shout Outs based on a variety of curated company core values. It's a simple four-step process—Select User, Select Shout Out, Add your comments to go with the Shout Out, and add points you want to award to the Shout Out receiver. Review all these in the Preview section before sending. Click Send to send the Shout Out.
- d. **Celebrations:** Celebrations provide an opportunity for employees to celebrate each other's birthdays, work anniversaries, or first day on the job. A user can send these messages to their colleagues. No points are associated with Celebrations.
- e. **Activity Feed:** There are two Activity Feeds available for the users to view—Shout Out Activities and Celebration Activities. The posts include the receiver, sender, Shout Out details (name, image, and comment), and timestamp. The feed allows other employees to acknowledge posts by sending Kudos for five points and posting Comments to commend others' performance and recognition.
- f. **Top 10 Leaderboard:** View the Top 10 Most Recognized users across the company on the Leaderboard ranked by the total number of Shout Outs they have received.
- g. **My Recognitions:** View all of the Shout Outs received and sent, along with the celebration messages received for a user.
- h. **Manager Insights:** The Manager Dashboard* and My Team exports provide insights into how their direct reports are being recognized and use that data for performance reviews if needed.
- i. **Points Redemption:** Redeem the points you have received in exchange for various available rewards set by the Admin. These rewards can be both tangible and non-tangible items. Users also have the option of re-investing their received points for more points to send additional Shout Outs.

3.2. System Reports

- a. **Manager Reports***
 - (i) **Dashboard Reports:** x types of reports are accessible on the Dashboard and allow the Manager role to view direct reports.
 - (ii) **Custom Report:** Allows the Manager role to generate custom reports for direct reports, based on various filters and criteria.
- b. **Administrator Reports***
 - (i) **Dashboard Reports:** Dashboard reports allow the Administrator and Administrator Reports roles to view various global and individual user data points.
 - (ii) **Custom Report:** Allows the Administrator Reports role to generate custom reports, based on various filters and criteria.

3.3. User Types

- a. **Recognizer**

The Recognizer role is the basic end user role. It lets users send Shout Outs and points to other users. Additionally, recognizers can send celebration messages to other users for their birthdays, work anniversaries, and new hire welcome. Recognizers can manage their profiles,

view Shout Out and Celebration activity feeds, and Leaderboard for Top 10 Most Recognized users. Recognizers can also use received Shout Out points to redeem rewards.

b. Manager

The Manager role monitors employee recognition activities for their direct reports using the Dashboard*. They can also export the recognition and user data for their team.

c. Administrator

The Administrator monitors employee recognition activities using the Administrator Dashboard*. This role manages various configuration settings and setup of Shout Outs, rewards, and email notifications. Recognitions Admins are NOT responsible for user Administration if integrated with the EasyLMS. Administrators can also:

- (i) View and Edit Users
- (ii) Export Recognitions data
- (iii) Export All Users data
- (iv) Send a Shout Out to any user
- (v) Edit Shout Out Budget points for any user

3.4. Main Role: Recognizer Pages

a. Home

The Home page displays the User's profile picture and Shout Outs data summary. It also includes a button to navigate to the EasyLMS. On the Home page, users can recognize other users by clicking on the Send Shout Out button. Users can also send celebration messages to other users from the Today's Celebrations section. Users can also view the company Leaderboard for Top 10 Shout Out Recipients and comment or give Kudos to Shout Out and Celebration posts in the Activity feed.

b. My Recognitions

The My Recognitions page lists in detail all the Shout Outs and celebration messages that the user has received. It also includes the Shout Outs the user has sent over time and an activity log of comments posted and Kudos given on the Activity feed.

c. Redeem Points

The Redeem Points page lists all the available redemption rewards that the user can redeem using the Shout Out points they have received.

d. Send Shout Out

The Send Shout Out page includes four steps where employees can quickly and easily send a Shout Out to their colleague. The four steps include selecting a User who is being recognized, selecting the Shout Out, adding a comment to include the reason for the recognition, and the number of points to be sent with the Shout Out.

e. User Menu

The User Menu includes the Profile page where recognizers can edit their Birthday and Work Anniversary and opt out of displaying them to other users. The user menu also includes links to navigate to the EasyLMS, and Submit Help Request*.

f. Header Menu

The Header Menu includes the User Search* to search for users to recognize, the Home icon that returns the recognizer to the Home page, and the Online Help icon to access online help.

* Items marked with * are not part of the beta release. These will be available in the next version of the platform.

4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 4.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 4.2. RealPage’s Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 4.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- 4.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 4.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 4.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 4.7. Assistance with Consumers’ Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s

- Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 4.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.