

APPENDIX

Professional Services Catalogue

1. Purpose and Scope

This Catalogue is a service description document that describes the Professional Services offered by BuildingMinds. It may be incorporated by reference into any PS Agreement between BuildingMinds and Customer.

The Professional Services described in this Catalogue relate to the BuildingMinds Platform, which is made available in a Software-as-a-Service (SaaS) model, under a separate Subscription Agreement.

The Catalogue serves as a reference for the available Professional Services and their specifications. Only those Professional Services that are expressly identified in the PS Agreement shall be deemed in its scope. All Professional Services not explicitly ordered are excluded.

2. Definitions

Unless otherwise defined herein, capitalized terms shall have the meanings ascribed to them in the PS Agreement. The following defined terms apply specifically to this Catalogue:

Term	Definition
Catalogue	This Professional Services Catalogue, including all Professional Service Descriptions set out in the Annexes hereto.
Professional Service	Any individual professional service described in this Catalogue.
Professional Service Description	The detailed specification of an individual Professional Service as set out in the Annexes to this Catalogue.
PS Agreement	The agreement between BuildingMinds and Customer into which this Catalogue is incorporated by reference.
Subscription Agreement	The agreement for a subscription to the BuildingMinds Platform.



3. Professional Services Overview

The following table provides an overview of all Professional Services described in this Catalogue. Detailed specifications are set out in the Annexes.

Reference Number	Professional Service	Description	Unit of Measure	Typical Duration
PS-004	Onboarding & Customer Success and Enablement	Customer and data onboarding for the BuildingMinds Platform with ongoing (non-technical) Customer success and enablement	Per order (as defined in PS Agreement)	Onboarding: 3 months; Customer Success and Enablement: PS Agreement duration



4. General Provisions

4.1 Professional Service Selection

The PS Agreement shall identify the specific Professional Services ordered by referencing the applicable Reference Number(s) from this Catalogue, together with quantities, pricing, and any service-specific terms. Professional Services listed in this Catalogue but not expressly identified in the PS Agreement are not included in its scope.

4.2 Customer Obligations

Customer shall, in addition to any service-specific obligations set out in the applicable Professional Service Description:

- Designate a primary point of contact for each ordered Professional Service.
- Provide required data, access, approvals and information within the timeframes specified in the applicable Professional Service Description or, if no timeframe is specified, promptly after BuildingMinds requests them.
- Make relevant personnel available for meetings, reviews, and training sessions.
- Procure and maintain an active BuildingMinds Platform subscription throughout the term of any ongoing Professional Service.
- Review and validate the Professional Service outputs within the timeframes specified in the applicable Professional Service Description or the PS Agreement, or, if no timeframe is specified, promptly after BuildingMinds makes them available.
- Conduct final quality and completeness checks as well as final approval of any data uploaded into the BuildingMinds Platform promptly after BuildingMinds makes such data available for review.
- Where a Professional Service requires access to or integration with third-party systems, ensure that BuildingMinds is granted the necessary access rights and credentials in a timely manner.

4.3 Professional Service Delivery

Unless otherwise specified in the applicable Professional Service Description or the PS Agreement, Professional Services shall be delivered remotely. Typical durations stated in this Catalogue are estimates based on standard conditions and are subject to Customer's fulfilment of its obligations within the applicable timeframes. Specific work results are only owed if expressly agreed upon.

4.4 Assumptions Underlying Indicative Timelines and Pricing

Any indicative timelines and prices stated in this Catalogue or in any Professional Service Description are based on the following assumptions, as well as any service-specific assumptions set out in the applicable Professional Service Description. Deviations from any such assumptions may result in adjustments to timelines, scope, or pricing:

- Customer, including its auxiliary persons, subcontractors, and agents, shall provide all required cooperation and contributions within the dates agreed by the Parties or set by BuildingMinds



with reasonable lead time. If Customer fails to duly perform any of its cooperation or other obligations under the PS Agreement within the applicable timeframes, resulting in delays or additional costs, BuildingMinds may take such steps as it deems appropriate to mitigate the impact. In such event, Customer agrees (a) to compensate BuildingMinds for its reasonable additional costs and (b) that any delivery dates, milestones, or other time limits specified for BuildingMinds performance shall be extended accordingly.

- The scope of any integration, data exchange, connection to, or data migration from third-party systems is limited to the data sources and source systems specified in the applicable Professional Service Description or the PS Agreement. Any additional data source or source system requires a separate effort estimate by BuildingMinds and may result in additional fees and/or an extension of the applicable timelines.



5. Professional Service Descriptions (Annexes)

Each Professional Service listed in this Catalogue is described in detail in a separate Professional Service Description (Annex) below. The Annexes follow a standardized structure:

#	Section	Content
1	Description	Brief summary of the Professional Service purpose
2	Scope of Professional Services	Detailed specification of activities, including responsibility assignment (BuildingMinds / Customer)
3	Customer Obligations	Service-specific data, access, and actions required from Customer (in addition to Section 4.2)
4	Exclusions	Activities and items explicitly not included in the Professional Service
5	Assumptions	Service-specific conditions and prerequisites (in addition to Section 4.4), where applicable

5.1 List of Annexes

Annex	Reference Number	Professional Service
A-4	PS-004	Onboarding & Customer Success and Enablement



A-4: Onboarding & Customer Success and Enablement

1. Description

This Professional Service provides customer and data onboarding for the BuildingMinds Platform, combined with ongoing (non-technical) Customer success and enablement services throughout the contract duration. It comprises two parts:

Part 1 – Onboarding: Project setup, master data and consumption data onboarding, data quality reporting, and key user training. This is a time-limited engagement during the first three (3) months, unless the PS Agreement provides otherwise.

Part 2 – Customer Success and Enablement: Continued non-technical engagement by a dedicated BuildingMinds Project Manager, periodic success check-in meetings, feature release coordination, and enablement training for new features. These services do not include but only supplement any incident management, bug resolution and other technical support services provided under a separate Subscription Agreement.

2. Scope of Professional Services

This Professional Service has the following two parts:

2.1 Part 1: Onboarding

The Onboarding part consists of five phases:

2.1.1 Phase 1: Project Setup

- BuildingMinds prepares a project plan with defined timelines and milestones.
- BuildingMinds assigns a dedicated project team including a BuildingMinds Project Manager and subject matter experts (e.g. data engineers, sustainability professionals).
- BuildingMinds and Customer jointly establish a regular meeting cadence (weekly or bi-weekly updates during onboarding).
- BuildingMinds conducts a scoping exercise with Customer to define project parameters.

2.1.2 Phase 2: Master Data Onboarding

- BuildingMinds provides Customer with a Master Data Onboarding Template.
- Customer fills out the Master Data Onboarding Template with the applicable master data for its portfolio.
- BuildingMinds uploads the master data provided by Customer into the BuildingMinds Platform.
- BuildingMinds assigns the uploaded assets to the applicable fund or portfolio structures as specified by Customer.



2.1.3 Phase 3: Consumption Data Onboarding

- BuildingMinds provides Customer with a Consumption Data Onboarding Template.
- Customer provides the applicable consumption data (e.g. electricity, heating, water, waste, fugitive emissions).
- BuildingMinds uploads the consumption data into the BuildingMinds Platform.
- Where agreed, BuildingMinds integrates historical consumption data (up to three (3) years prior to the onboarding start date).
- BuildingMinds performs a gap analysis and provides optimization recommendations for data coverage.

2.1.4 Phase 4: Data Quality Report

- BuildingMinds generates a data quality report following the initial data onboarding, customized to Customer's applicable use cases (e.g. SFDR, GRESB, internal reporting).
- The report identifies possible data gaps in the master data and consumption data uploaded to the BuildingMinds Platform.

2.1.5 Phase 5: Launch Support and Key User Training

- BuildingMinds delivers a deep-dive BuildingMinds Platform training session for up to ten (10) key users designated by Customer (on-site or remote).
- BuildingMinds provides dedicated training materials.
- BuildingMinds delivers a train-the-trainer session with materials for additional user groups.
- BuildingMinds prepares a detailed onboarding plan for additional users beyond the key user group.

2.2 Part 2: Customer Success and Enablement

This part is provided on an ongoing basis throughout the PS Agreement duration. It supplements any technical support services (such as bug fixes and incident management) that may be provided under a separate Subscription Agreement. Part 2 comprises the following:

2.2.1 BuildingMinds Project Manager Support

- BuildingMinds assigns a dedicated BuildingMinds Project Manager as Customer's single point of contact during the onboarding phase.
- The BuildingMinds Project Manager continues to provide ongoing support after onboarding for platform usage optimization.
- Continuity of support is maintained throughout the PS Agreement duration.

2.2.2 Periodic Check-in Meetings

- BuildingMinds schedules quarterly meetings with the BuildingMinds Project Manager, Key Account Manager, and Customer's key stakeholders.



- The meetings provide an opportunity for Customer to share feedback and feature requests.
- BuildingMinds identifies next steps to increase platform engagement.

2.2.3 Product Release Coordination

- BuildingMinds provides periodic updates on new BuildingMinds Platform feature releases relevant to Customer and deployed as part of BuildingMinds' release cycle.
- Upon Customer's request, the BuildingMinds Project Manager coordinates feature rollout activities with Customer (e.g. key stakeholder communications and key-user trainings).

2.2.4 New Feature Training

- BuildingMinds delivers dedicated training sessions for key users on new BuildingMinds Platform features.
- Deep-dive sessions are provided for up to ten (10) users per release.
- BuildingMinds provides updated training materials and a train-the-trainer concept for scalable knowledge transfer.

3. Customer Obligations

In addition to the general obligations set out in Section 4.2 of the main part of this Catalogue, Customer shall fulfil the following obligations specific to this Professional Service:

3.1 During Onboarding (Part 1)

- Fill out the Master Data Onboarding Template provided by BuildingMinds and return it within the agreed timeframe.
- Fill out the Consumption Data Onboarding Template provided by BuildingMinds and return it within the agreed timeframe.
- Identify up to ten (10) key users for participation in training sessions.
- Define user groups and access requirements during the initial scoping session.

3.2 During Customer Success and Enablement (Part 2)

- Make relevant personnel available for quarterly check-in meetings.
- Maintain regular contact with the assigned BuildingMinds Project Manager.

4. Exclusions

The following activities and items are explicitly excluded from this Professional Service and, where applicable, may be ordered separately:

- Extended training for more than ten (10) key users during onboarding (available as separate Professional Service).



- Specialized training for advanced features outside the standard onboarding scope (available as separate Professional Service).
- Customer-specific developments or feature customizations (to be quoted separately).
- Ongoing customer-specific projects during the steady-state operations beyond the scope of Part 2 (to be ordered separately).
- Historical data migration beyond three (3) years prior to the onboarding start date.
- Data cleansing or data quality improvements in Customer's source systems (Customer responsibility).
- Integration services for utility providers or master data systems (available as separate Professional Services).
- Additional check-in meetings beyond the standard quarterly cadence.
- On-demand support requests outside the scope of Part 2 (available as separate Professional Service).
- Technical support services such as bug fixes and incident management (provided under the applicable Subscription Agreement).

