

GREENHOUSE OS - SALESFORCE ADDENDUM

The Customer's use of the SFDC Services (as defined below) is subject to the terms of this Addendum, including Schedule 1 and Schedule 2 attached hereto. In the event of a conflict between the terms of this Addendum and the terms of the Master SaaS Terms, the Order Form, or any other Addendum, the rules of interpretation set out in the Master SaaS Terms shall apply.

Terms not defined in this Addendum shall have the meaning given in the Master SaaS Terms.

1 DEFINED TERMS USED IN THIS ADDENDUM

"Affiliate" means any entity that directly or indirectly controls, is controlled by, or is under common control with the subject entity. "Control," for purposes of this definition, means direct or indirect ownership or control of more than 50% of the voting interests of the subject entity.

"Agreement" means the Partner Application Distribution Agreement and the OEM Addendum entered into between Greenhouse and SFDC.

"Beta SFDC Services" means SFDC services or functionality that may be made available to Greenhouse or Customer to try at Greenhouse's or Customer's option at no additional charge which is clearly designated as beta, pilot, limited release, developer preview, non-production, evaluation, or by a similar description.

"Combined Solution" means a combination of a supplier such as Greenhouse's Non-SFDC-Application and the SFDC Services.

"Content" means information obtained by SFDC from publicly available sources or third party content providers and made available to Customer through the SFDC Services or pursuant to an Order Form, as more fully described in the Documentation.

"Customer" means the entity that has contracted with Greenhouse to purchase subscriptions to use the SFDC Services, subject to the conditions of the SFDC Terms of Use at Schedule 1 of this Addendum. Where Greenhouse is using the SFDC Services for its own purposes, Greenhouse shall be considered Customer.

"Customer Data" means any electronic data or information submitted by or for Customer to the SFDC Services, excluding Content and Non- SFDC Applications.

"Documentation" means the applicable SFDC Service's Trust and Compliance documentation at <https://trust.salesforce.com/en/trust-and-compliance-documentation/>, and its usage guides and policies, as updated from time to time, accessible via help.salesforce.com or login to the applicable SFDC Service.

"Malicious Code" means code, files, scripts, agents or programs intended to do harm, including, for example, viruses, worms, time bombs and Trojan horses.

"Marketplace" means an online directory, catalog or marketplace of applications that interoperate with the SFDC Services, including, for example, the AppExchange located at <http://www.salesforce.com/appexchange>, Mulesoft Anypoint Exchange located at <https://www.mulesoft.com/exchange> or the Heroku Elements Marketplace located at <https://addons.heroku.com/>, and any successor websites.

“Non-SFDC Application” means Web-based, mobile, or offline software application functionality that interoperates with an SFDC Service, that is provided by Greenhouse, Customer, or a third party and/or is listed on a Marketplace including as Salesforce Labs or under similar designation. Non-SFDC Applications, other than those obtained or provided by Greenhouse or Customer, will be identifiable as such.

“Order Form” means the ordering document specifying the SFDC Services to be provided pursuant to the agreement between Customer and Greenhouse (which incorporates the SFDC Terms of Use at Schedule 1 of this Addendum by reference), including any addenda, supplements, or additional product or quote special terms for the SFDC Services as required by SFDC.

“Org” or “Organization” means a unique instance of the SFDC Services, i.e., a separate set of Customer Data and Customer-specific SFDC Services customizations held by SFDC in a logically separated database (i.e., a database segregated through password-controlled access). The term “Org” or “Organization” as used herein may also refer to an MID or other similar unique instance of the SFDC Services.

“Partner Application” means each partner application approved by SFDC.

“SFDC” means the Salesforce, Inc., a Delaware corporation with its principal place of business at Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, California 94105.

“SFDC Services” means the products and services that are ordered by Customer under an Order Form and made available online by SFDC including associated SFDC offline or mobile components, as described in the Documentation. “SFDC Services” exclude Content and Non-SFDC Applications. For the avoidance of doubt, SFDC Services do not include any consulting, implementation or other professional services that may be offered by SFDC to Greenhouse or Customer.

“Shared Org” means an active SFDC Services Org in which both of the following are provisioned: (i) a Partner Application; and (ii) SFDC Services purchased by Customer from SFDC or an SFDC partner other than Greenhouse.

“User” means an individual who is authorised by Customer to use an SFDC Service for the benefit of Customer, for whom Customer has purchased a subscription, and to whom Customer (or, when applicable, SFDC at Greenhouse’s request), has supplied a user identification and password (for SFDC Services utilizing authentication). Users may include, for example, Customer’s employees, consultants, contractors and agents, and third parties with which Customer transacts business.

2 MODIFICATIONS TO THIS ADDENDUM

In the event SFDC modifies any term or condition in its agreement with Greenhouse, Greenhouse shall have the right to modify this Addendum. Greenhouse shall notify the Customer of upcoming changes in accordance with the Master SaaS Terms.

3 TRIAL SUBSCRIPTIONS

In the event that the Customer signs up for a free trial subscription to the SFDC Services for use with a free trial subscription to the Greenhouse Subscribed Services, Customer's registration information will be disclosed to SFDC and will be used by SFDC pursuant to its privacy policy available at <http://www.salesforce.com>. All data provided by a prospective

Customer through the trial subscription will be treated by the parties as Customer Data belonging to that prospective Customer, and Greenhouse will provide the Customer with the ability to access and download all of its Customer Data throughout the term of such trial subscription.

4 SUBSCRIPTION TERM AND AUTOMATIC RENEWAL

The term of each subscription to the Greenhouse Subscribed Services (including any Combined Solution) shall automatically renew unless terminated by either party by providing at least 60 days prior written notice (or such other notice period as may be set out in the Master SaaS Terms) to the other party prior to the applicable renewal date in accordance with the Master SaaS Terms.

SCHEDULE 1

SFDC TERMS OF USE

These SFDC Terms of Use (“TOU”) govern the Customer’s use of the SFDC Services and are deemed incorporated by reference into the agreement pursuant to which Greenhouse is reselling the SFDC Services to the Customer.

1 USE OF SFDC SERVICES AND CONTENT

- 1.1 **Subscriptions.** Customer agrees that its purchases are not contingent on the delivery of any future functionality or features, or dependent on any oral or written public comments made by SFDC regarding future functionality or features.
- 1.2 **Usage Limits; Embedded Edition Restriction.** SFDC Services and Content are subject to usage limits specified in Order Forms or the Documentation. In addition, Customer may use the SFDC Services solely as part of the Combined Solution in the form provided by Greenhouse, and unless otherwise indicated in an Order Form, may not create or use custom objects beyond those that appear in the Combined Solution in the form provided by Greenhouse or utilise SFDC Services functionality in excess of the functionality described in the Combined Solution’s user guide.
- 1.3 **Customer Responsibilities** Customer will (a) be responsible for Users’ compliance with the TOU, Order Forms and the Documentation, (b) be responsible for the accuracy, quality, and legality of Customer Data, the means by which Customer acquired Customer Data, Customer’s use of Customer Data with the SFDC Services, and the interoperation of any Non-SFDC Applications with which Customer uses SFDC Services or Content, (c) use commercially reasonable efforts to prevent unauthorised access to or use of the SFDC Services, and notify SFDC or Greenhouse promptly of any such unauthorised access or use, and (d) use the SFDC Services only in accordance with these TOU, the Documentation, the Acceptable Use and External Facing SFDC Services Policy at <https://www.salesforce.com/company/legal/agreements.jsp>, Order Forms and applicable laws and government regulations, and (e) comply with terms of service of any Non-SFDC Applications with which Customer uses SFDC Services or Content. Any use of the SFDC Services in breach of the foregoing by Customer or Users that in SFDC’s judgment threatens the security, integrity or availability of SFDC’s services, may result in SFDC’s immediate suspension of the SFDC Services, however SFDC will use commercially reasonable efforts under the circumstances to provide Customer with notice and an opportunity to remedy such violation or threat prior to any such suspension.
- 1.4 **Usage Restrictions.** Customer will not (a) make the SFDC Services or Content available to anyone other than Customer or Users, or use SFDC Services or Content for the benefit of anyone other than Customer or its Affiliates, unless expressly stated otherwise in an Order Form or the Documentation, (b) sell, resell, license, sublicense, distribute, make available, rent or lease the SFDC Services or Content, or include SFDC Services or Content in a service bureau or outsourcing offering, (c) use the SFDC Services or Non-SFDC Application to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights, (d) use the SFDC Services or Non-SFDC Applications to store or transmit Malicious Code, (e) interfere with or disrupt the integrity or performance of the SFDC Services or third-party data contained therein, (f) attempt to gain unauthorised access to the SFDC Services or Content or their related systems or networks, (g) permit direct or indirect access to or use of SFDC Services

or Content in a way that circumvents a contractual usage limit, or use the SFDC Services to access or use any of SFDC's intellectual property except as permitted under these TOU, an Order Form, or the Documentation, (h) modify, copy, or create derivative works based on a SFDC Service or any part, feature, function or user interface thereof, (i) copy Content except as permitted herein or in an Order Form or the Documentation, (j) frame or mirror any part of any SFDC Service or Content, other than framing on Customer's own intranets or otherwise for its own internal business purposes or as permitted in the Documentation, and (k) except to the extent permitted by applicable law, disassemble, reverse engineer, or decompile SFDC Services or Content, or access it to (1) build a competitive product or service, (2) build a product or service using similar ideas, features, functions or graphics of the SFDC Service, (3) copy any ideas, features, functions or graphics of the SFDC Service, or (4) determine whether the SFDC Services are within the scope of any patent.

1.5 Removal of Content and Non-SFDC Applications. If Customer receives notice that Content or a Non-SFDC Application must be removed, modified and/or disabled to avoid violating applicable law, third-party rights, or the Acceptable Use and External Facing SFDC Services Policy, Customer will promptly do so. If Customer does not take required action in accordance with the above or if in SFDC's judgment continued violation is likely to reoccur, SFDC may disable the applicable Content, SFDC Service and/or Non-SFDC Application until the potential violation is resolved. If requested by SFDC, Customer shall confirm such deletion and discontinuance of use in writing and SFDC shall be authorized to provide a copy of such confirmation to any such third party claimant or governmental authority, as applicable. In addition, if SFDC is required by any third party rights holder to remove Content or receives information that Content provided to Customer may violate applicable law or third-party rights, SFDC may discontinue Customer's access to Content through the SFDC Services.

1.6 Beta SFDC Services. From time to time, SFDC may make Beta SFDC Services available to Customer at no charge. Customer may choose to try such Beta SFDC Services or not in its sole discretion. Any use of Beta SFDC Services is subject to the Beta SFDC Services terms at <https://www.salesforce.com/company/legal/agreements/>.

2 NON-SFDC PRODUCTS AND SERVICES

2.1 Non-SFDC Products and SFDC Services. SFDC or third parties may make available (for example, through a Marketplace or otherwise) third-party products or services, including, for example, Non-SFDC Applications and implementation and other consulting services. Any acquisition by Customer of such products or services, and any exchange of data between Customer and any non-SFDC provider, product or service is solely between Customer and the applicable non-SFDC provider. SFDC does not warrant or support Non-SFDC Applications or other non-SFDC products or services, whether or not designated by SFDC as "certified" or otherwise, unless expressly provided otherwise in an Order Form. SFDC is not responsible for any disclosure, modification or deletion of Customer Data resulting from access by such Non-SFDC Application or its provider.

2.2 Integration with Non-SFDC Applications. The SFDC Services may contain features designed to interoperate with Non-SFDC Applications. SFDC cannot guarantee the continued availability of such SFDC Service features, and may cease

providing them without entitling Customer to any refund, credit, or other compensation, if for example and without limitation, the provider of a Non-SFDC Application ceases to make the Non-SFDC Application available for interoperability with the corresponding SFDC Service features in a manner acceptable to SFDC.

3 PROPRIETARY RIGHTS AND LICENSES

3.1 **Reservation of Rights.** Subject to the limited rights expressly granted hereunder, SFDC, its Affiliates, its licensors and Content providers reserve all rights, title and interest in and to the SFDC Services and Content, including all related intellectual property rights. No rights are granted to Customer hereunder other than as expressly set forth herein.

3.2 **Access to and Use of Content.** Customer has the right to access and use applicable Content subject to the terms of applicable Order Forms, these TOU and the Documentation.

3.3 **License by Customer to SFDC.** Customer grants SFDC, its Affiliates and applicable contractors a worldwide, limited-term license to host, copy, use, transmit and display any Non-SFDC Applications and program code created by or for Customer using the SFDC Services or for use by Customer with the SFDC Services, and Customer Data, each as necessary for SFDC to provide and ensure proper operation of, the SFDC Services and associated systems in accordance with these TOU and the Documentation. If Customer chooses to use a Non-SFDC Application with a Service, Customer grants SFDC permission to allow the Non-SFDC Application and its provider to access Customer Data as required for the interoperability of that Non-SFDC Application with the SFDC Service. Subject to the limited licenses granted herein, SFDC acquires no right, title or interest from Customer or its licensors under these TOU in or to any Customer Data, Non-SFDC Application or such program code.

3.4 **License by Customer to Use Feedback.** Customer grants to SFDC and its Affiliates a worldwide, perpetual, irrevocable, royalty-free, license to use and incorporate into its services any suggestions, enhancement, requests, recommendations, correction, or other feedback provided by Customer or its Users, relating to the operation of SFDC's or its Affiliates' services.

3.5 **Federal Government End Use Provisions.** SFDC provides the SFDC Services, including related software and technology, for ultimate federal government end use in accordance with the following: The SFDC Services consist of "commercial items," as defined at FAR 2.101. In accordance with FAR 12.211-12.212 and DFARS 227.7102-4 and 227.7202-4, as applicable, the rights of the U.S. Government to use, modify, reproduce, release, perform, display, or disclose commercial computer software, commercial computer software documentation, and technical data furnished in connection with the SFDC Services shall be as provided in this TOU, except that, for U.S. Department of Defense end users, technical data customarily provided to the public is furnished in accordance with DFARS 252.227-7015. If a government agency needs additional rights, it must negotiate a mutually acceptable written addendum to this TOU specifically granting those rights.

4 TERM AND TERMINATION

4.1 **Termination of the SFDC Services.** Customer's use of the SFDC Services may be immediately terminated and/or suspended, at SFDC's option, upon notice due to: (a) a breach of the terms of these TOU, the Documentation or Order Forms by Customer

or any User; or (b) a breach by Greenhouse of Greenhouse's payment obligations to SFDC with respect to the SFDC Services subscriptions it is reselling to Customer in connection with these TOU.

- 4.2 **Termination of Greenhouse's Agreement with SFDC.** Following any termination or expiration of Greenhouse's agreement with SFDC authorising Greenhouse to resell the SFDC Services, each Customer subscription to the SFDC Services outstanding at the time of such termination or expiration ("**Legacy Order**") shall remain in effect until the end of its subscription term, and shall continue to be governed by these TOU, provided that Customer is not in breach of these TOU and SFDC has received all payments due in connection with such Legacy Orders. Except as provided herein, following a termination or expiration of Greenhouse's agreement with SFDC, SFDC is under no obligation to provide the SFDC Services directly to Customer, or to assume a direct contractual relationship with Customer.
- 4.3 **Shared Orgs.** Customer acknowledges that if the SFDC Services are provisioned in the same Org in which SFDC services purchased from SFDC and/or another third party are also provisioned, access to such Org may be suspended or terminated due to breach of the agreement governing such other SFDC services, and that in no case will any such termination or suspension give rise to any liability to Customer for a refund or other compensation.
- 4.4 **No Refunds upon Termination.** In no case will any termination, expiration, or suspension of the SFDC Services, these TOU, or Greenhouse's agreement with SFDC give rise to any liability of SFDC to Customer for refunds or damages.

5 **WARRANTY DISCLAIMER**

AS BETWEEN SFDC AND CUSTOMER, SFDC MAKES NO WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. CONTENT IS PROVIDED "AS IS," AND AS AVAILABLE EXCLUSIVE OF ANY WARRANTY WHATSOEVER,

6 **INDEMNIFICATION**

Customer will defend SFDC and its Affiliates against any claim, demand, suit or proceeding made or brought against SFDC by a third party (a) alleging that the combination of a Non-SFDC Application or configuration provided by Customer and used with the SFDC Services infringes or misappropriates such third party's intellectual property rights or (b) arising from (i) Customer's use of the SFDC Services or Content in an unlawful manner or in violation of the Agreement, the Documentation, or Order Form, (ii) any Customer Data or Customer's use of Customer Data with the SFDC Services, or (iii) a Non-SFDC Application provided by Customer (each a "**Claim Against SFDC**"), and will indemnify SFDC for any damages, attorney fees and costs finally awarded against SFDC as a result of, or for any amounts paid by SFDC under a settlement approved by SFDC in writing of, a Claim Against SFDC; provided that SFDC: (A) promptly gives Customer written notice of the Claim Against SFDC, (B) gives Customer sole control of the defence and settlement of the Claim Against SFDC (provided that Customer may not settle or defend any Claim Against SFDC unless it unconditionally releases SFDC of all liability), and (C) provides to Customer all reasonable assistance, at Customer's expense.

7 NO LIABILITY

IN NO EVENT SHALL SFDC HAVE ANY LIABILITY TO CUSTOMER OR ANY USER FOR ANY DAMAGES RELATED TO CUSTOMER'S PURCHASE OR USE OF THE SERVICES PURSUANT TO THESE TERMS OF USE, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR DAMAGES BASED ON LOST PROFITS, HOWEVER CAUSED AND, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, WHETHER OR NOT CUSTOMER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

8 GENERAL

- 8.1 **Notice.** Any notices that SFDC is required to provide to customers under the Documentation shall be provided by SFDC to Greenhouse or Customer as determined by SFDC in its sole discretion based on the circumstances and designated contact information for notices available to SFDC in the SFDC Services.
- 8.2 **Export Compliance.** The SFDC Services, Content, other SFDC technology, and derivatives thereof may be subject to export laws and regulations of the United States and other jurisdictions. SFDC and Customer each represents that it is not on any U.S. government denied-party list. Customer will not permit any User to access or use any SFDC Service or Content in a U.S.-embargoed country or region (currently the Crimea, Luhansk or Donetsk regions, Cuba, Iran, North Korea, or Syria) or as may be updated from time to time at <https://www.salesforce.com/company/legal/compliance/> or in violation of any U.S. export law or regulation.
- 8.3 **Waiver.** No failure or delay by SFDC in exercising any right under these TOU will constitute a waiver of that right.
- 8.4 **Severability.** If any provision of these TOU is held by a court of competent jurisdiction to be contrary to law, the provision will be deemed null and void, and the remaining provisions of these TOU will remain in effect.
- 8.5 **Further Contact.** SFDC may contact Customer or Users regarding new and enhanced SFDC service features and offerings.
- 8.6 **Third Party Beneficiary.** These TOU are between Customer and Greenhouse; SFDC is not a party to these TOU, however SFDC is a third party beneficiary to the agreement between Customer and Greenhouse solely as it relates to these TOU.
- 8.7 **Order of Precedence.** With respect to the subject matter discussed herein, in the event of any conflict or inconsistency between these TOU and any other terms or conditions in Customer's agreement or order form with Greenhouse, these TOU shall prevail.
- 8.8 **Titles and Headings.** Titles and headings of sections of this TOU are for convenience only and shall not affect the construction of any provision of this TOU.

SCHEDULE 2

PRODUCT SPECIAL TERMS

1 ADDITIONAL DEFINED TERMS USED IN SCHEDULE 2

“**Distribution Services**” means the services provided by SFDC for use or resale by a partner with a Partner Application.

“**OEM Services**” means the SFDC Services that SFDC provides for resale by Greenhouse as part of a Combined Solution. For the avoidance of doubt, the OEM Services are also Distribution Services.

“**Provisioning Information**” means the following information regarding the applicable Service Order:

- a. Customer name and location
- b. Org identification number
- c. Name of OEM Services subscription type and quantity sold
- d. Effective start date of Customer order
- e. Term of Customer order
- f. Auto-renewal (Y/N)
- g. Date of Customer’s Acceptance of Customer Agreement
- h. Date of Partner’s receipt of Customer order
- i. Per User/month pricing (percentage of net revenue pricing only);

“**Reported Subscription Fee**” means the monthly pricing for the Combined Solution, as set forth in the Provisioning Information provided by Partner in the most recent Service Order for the applicable Customer.

“**Service Orders**” means orders for Distribution Services that are entered into between Partner and SFDC or any of SFDC’s Affiliates from time to time.

2 PRODUCT SPECIAL TERMS

| Product Name | Product Special Terms |
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| Greenhouse OS Force.com Embedded Edition Fee Increase | If, after SFDC has accepted a Service Order for the Greenhouse OS force.com Embedded Edition product, Greenhouse raises the selling price of the Combined Solution such that the Reported Subscription Fees are less than the actual selling price per month of the Combined Solution to the applicable Customer (such difference, the " Fee Increase "), Greenhouse shall submit an add-on Service Order to SFDC for this product for each subscription to the Combined Solution for which there has been a Fee Increase. The term of such add-on Service Order shall be co-terminous with the pre-existing Service Order and such add-on Service Order shall automatically renew with the pre-existing Service Order as set forth in the Agreement. SFDC will not provision any additional subscriptions to Greenhouse or to Customer upon acceptance of an add-on Service Order for this product. For clarity, in no event shall the fees due to SFDC be decreased. As used herein, "Reported Subscription Fee" means the monthly pricing for the Combined Solution, as set forth in the |

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| | <p>Provisioning Information provided by Greenhouse in the most recent Service Order for the applicable Customer.</p> <p>SFDC may audit use of this subscription through the SFDC Service and/or the OEM Services. Should any audit reveal any unauthorised use of this subscription, Greenhouse agrees to pay to SFDC, within thirty (30) days of SFDC's notice of the audit results, the difference between the price charged by SFDC to Greenhouse for the applicable subscription and SFDC's then-current list price for the full-use version of the subscription for all of the subscriptions in the same Org showing unauthorised use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term (the "Prohibited Use Penalty"). Upon payment of the Prohibited Use Penalty, all subscriptions showing unauthorised use will be converted into full-use subscriptions at SFDC's then-current list pricing for such full-use subscriptions for the remainder of the then current subscription term or subsequent terms during the term of the Agreement.</p> |
| <p>Greenhouse OS Force.com Embedded User Subscription</p> | <p>SFDC may audit use of this subscription through the SFDC Services. Should any audit reveal any unauthorised use of this subscription, Greenhouse agrees to pay to SFDC, within thirty (30) days of SFDC's notice of the audit results, the difference between the price charged by SFDC to Partner for the applicable subscription and SFDC's then-current list price for the full-use version of the subscription for all of the subscriptions in the same Org showing unauthorised use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term (the "Prohibited Use Penalty"). Upon payment of the Prohibited Use Penalty, all subscriptions showing unauthorised use will be converted into full-use subscriptions at SFDC's then-current list pricing for such full-use subscriptions for the remainder of the then current subscription term or subsequent terms during the term of the Agreement.</p> <p>Embedded Edition cannot be provisioned to a Customer Org without at least one Force.com Embedded Admin User subscription purchased from Greenhouse per such Customer Org. This User subscription may be used by the applicable Customer User to access and create up to 10 additional custom objects ("Custom Objects"), provided that such Custom Objects are within the scope of the Greenhouse OS Partner Application and for use solely with the Greenhouse OS Partner Application.</p> <p>This product can be resold by Greenhouse and used by Customer solely in combination with the Greenhouse OS Partner Application. Pricing for this product is Per User/Per Month.</p> |
| <p>Greenhouse OS Force.com Embedded Admin User Subscription</p> | <p>SFDC may audit use of this subscription through the SFDC Services. Should any audit reveal any unauthorised use of this subscription, Greenhouse agrees to pay to SFDC, within thirty (30) days of SFDC's notice of the audit results, the difference between the price charged by SFDC to Greenhouse for the applicable</p> |

subscription and SFDC's then-current list price for the full-use version of the subscription for all of the subscriptions in the same Org showing unauthorised use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term (the "**Prohibited Use Penalty**"). Upon payment of the Prohibited Use Penalty, all subscriptions showing unauthorised use will be converted into full-use subscriptions at SFDC's then-current list pricing for such full-use subscriptions for the remainder of the then current subscription term or subsequent terms during the term of the Agreement.

An Admin User subscription is required per Customer Org and should be included in all initial Service Orders. One (1) Admin User subscription should be ordered for every 50 User subscriptions. If more than one (1) Admin User subscription is required, additional Admin User subscriptions are available for purchase. Pricing for this product is Per Admin User/Per Month.

Admin User subscriptions may be used by the applicable Customer User only to configure and administer the SFDC Services in support of such Customer's use of the Greenhouse OS Partner Application. An Admin User subscription may not be used to access, distribute, or use any CRM functionality. CRM functionality is defined as access to standard Salesforce objects through standard tabs, related lists in custom tabs, through the SFDC web services API or through reports and dashboards. Standard Salesforce objects include, without limitation, campaigns, leads, opportunities, cases, solutions and forecasts. This User subscription may be used by the applicable Customer User to access and create up to 10 additional custom objects ("**Custom Objects**"), provided that such Custom Objects are within the scope of the Greenhouse OS Partner Application and for use solely with the Greenhouse OS Partner Application.

Sandbox subscriptions are for testing and development use only, and not for production use. As part of its system maintenance, SFDC may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, SFDC will notify Admin User for the Org from which the Sandbox was created (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, the Admin User for the Org may create a new Sandbox.

The following terms shall govern all of Customer's use of the Scratch Orgs functionality, whether provisioned pursuant to this or another Order Form. Scratch Orgs are for testing and development use only, and not for production use. As part of its system maintenance, SFDC will periodically delete any Scratch Org, including any associated data or Active Scratch Objects, as set forth in the Documentation. Deletion of an active Scratch Org shall not terminate Customer's Scratch Org subscription; if an active

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| | <p>Scratch Org is deleted during Customer's Scratch Org subscription term, Customer may create a new active Scratch Org. Creation of new active Scratch Orgs count towards the daily Scratch Org limits set forth in the Documentation. Any representations, warranties and covenants from SFDC regarding log retention, back-ups, disaster recovery, and return and deletion of data shall not apply to Scratch Orgs.</p> |
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