

ORDER FORM AND SUBSCRIPTION TERMS

Order form DEAL-004-OF | Effective March 12, 2026

Provider: Brightfjord, Inc., 1200 Alderwood Lane, Suite 400, Portland, OR ("Brightfjord").

Customer: Ironwood Facility Services, Charlotte, NC ("Customer").

1. Subscription term

The initial term starts on March 13, 2026 and runs for 12 months, ending on March 12, 2027.

2. Order and fees

The Order: 200 x Enterprise plan (per user) at \$59.00 per month; 200 x Routes add-on (per user) at \$12.00 per month; 1 x Portal add-on (per account) at \$199.00 per month. List price \$14,399.00 per month. A discount of 15% applies to the initial term. Annual fees after discount: \$146,869.80, invoiced annually in advance, payable net 30.

3. Service levels

The service is available at least 99.5% of each calendar month, excluding scheduled maintenance announced at least 48 hours in advance. If availability falls below that level, Customer may request a service credit as described in the Service Level Policy. Service credits are Customer's sole remedy for unavailability.

4. Customer data

Customer owns all data it submits to the service. The provider processes Customer data only to provide the service and in line with the Data Processing Addendum. On termination, Customer may export its data for 30 days, after which the provider deletes it within a further 60 days.

5. Confidentiality

Each party keeps the other party's confidential information confidential, uses it only for the purposes of this agreement and discloses it only to employees and advisers who need to know it and are bound by similar obligations. These obligations survive for three years after termination.

6. Renewal

This Order Form does not renew automatically. Any renewal requires a new order form signed by both parties before the end of the initial term.

7. Termination

Customer may terminate this Order Form for convenience on 90 days' written notice. Brightfjord will refund prepaid fees for the period after the effective date of termination, pro rata.

8. Warranties

The provider warrants that the service will perform materially as described in its documentation. Except as expressly stated, the service is provided without other warranties, express or implied, including merchantability and fitness for a particular purpose.

9. Intellectual property

The provider retains all rights in the service, its software and documentation. Customer receives a non-exclusive, non-transferable right to use the service during the term for its internal business purposes. Feedback may be used by the provider without restriction.

10. Indemnities

The provider will defend Customer against third-party claims that the service infringes intellectual property rights and pay resulting damages awarded by a court, provided Customer notifies the provider promptly and lets it control the defence.

11. Limitation of liability

Each party's aggregate liability arising out of this Order Form will not exceed USD 500,000, except for Customer's obligation to pay fees.

12. Price changes

Fees for any renewal may not increase by more than the lesser of 4% and the 12-month change in the Consumer Price Index (CPI-U).

13. Implementation

Brightfjord will provide a dedicated onboarding specialist until go-live. Target go-live is March 16, 2026, subject to Customer's IT change calendar.

14. Force majeure

Neither party is liable for delay or failure caused by events beyond its reasonable control, such as natural disasters, war, or failures of public networks, provided it uses reasonable efforts to resume performance.

15. Notices

Notices must be in writing and are effective when delivered by courier or by email to the addresses stated in the order form. Notices of breach or termination must also be sent by courier.

16. Assignment

Neither party may assign this agreement without the other party's prior written consent, except to a successor in a merger or sale of substantially all of its assets.

17. Governing law and venue

This Order Form is governed by the laws of the State of North Carolina, without regard to its conflict-of-laws rules. The parties submit to the exclusive jurisdiction of the courts located in Mecklenburg County, North Carolina.

18. Entire agreement

This Order Form and the Brightfjord Subscription Terms (version 2025-09) form the entire agreement. If they conflict, this Order Form prevails.

For Brightfjord, Inc.

Ingrid Solberg

Ingrid Solberg
CEO & Co-founder
Date: March 12, 2026

For Ironwood Facility Services

Patricia Nguyen

Patricia Nguyen
VP Operations
Date: March 12, 2026