



Description of Services

30 January 2026

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1. Service Definition

(1) You are required to provide a service definition document about how your service works.

Requirement	Definition
What the service is	Yardi Voyager Commercial for property and lease management and accounting; CommercialCafe Tenant Portal for communication to external users (such as tenants)
The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans	We replicate each client's database in real time to a parallel database server with automatic failover capabilities. Incremental transactional backups support point-in-time database restores. We make complete backups every night and place them on a secure FTP server, from which clients can authorise an internal user to download the files. We store backups in a secure, off-site location whose security is reviewed annually. Optional backup encryption is available. Yardi replicates transactions and default paths for every live client database to a standby server at a geographically remote sister centre, using a secure VPN connection. We offer a recovery point objective (RPO) of two hours in case of a major incident. We will restore client data within eight hours (RTO).
Any onboarding and offboarding support you provide	Our established best practices and configuration standards simplify the onboarding process. Our team and each client leverage industry, project, accounting, and technology experience to implement a Yardi platform that supports the client's business needs. Our staff works with you to establish goals, procedures, and timelines and guides you through the project. Yardi Cloud hosting supports quick rollouts because our data centres have preconfigured servers and networks in place to begin hosting your system. For offboarding, each client owns its data. We will provide all owned data from the Yardi platform in a file for conversion to a new vendor.
Your implementation plan if you're successful	Our service options include data conversion, training, process analysis, project management, customisation, third-party integration, and more. We will jointly develop and define the project plan to achieve your project goals. We offer standardised, scalable implementation support based on our proven five-phase methodology: • Phase 1: Plan • Phase 2: Confirm • Phase 3: Configure • Phase 4: Test • Phase 5: Deploy
A pricing overview, including volume discounts or data extraction costs	Yardi Voyager Commercial and CommercialCafe are priced per square foot. Discounts are available based on economies of scale, adoption of multiple products, and other factors. Data conversion is factored into our implementation costs.

Requirement	Definition
Service constraints like maintenance windows or the level of customisation allowed	We perform maintenance outside of business hours to minimise downtime. Our maintenance periods are from 11 PM to 1 AM local time at the data centre on Monday through Saturday and 3 AM on Sunday. Our software is very flexible to conform to our clients' various business processes. We offer configuration tools that require no source code editing and limited familiarity with the database management system, such as one-to-many tables, menu layout editors, and user-definable fields. Furthermore, you can set up hundreds of custom data attributes and assign them in bulk, such as region, manager, market segment, or any relevant metric.
Service levels like performance, availability and support hours	Since our system experiences large user counts, it is designed to optimise user performance and load quickly through standard web browsers. Yardi's metric is to deliver at least 99.9% Yardi Cloud availability. Our annual software license fees include an annual block of support hours via a toll-free hotline, email, and our support website during local business hours. These included hours are enough for most clients, but extended support can be purchased in blocks.
How you'll repay or compensate buyers if you do not meet service levels	We can discuss appropriate remedies if service levels are not met.
The ordering and invoicing process	You can order software through your assigned sales executive. Invoicing is generally annual, due on the anniversary date of the contract. Some products are charged based on the number of transactions, billed monthly in arrears.
How buyers or suppliers can terminate a contract	This is determined by the negotiated agreement.
After sales support	Once you are in production on our platform, you will be assigned a technical account manager to contact for issues and concerns. You also have access to our customer service department for application concerns and a 24/7 hotline to our cloud team for connectivity issues. For additional functionality, you can reach out to your assigned sales executive.
Any technical requirements	The Yardi platform is accessible through standard web browsers over the internet. As such, hardware and software requirements are minimal. The platform supports desktops running Microsoft Windows or Apple OS and devices running Android and Apple iOS. Browsers include Microsoft Edge, Internet Explorer, Mozilla Firefox, Google Chrome, and Apple Safari. Version restrictions apply for operating systems and browsers.

2. Product Overviews

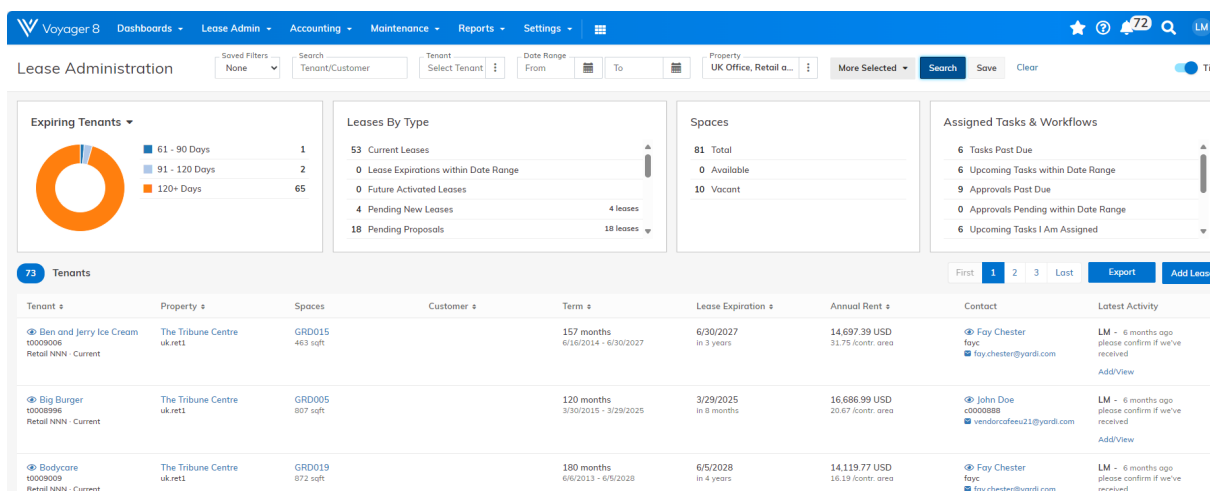
Yardi Voyager Commercial

Yardi offers the real estate industry's premier integrated platform. Our system combines accounting and property management data for all asset types in one centralised database. Users can complete tasks and run real-time reports on the entire portfolio from anywhere on demand. System-wide transparency helps you optimise efficiency, streamline workflows, and improve interdepartmental communication. You can execute property strategies quickly and efficiently, improve analysis and decision-making, and deliver transparency from our browser-independent, mobile-friendly platform.

Managing your Commercial Assets

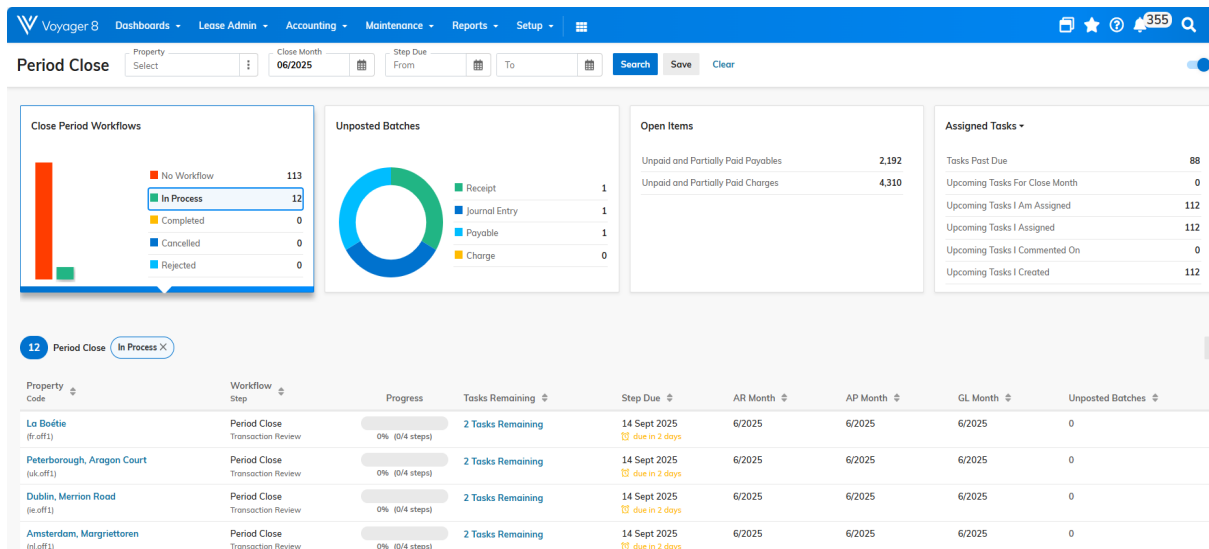
Our platform manages ownership, financials, budgets, forecasts, job costing, and maintenance for a complete view of your portfolio supported by workflows, critical date notifications, and analytics. Our full lease management and accounting platform includes:

- Comprehensive recoveries that eliminate manual spreadsheets and automate reconciliations
- Deal negotiation tracking with automatic lease creation from the executed deal
- A complete lease management system that tracks space expansions, contractions, re-measurement, options, renewals, and terminations along with automated notifications for your critical dates



Accounting

Our comprehensive, global accounting system meets applicable GAAP and IFRS requirements. The configurable general ledger efficiently manages unique organisational policies, procedures, and reporting needs. The software automatically performs parallel cash, accrual, and tax accounting. You can run financial reports for any period and accounting method without manual conversions. Consolidated entities can have a different chart of accounts structure than the contributing financial entities. You can close receivable, payable, and journal months separately for each entity.



Reporting

Our platform includes hundreds of standard reports. Real-time property and financial key performance indicators allow real estate managers to analyse information quickly and flexibly. The analytics engine draws up-to-the-minute information directly from the live database. You can drill down to source transactions and review data based on meaningful attributes such as portfolio, region, period, and currency. You can export reports to PDF or Microsoft Excel or have the system generate report packages and email them to recipients periodically.

Key Benefits

- Browser-independent platform with full mobile access and secure SaaS options
- Enhances workforce efficiency while eliminating error-prone processes
- Reduces general and administrative costs
- Creates flexibility to scale operations for growth strategies
- Improves strategic decision-making and your competitive edge through enhanced business intelligence and tenant services
- Delivers complete transparency across your entire operation
- Built-in integration and consistent interface shorten training and drive higher productivity

CommercialCafe Tenant Portal

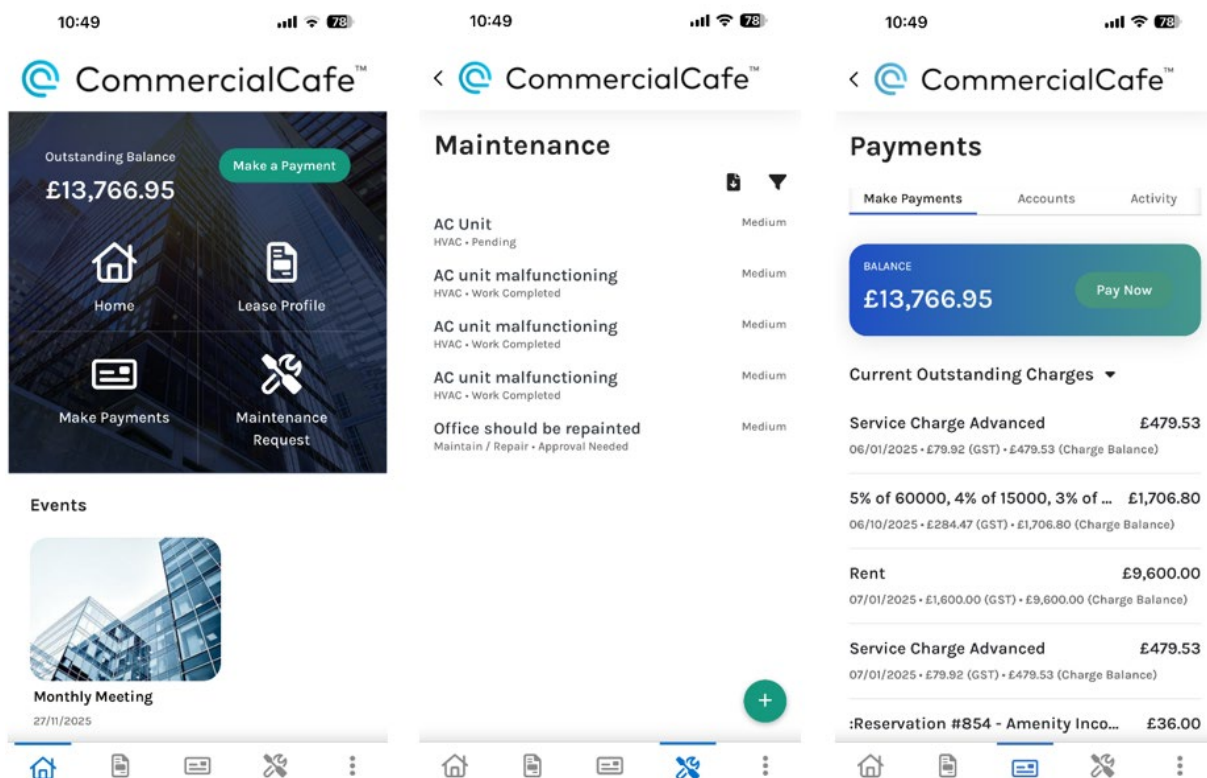
CommercialCafe Tenant Portal leverages property management information in your Yardi database to create portals accessible from any web-enabled device. By offering online services that today's tenants expect, you increase marketability and retain occupancy. You can share documents such as policies, statements, and notices with tenants and notify them of events and policy changes. CommercialCafe Tenant Portal supports any web-enabled device.

Online payments automate your accounts receivable processes, enabling faster availability of funds. Tenants can view invoices and their current tenant ledger from your Yardi platform through the portal and schedule one-time or recurring payments. They can communicate and interact with your property management team via the tenant portal using their web browser.

Service requests entered via the portal instantly appear in your Yardi platform for processing and assignment. Your tenants can see real-time status updates from your office staff or the technician in the field via our maintenance app. This seamless maintenance workflow saves your staff time and helps them assist tenants effectively.

Key Features

- Tenant profile and contact information
- Tenant ledger and statement information
- Integrated work order entry
- Building calendar and online bulletin board
- Online documents, forms, and reports
- Concierge services
- Online payments
- Sales data entry for retail
- Reconciliation/overage letters
- Tenant email notifications



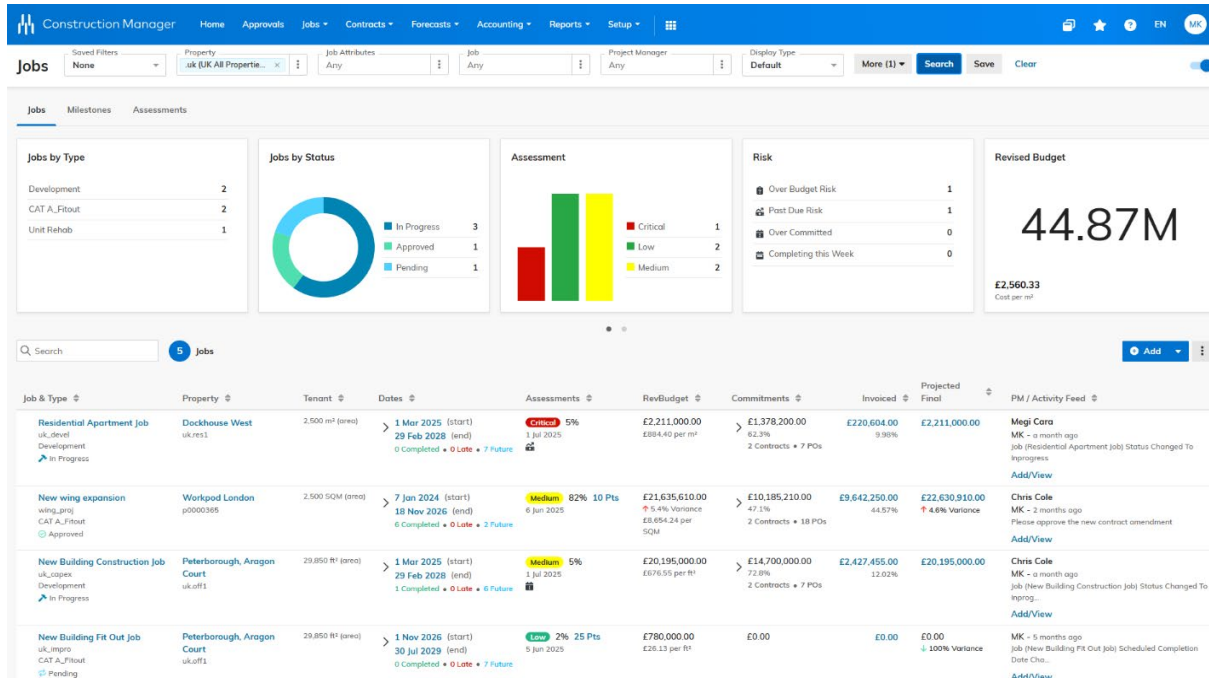
Strategic Benefits

- Improve service level to tenants
- Decrease operating costs
- Deliver results around green initiatives
- Retain customers and win more business

Yardi Construction Manager

Yardi Construction Manager helps asset and project managers see the bigger picture across construction projects for the entire portfolio. Connecting asset managers and the operations team to

construction staff and project managers simplifies communication between departments. By analysing data across all jobs, you improve cost control, budget oversight, and profitability. Yardi Construction Manager reflects real-time job costing data from capital expenditures and single-unit improvements to ground-up development. The tablet-based tool works seamlessly with your Yardi platform and makes it easy to be connected while on site.



You can see immediately whether projects are on time and on budget, identify any troubled jobs, and mitigate issues quickly. You can drill down to detailed budget-to-actual comparisons, contracts, pending contracts, and revisions with real-time financials. Project managers can enter their own risk assessments and act on project workflow approvals, including invoice receipts from Yardi Procure to Pay. A tenant improvement pipeline display gives insight to pending work being negotiated in Yardi Deal Manager. You can easily set up and visualise milestones to help you manage projects, vendors, and contracts. Staff collaborate more easily by receiving notifications on milestones, change orders, and budget overruns.

Job Costing

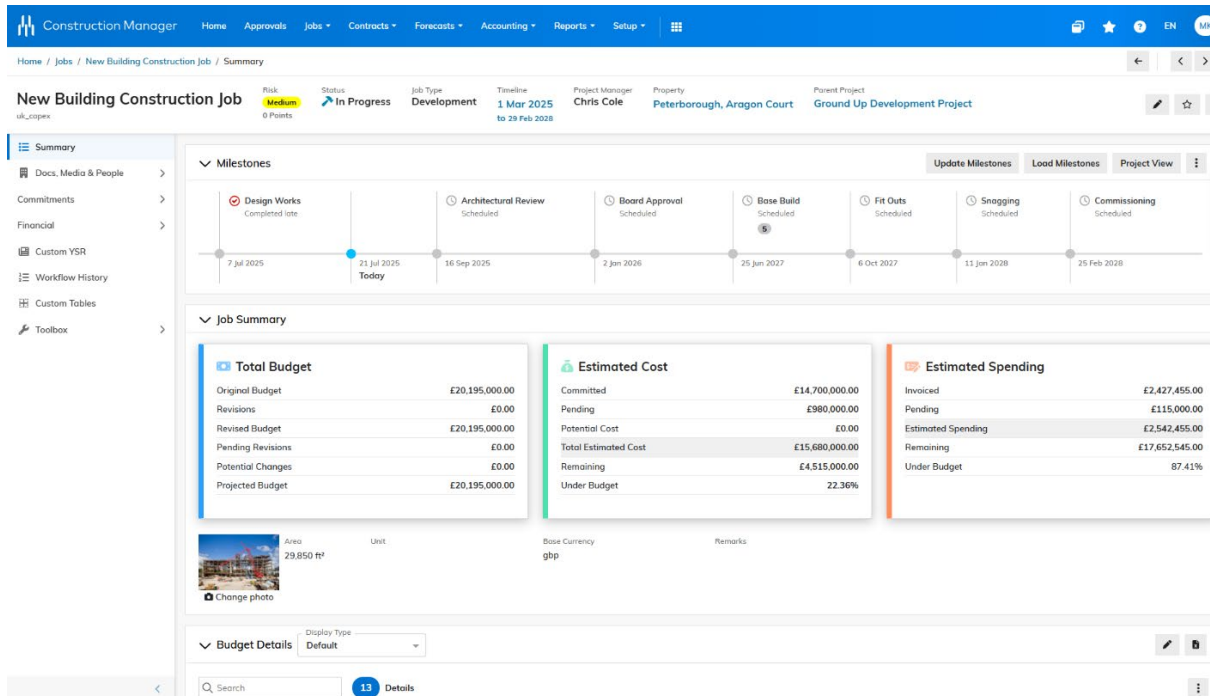
Our job costing functionality helps you manage all types of development, job costing, and receivables efficiently through all phases of construction. It streamlines operations and increases control over management tasks, so you can complete development projects quickly and profitably. You can easily track all job budgets, budget revisions, job bids, expenses, receipts, draws on construction loans, and subcontracts. You can enter contracts and subcontracts for multiple jobs and properties. You can also update the job budget automatically when you enter contract amounts and changes.

Automated Tracking, Updates, & Charge Creation

The system automatically tracks actual costs and compares them to the budget. The transactions you enter automatically update the job cost and general ledger, which helps you catch all charges related to job cost transactions immediately. To bill for a specific invoice or draw, you can automatically create charge amounts based on a user-defined budget and a percentage of selected categories.

Comprehensive Reporting

Yardi Construction Manager reports on related change order budget amounts, amounts billed to date per category, and the draw budget as well as budget, revisions, and bid fields. In addition, every transaction is automatically checked for over-budget amounts.



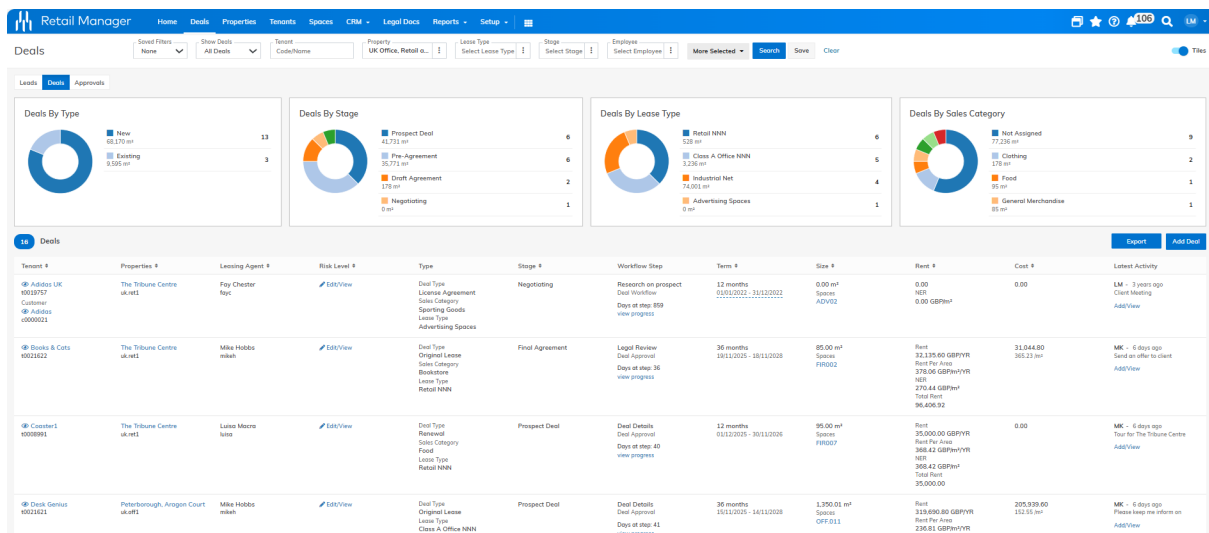
Key Benefits

- Easily identify jobs at risk of delays and budget overruns
- Work more efficiently across departments with a central repository for all key job information
- Enforce best practices for job budgets, revisions, contracts, and change orders with configurable workflows
- Consolidate business processes and eliminate setup steps with seamless Yardi Voyager integration

Yardi Deal Manager

How do you optimise rental revenue for your commercial assets? By automating analysis of lease expirations, sales per square foot, average annual rent, and other key metrics and leasing activities. Make it easy for your leasing agents to evaluate current and future occupancy.

Easily visualise customer relationships to match prospects and spaces more efficiently. Increase revenue by streamlining the entire leasing process. Specialty leasing functionality allows you to manage short-term licensing agreements such as cash machines, kiosks, and billboards.

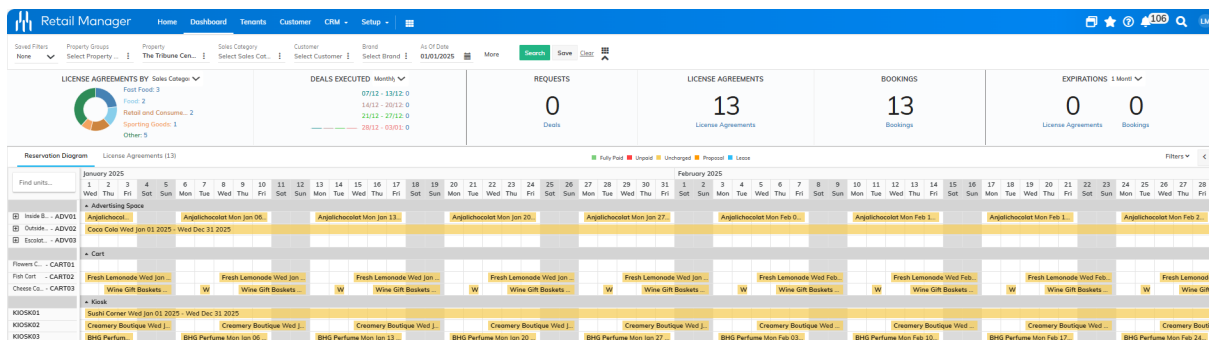


Shorten Deal Cycles

Automate the leasing process and speed up renewals for better tenant retention. Gain new capabilities for managing short-term licensing agreements for specialty leasing. Reduce risk by viewing the entire relationship with tenants and the parent company.

Increase Visibility

Make informed leasing decisions based on space availability, restrictive lease clauses, stacking plans, and floor plans. A colour-coded display helps you monitor performance indicators.



Manage Customers

A customer hierarchy view offers a comprehensive look at relationships with your tenant base. You can review national tenants, manage master leases, and assign relationship ownership to improve customer retention and experience.

Expand Leasing

Manage short-term licensing agreements for casual leasing, such as cash machines and kiosks. Visualise leasing reservation diagrams by properties, short-term licenses, and agreement types.

Yardi Forecast Manager

Yardi Forecast Manager gives leasing, asset management, and finance teams a modern, intuitive interface to enter and update revenue assumptions for their individual portfolios. They can quickly find spaces at risk that need new assumptions; view and edit forecasts for spaces; enter renewal

assumptions; and add deals from Yardi Deal Manager. Yardi Forecast Manager makes forecasting simpler, faster, and more accurate.

The screenshot shows the Yardi Forecast Manager dashboard. At the top, there's a navigation bar with tabs: Properties, Revenue, Expenses, Workflows, Functions, Reporting, and Admin. Below the navigation bar, there's a search bar and a table of properties. The dashboard features four large summary cards: 1 TOTAL PROPERTIES (64 Spaces), 124.8K TOTAL AREA (98.53% Occupied EOQ1-2025), 5.24M NET OPERATING INCOME (£) (NOI Jan - Dec 2025), and 7.51M GROSS REVENUE (£) (Gross Income Jan - Dec 2025). Below these cards is a table with columns: Property #, Market, Size, Budget, NOI, Gross Income, Expenses, Status, Last Transfer, and Activity. The first row shows 'The Tribune Centre (uk.ret1)' with a market of 'Retail UK - United Kingdom John Walter', size of '124,772.76 ft² 64 Spaces', and a budget of 'Rolling Budget Jan-2025 60 Months'.

Property #	Market	Size	Budget	NOI	Gross Income	Expenses	Status	Last Transfer	Activity
The Tribune Centre (uk.ret1)	Retail UK - United Kingdom John Walter	124,772.76 ft² 64 Spaces	Rolling Budget Jan-2025 60 Months	£5,243,003	£7,506,907	Total Expenses £2,263,904 Total Non-Reco... £1,144,802	Open		Check with the leasing te Luisa Macra 5 months ago

An integrated workflow connects your letting staff to the budgeting process and eliminates cumbersome Excel documents, back-and-forth emails, and outdated assumptions. You simply finalise the budget for executive review and reporting using rolling monthly budget snapshots. Freezing updates from commercial leasing and deal changes reduces budget adjustments. Using these snapshots for variance analysis helps you keep management aligned with business strategy, planning, resources, and reporting.

The screenshot shows the Yardi Forecast Manager Cash Flow report. The navigation bar is the same as the dashboard. The left sidebar shows a tree view with 'Forecast' selected. The main area displays the 'Cash Flow' report for 'The Tribune Centre'. The report includes a table with columns: Account, Description, Annual £/ft², Annual Total, and a timeline from 1/2024 to 12/2024. The first row shows '5100-0000 RECOVERABLE OPERATING EXPENSES' with an annual total of 51,600.00. The second row shows '5101-0000 SERVICE CHARGE MANAGEMENT' with an annual total of 4,300.00. The third row shows '5101-0104 Office costs (telephones/stationary)' with an annual total of 4,000.00. The fourth row shows '5101-0202 Health & Safety' with an annual total of 4,000.00.

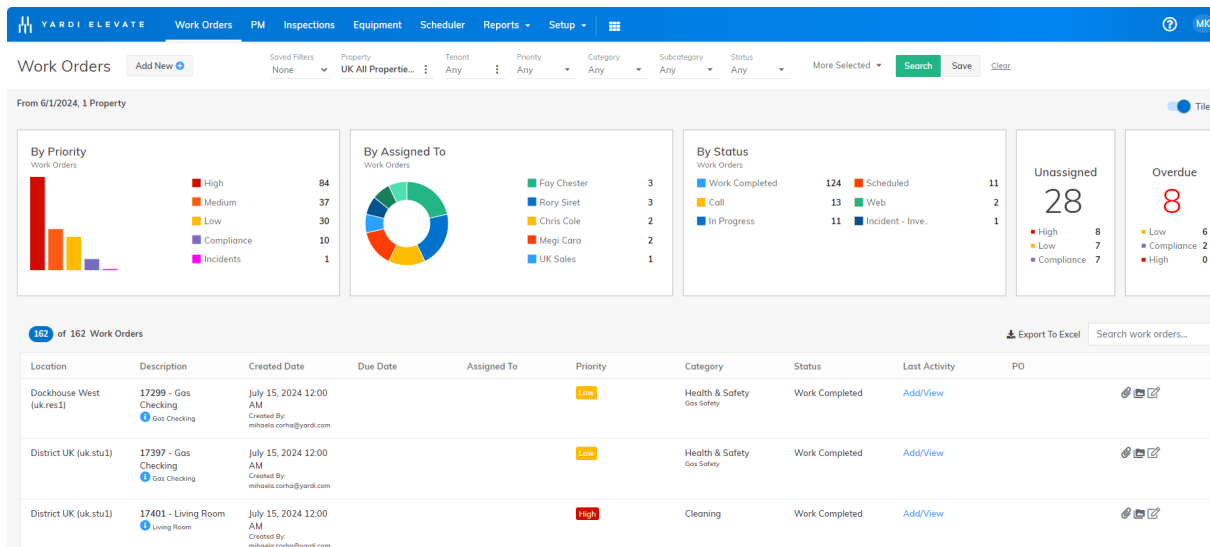
Account	Description	Annual £/ft²	Annual Total	1/2024	2/2024	3/2024	4/2024	5/2024	6/2024	7/2024	8/2024	9/2024	10/2024	11/2024	12/2024
5100-0000	RECOVERABLE OPERATING EXPENSES														
5101-0000	SERVICE CHARGE MANAGEMENT														
5101-0104	Office costs (telephones/stationary)	0.5946	51,600.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00	4,300.00
5101-0202	Health & Safety	0.5531	48,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00	4,000.00

Key Features

- Allow leasing teams to enter revenue forecasts quickly via an intuitive user interface
- Bring active deals from Yardi Deal Manager into the revenue forecast automatically
- Filter units by risk, deals, assumptions, and reconfigurations
- Visualise revenue forecasts unit by unit on an interactive timeline
- Create speculative leases easily using pre-defined fields

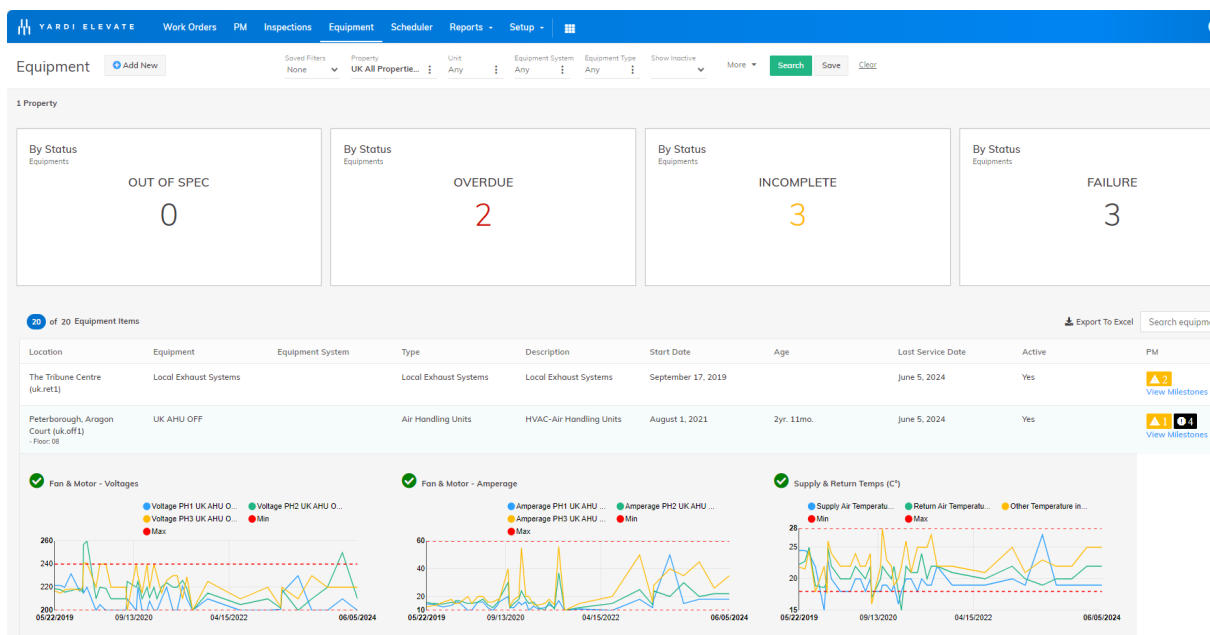
Yardi Facility Manager

With Yardi Facility Manager, your staff can track, schedule, and report on work orders, planned preventative maintenance (PPM), inspections, and equipment without being tied to their desks. This user- and mobile-friendly application exchanges work order data seamlessly with Yardi Voyager and your CommercialCafe Tenant Portal, so team members and tenants see consistent, current information.



Simplified Property Maintenance

Your building engineers or head of facilities can easily create and manage PPM tasks with templates, checklists, and tool lists. Inspections use flexible templates and can automatically trigger work orders when items do not meet your criteria. Your head of facilities can easily set up equipment, record warranties, and schedule PPM and inspections on any item. Managers can assign team members to work orders via drag-and-drop. By tracking staff locations and work order delays, your supervisors can manage their teams more easily and deliver outstanding tenant service at your properties.

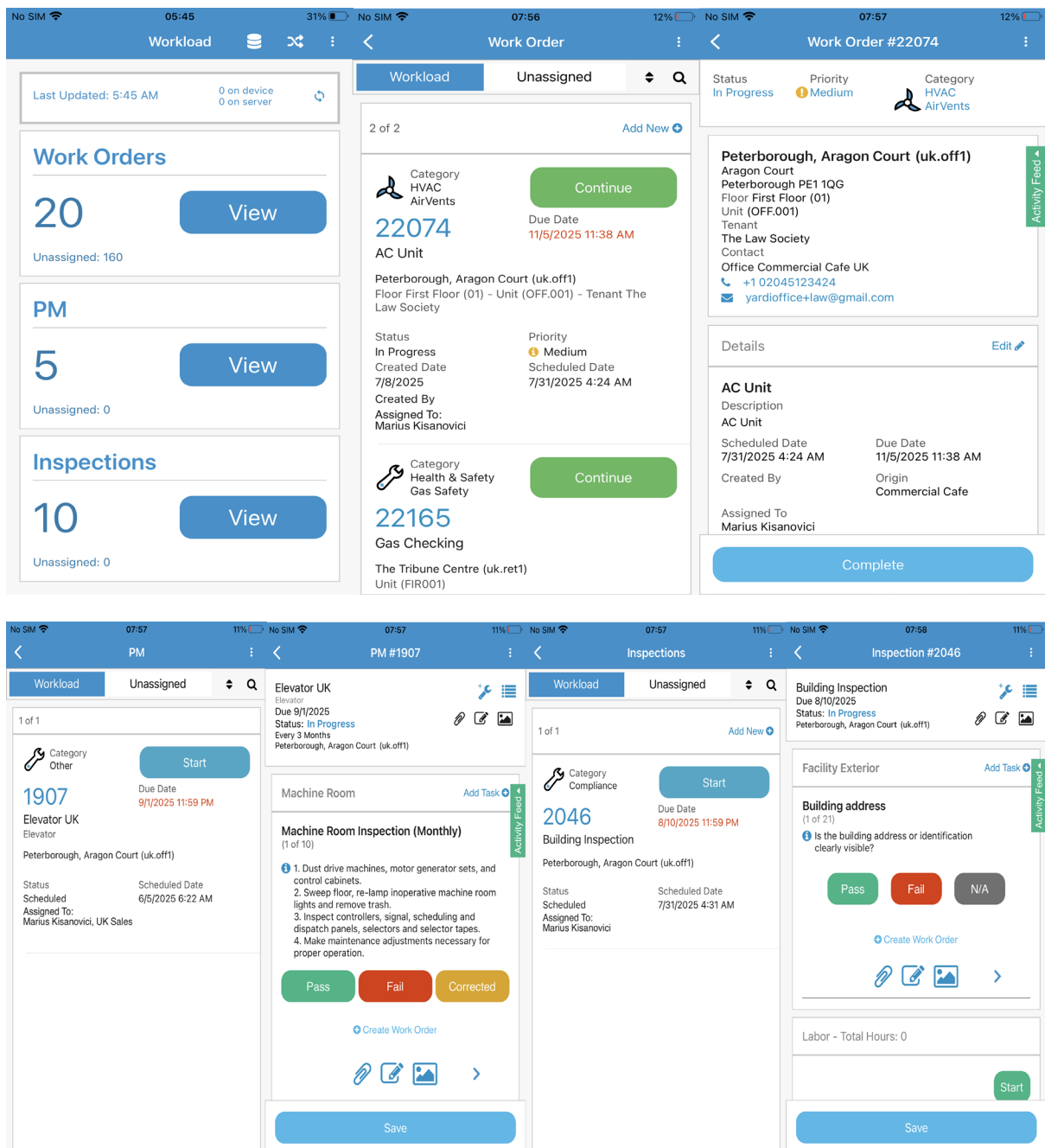


Facility Reporting

Comprehensive, user-friendly reports reduce risk and create visibility into your facilities management processes. Reports show real-time information on equipment, PPM, staff status changes, delays, warranties, and all activity types. You gain complete oversight and can communicate more easily with team members and tenants.

Key Features

- Schedule planned maintenance and inspections based on templates and patterns you define
- Track equipment warranties and receive notifications for expiring warranties
- Recharge service requests to tenants via Yardi Voyager as appropriate
- Track equipment performance over time



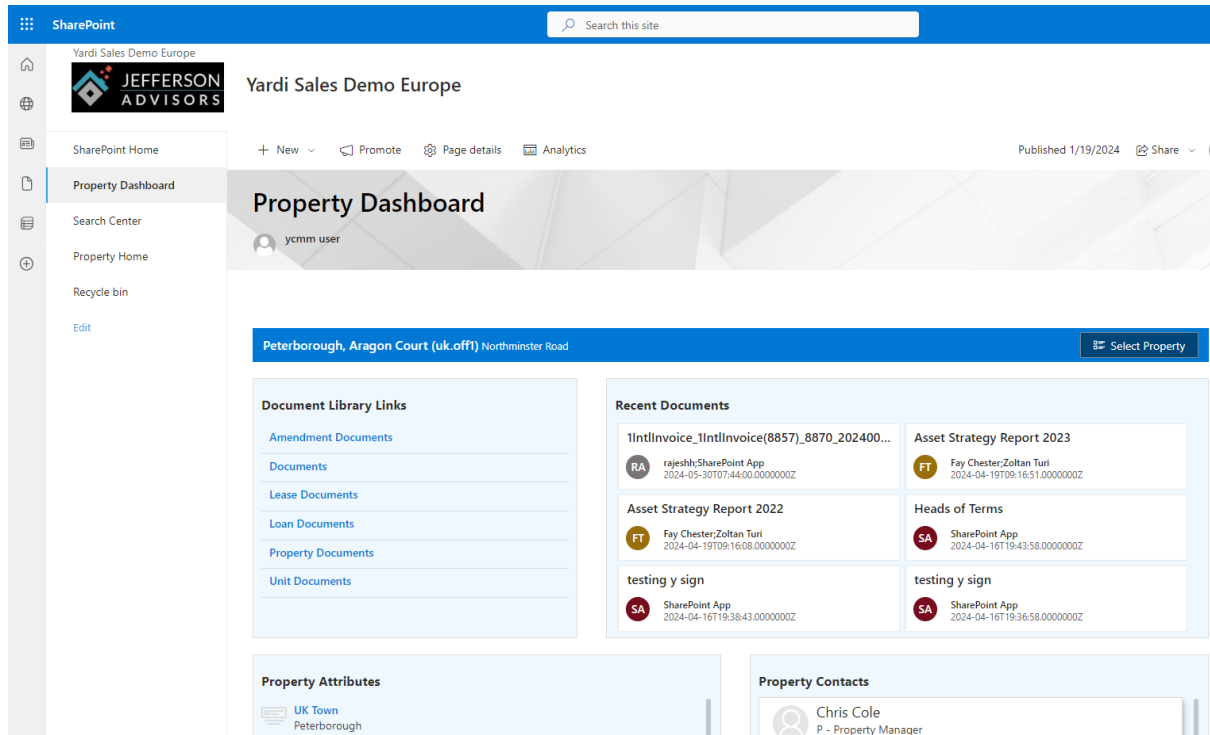
Key Benefits

- Save management time, simplify resource planning, and enforce maintenance best practices
- Simplify staff scheduling, skill tracking, and accounting
- Easily locate, assign, and reassign technicians to work orders to respond more quickly to emergency maintenance requests

- Improve tenant service and property health using notifications of overdue or incomplete service requests, inspections, and planned maintenance

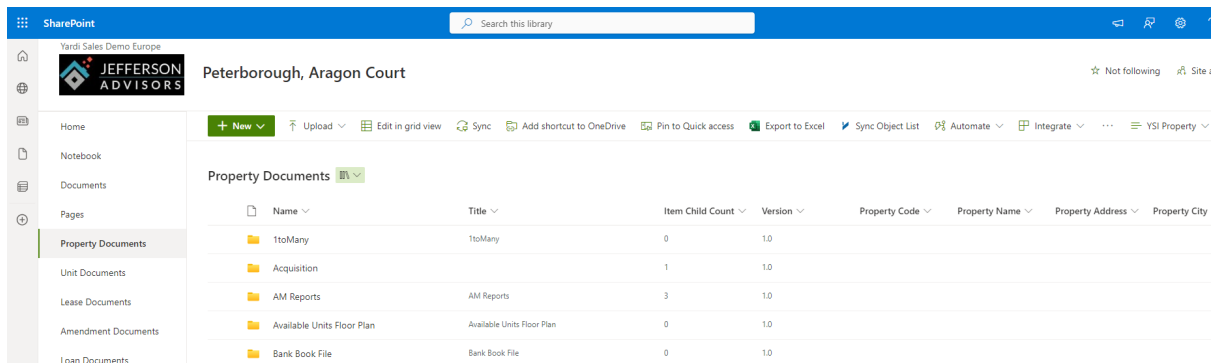
Yardi Document Management for SharePoint

Yardi Document Management for SharePoint integrates your Yardi business data with your Microsoft SharePoint 365 for centralised document management. The automated, bi-directional integration applies user roles, permissions, standard system objects, and associated data from your Yardi platform automatically to SharePoint. Attachment links in Yardi products automatically redirect to SharePoint via single sign-on.



Key Features

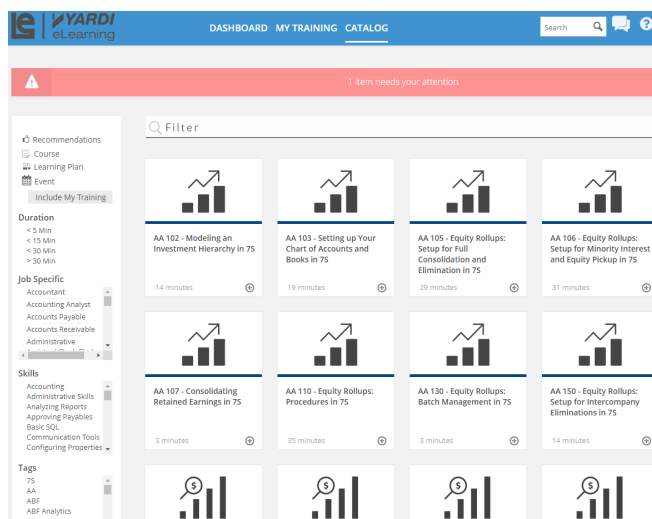
- Sync automation creates SharePoint sites and folders that represent Yardi Voyager data and applies security changes and record updates to SharePoint overnight or on demand.
- Single sign-on (SSO) creates a seamless user experience.
- Documents in SharePoint are tagged in real time with metadata for properties, units, tenants, leases, etc. from the Yardi platform.
- Custom navigation and search tools in SharePoint make it easy to navigate sites, document libraries, and folders when searching for documents.
- Browser-independent and mobile-compatible access lets you view documents in your browser.



Yardi Aspire

Our online training platform centralises software skills, webinars, compliance certifications, and other resources for your staff. Our product experts create and maintain a comprehensive course catalogue. Learning assessments, communication channels, automated notifications, and web event management maximise ROI from your software investment. Individual and group reports monitor learners' progress.

Our browser-independent course library includes tracks for many real estate markets and roles. Courses deliver context-specific, interactive content and step-by-step procedures. Hands-on exercises in an embedded Yardi Voyager environment give learners invaluable practice. You can develop role-specific learning plans, assign courses from our library, or tailor courses for your organisation. The included mobile app for iOS and Android gives your team access to courses and resources from anywhere.



Strategic Benefits

- Multi-channel learning system (tracks and individual courses, classroom events, webinars)
- Option to add online assessments, documents, videos, and class discussions
- Achievement markers, peer discussions, and feedback from subject matter experts motivate and promote course completion
- Multimedia content, including HTML, documents, images, videos, and podcasts
- Detailed reports track activity and progress

From the administrator dashboard, trainers can create webinars and classroom-based events in a few clicks, add online assessments, or enter grades from offline quizzes. Online courses maximise your software ROI. With online pre-training, employees come prepared to get the most out of live sessions.

Key Features

- Unlimited access to exclusive, customisable training content
- Authoring tools for experiential learning and ability to embed company policies
- Automated training administration, including user data imports and assignments
- Ability to assign staff access to your Yardi software automatically after training certification

- Robust event management with provider integrations like Microsoft Teams, Zoom, and LogMeIn
- Policy management, acknowledgment, and review assignment tracking
- Skill evaluation and coaching tools, including video and audio recording capabilities for learners
- Scheduled reporting on deep learning data and interactive, role-based administrative dashboards

Yardi ETL

Yardi ETL is an export/import utility that extracts data from third-party systems, transforms it for use in Yardi table structures, and loads the external data into tables in your Yardi platform so that you can view it in our reports. Imported data undergoes the same validations as data entered via the system's browser-based user interface.

Yardi ETL can process large data volumes and supports data conversions and daily transfers for all major data sources in the database. You can perform transfers on demand or schedule them to match the desired frequency and location. This approach is the industry standard for passing property information to third parties. Object mapping screens help your staff map foreign data elements to Yardi elements. You can pinpoint tables and fields without writing SQL, web services, or custom scripts.

Key Features

- Scheduled and on-demand data transfers
- Manual and automated upload options
- XML and comma separated value (CSV) formats
- Detailed error logging, auditing, and notification
- Optional purging and archiving of historical data

Yardi Private Cloud

Yardi delivers software under the SaaS model, supported by the in-house Yardi Cloud Services team. We offer tailored deployment options for our clients' organisational needs. You gain a secure system with reliable performance and 24-hour monitoring, backups, and disaster recovery.

Yardi Private Cloud clients have their own database and application as well as dedicated virtual servers throughout. This model is appropriate for large, global, or publicly traded organisations, investment managers, and government agencies with complex control needs.

Data Centre Infrastructure

Yardi uses multiple proven, SOC 2-audited facilities to ensure availability and security for your environments. Key data centre features include:

- Security—24x7 monitoring; access restricted to authorised personnel
- Redundant power systems (UPS and generators)
- Redundant HVAC systems and automated monitoring of temperature and humidity
- Fire detection and suppression systems

Network Infrastructure & Architecture

Our network infrastructure accommodates your application demands and delivers redundancy and high availability through multiple security layers. Key features include:

- Redundant network connectivity (multiple internet providers)
- Load balancing capabilities
- Managed firewalls, routers, and intrusion detection systems
- Security incident management

Backup & Recovery

We replicate each client's database in real time to a parallel database server with automatic failover capabilities. Incremental transactional backups support point-in-time database restores. Optional backup encryption is available. We make complete backups every night and place them on a secure FTP server, from which clients can authorise an internal user to download the backups. Backups are kept in a secure, off-site location whose security is reviewed annually.

Turnkey Real Estate Management

Yardi Private Cloud offers convenient, cost-effective hosting for the latest property and investment management technology. You benefit from the power and performance of Yardi's advanced technology without having to establish and maintain the IT infrastructure, support services, and security necessary to keep your system operating at peak efficiency. This all-inclusive approach lets you focus your energy where it counts—on your business.