



## How to cooperate with us

The business policy of our company is multi-tiered, characterized by cooperation with various categories and types of partners (Business Partner, Third-Party Developer, OEM Partner...) within our Partner Program (see table below). Each category and tier of our Partner Program is defined with specific parameters and conditions, that must be met and subsequently followed

Partner Program tiers		Agreement	C4 Presentation	Training			
				Sales	Administrator	Technician	Consulting
Partner			✓		○	○	
Business Partner	Business Partner	✓	✓	●	●	●	
	Gold Business Partner	✓	✓	●	●	●	
	OEM	✓	✓	●	●	●	
Third Party Developer		✓	✓				✓

- Training + testing
- Training + testing + certification
- Voluntary training + testing + certification

### Cooperation with business partners

The C4 system is supplied to end users solely through a world-wide developed network of **business partners**. Only business partners may purchase the C4 system and subsequently resell it, either to another legal entity or end users. The vast network of our business partners, along with their scope of expertise and experience, allows the customer to select any supplier, with a guarantee of the highest quality solution. Business partners that are vendors of the C4 system must also ensure that deployment of the C4 system at the end user is performed by a professional with technical training.

The terms and conditions of business cooperation with business partners are subject to General terms and conditions, as well as the principles and rules of our Partner Program. A business partner is one of the tiers of our Partner Program, which consists of three categories: **Business Partner**, **Gold Business Partner** and **OEM Partner**.

#### Sales and technical certification of business partners

As the C4 system end user's satisfaction is also part of our business policies, by setting a category and subsequent certification of business partners, we increase their prestige in the market and thus assure end users of their credibility and expertise.

Upon successfully completing their respective training and subsequent testing, depending on the category to which the business partner belongs to, they may receive a **Certificate** as a Business Partner, Gold Business Partner or OEM partner. The certification of business partners is time-limited and is conditional on the quality and scope of the business partner's projects, as well as the fulfillment of the conditions according to the respective business partner category.

Gamanet guarantees the quality of delivery of the C4 system through the training and certification of our business partner's employees through our Partner Program. Aside from partner certificates, the business partner's employees can receive a **Technical Certificate** (Administrator, Technician) upon successfully completing technical training and the subsequent testing. The Technical Certificate



confirms the business partner's ability to complete a professional installation and implementation of the C4 system for the end user.

### **1. How to become a standard business partner?**

A company that is active in the field of security system installations and has years of experience with implementation of various types of security technologies, and are able to deliver a complex and complete solution of the highest quality to end users.

#### **Conditions for receiving and renewing a certificate**

The basic conditions for cooperation with a standard business partner are the demonstration of their interest in regular and long-term implementation of the C4 system on their projects, successful completion of sales trainings and signing a framework contract.

The standard business partner will be educated on properties and functionalities of the C4 system, in addition, they will complete a detailed sales training and testing in order to receive a **Business Partner Certificate**. The certificate represents a signed framework contract, under which the standard business partner has permission to purchase the C4 system from Gamanet, and at the same time, declares that they are an active standard business partner in the market for the duration of their certificate's validity.

### **2. How to become a Gold Business Partner?**

A business partner with many years of experience in integration of the C4 system, especially on complicated and complex projects, can become a Gold Business Partner. A Gold Business Partner is a business partner that has demonstrated considerable abilities, extensive technical experience, as well as uniqueness of their approach to individual requests from customers, by deploying the C4 system in the most demanding conditions. Not only that, they are able to provide a unique combination of Gold Business Partner services and services tailored to a customer's specific needs.

#### **Conditions for obtaining / renewal of certificate**

1. The business partner must meet several basic conditions to obtain or renew their Certificate of Gold Business Partner. Conditions must be met at the time of signing the contract. These conditions include:
  - 1.1. Deployment of the C4 System in one of the following scopes:
    - a) deployment of the C4 System at an end-user's installation, fulfilling basic criteria for this installation according to the definition in point 2 and providing a minimum of two publishable references of medium to large scope installations from the end user or
    - b) deployment of the C4 system on 20 different installations for end users, fulfillment of basic criteria defined in point 2 and provision of publishable references from end users per all 20 installations,
  - 1.2. the business partner is a company directly implementing installations for end users,
  - 1.3. a minimum annual turnover in accordance with discount group D3<sup>1</sup>,
  - 1.4. signing contract.

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<sup>1</sup> According to Gamanet's business policy



2. Basic criteria of an installation are:

- a) deployment of an installation at an end user for at least one year,
- b) C4 Advanced edition,
- c) implementation of four technologies (ACS, IPS, CCTV, FPS),
- d) interconnection of at least three geographically remote premises,
- e) card, code, permission management,
- f) at least 5 users of the C4 system,
- g) the business partner must have certified persons<sup>2</sup> for all implemented devices and the C4 server.

The business partner must consistently report excellent results, measured by customer satisfaction through feedback on benefits of deploying C4 on a customer's installation, this is to be provided by the customer on a letterhead paper and given to Gamanet, giving official confirmation and authorization for reference use in Gamanet's business activities, under conditions defined in point The last condition is that the business partner must ensure technical support to its deployed installations, twenty-four hours a day, seven days per week, within the designated location, and has information about the C4 System on their website with links to the Gamanet product website and their reference installations.

We will educate the Gold Business Partner on the properties and functionalities of the C4 system, provide them with sales training, subsequent testing and after signing an agreement, along with fulfilling all aforementioned conditions, the business partner receives a **Certificate of Gold Business Partner** valid for one year.

### 3. *How to become an OEM Partner?*

A hardware device manufacturing company or an exclusive distributor of a device manufacturer for a specific region can become an OEM Partner. Cooperation with an OEM Partner begins with delivery of the C4 system to the manufacturer or exclusive device distributor for a manufacturer. The C4 system is subsequently distributed via the OEM Partner along with their device, in a so-called OEM edition of the C4 system. This form of cooperation provides end-users with complex solutions, but also better pricing terms for device manufacturers.

#### **Conditions for obtaining / renewal of the certificate**

One of the basic conditions for obtaining and renewing the OEM Partner certificate is ensuring that the OEM edition of C4 may only be sold exclusively with a new device (the installation can then be extended by any other device included in the project). The business partner must ensure that at least ten units of the OEM server and at least ten licences for OEM devices are sold within a year.

The OEM Partner will be educated on the functionalities and properties of the C4 system, in the same manner as all other business partners. They must complete sales training, subsequent testing and after signing an agreement, along with fulfilling all aforementioned conditions, the business partner receives an **OEM Partner Certificate**.

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<sup>2</sup> Certification of a person means authorization to install a C4 server and to connect individual devices to the C4 server (Continuity in training and implementation of the C4 application in practice)



## *Cooperation with Third Party Developers*

Third Party Developers are one tier of the Partner Program. They develop plugins for connecting the C4 system with other devices or information systems. A plugin can be a driver for operating a device, or an IS Connector for communication with external information systems. Upon finishing development of the plugin and handing it over, it may be sold to customers exclusively through Gamanet.

The terms and conditions of business cooperation with Third Party Developers are subject to General terms and conditions, as well as the principles and rules of our Partner Program.

### **1. How to become a Third-Party Developer?**

A Third-Party Developer may be a natural person in a contractual relationship with the provider as a legal entity who, by concluding a development contract, is responsible for developing the plugin. In the first step, the developer will send us an email application, requesting registration and consent to develop the plugin. After granting consent for development of the plugin, by registering them in our internal system and product web (driver store), we provide them with access to all information they may require for development. Subsequently, the provider fills in the form on our website, either clicking to accept the agreement terms, or they may sign it in printed form and sends us a scan via email. Once the contract has been signed, the provider may select one of the tiers of support services for plugin development, in case any assistance is required with solving problems that have arisen in connection with the C4 system.

The provider develops the plugin at their own expense, and after completing development uploads it to the driver store. Once uploaded, we test the plugin and possibly certify it. If we find any issues or shortcomings while testing the plugin, we may return the plugin to the provider for refinement, otherwise we are able to release it for commercial sale

#### **Process and conditions of certification**

Once the provider uploads the plugin, we certify it, declaring to third parties that we cooperate with the external system manufacturer and in case any problem occurs, we will consult the issue with them and search for a solution to remove it. The result of the entire certification process is the issuance of a Compatibility Certificate and Certification Protocol, with the Compatibility Certificate representing the entire certification process. We also provide a warranty for certified plugins according to the General Terms and Conditions. The plugin is considered as certified, if all of the following conditions are met:

- a) the plugin has passed the certification process and we have performed all defined tests with the representative of the external system manufacturer, their results were recorded in the Certification Protocol and the Compatibility Certificate has been signed,
- b) the provider has provided a photocopy of the contract under which they are insured against the liability for damage caused in the provision of information technology services to a minimum sum of one million euros,
- c) the provider provides us with a demo set of the external system according to specific conditions.

#### **Conditions for releasing a plugin for commercial distribution**

In order for a plugin to be offered for sale to customers, it needs to have all the mandatory functionalities (as defined in the C4 system manual) integrated, and it must have passed the full set of mandatory tests. The provider must also submit documentation for each plugin in electronic form and upon completing development, they upload the plugin for testing and certification to the driver store.



If the plugin connects to a device or information system, another condition for its release for commercial distribution is that the provider must deliver a demo set of the external system, especially for support and training purposes. Before releasing the plugin for sale, the provider is also obliged to provide training on integration of the plugin with the external system. It is important to note, that only Gamanet may release the plugin for sale.

#### **Support services from provider**

In order for us to ensure end users maximum end user satisfaction, not only with the C4 system, but also the developed plugin, the provider must provide remote service support (adhering response times), assist in troubleshooting and fixing plugin bugs, for as long as the plugin is published on our web. They must provide support for all versions of the C4 system currently supported by Gamanet.

#### **Support for provider**

In addition to support from the provider, as long as the plugin is offered for sale, we also aid and support the provider throughout plugin development, especially in troubleshooting and fixing reported C4 system problems. The specific scope and conditions of support for the provider are specified in the *General terms and Conditions*.