

THIS ADDENDUM TO THE MASTER SUBSCRIPTION AGREEMENT (THE “ADDENDUM”) IS MADE BETWEEN THE CUSTOMER AND POINTCLICKCARE TECHNOLOGIES INC. DBA POINTCLICKCARE AND ITS AFFILIATED COMPANIES (COLLECTIVELY, “POINTCLICKCARE”) AND GOVERNS CUSTOMER’S USE OF, AND ACCESS TO, THE SERVICES DESCRIBED HEREIN.

CUSTOMER AGREES TO THE TERMS OF THIS ADDENDUM BY: (1) CLICKING A BOX INDICATING ACCEPTANCE, (2) EXECUTING AN ORDER FORM THAT REFERENCES THIS ADDENDUM, OR (3) USING THE SERVICES DESCRIBED HEREIN. THE INDIVIDUAL ACCEPTING THIS ADDENDUM ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY REPRESENTS THAT THEY HAVE THE AUTHORITY TO BIND SUCH ENTITY AND ITS AFFILIATES TO THESE TERMS AND CONDITIONS. THE TERM “CUSTOMER” SHALL REFER TO SUCH ENTITY AND ITS AFFILIATES. IF THE INDIVIDUAL ACCEPTING THIS ADDENDUM DOES NOT HAVE SUCH AUTHORITY, OR DOES NOT AGREE WITH THESE TERMS AND CONDITIONS, SUCH INDIVIDUAL MUST NOT ACCEPT THIS ADDENDUM AND MAY NOT USE THE SERVICES.

This Addendum was last updated on January 06, 2025. It is effective between Customer and PointClickCare as of the date of Customer’s acceptance of this Addendum (the “**Effective Date**”). By electronically accepting this Addendum, you acknowledge that you have read, understood, and agreed to be bound by its terms and conditions.

Customer may subscribe for the use of the Single Sign On Desktop services (the “**SSO Services**”) provided by PointClickCare using a third party SSO provider (“**SSO Provider**”). SSO is part of the Identity and Access Management capabilities which assist with minimizing the effort involved in managing user access and in improving efficiency through easier Customer internal sign-on capabilities. Capitalized terms used but not defined in this Addendum will have the meaning set out in the MSA.

Capitalized terms used but not defined in this Addendum shall have the meanings set out in the MSA. The terms and conditions of this Addendum are incorporated by reference into the MSA. In the event of conflict between this Addendum and the MSA, the terms and conditions of this Addendum shall prevail.

**SC1.** Customer’s Acknowledgments and Agreements. In respect of the use of the SSO Services, Customer understands, acknowledges, and agrees that SSO provides integrated access for PointClickCare users to access the PointClickCare platform using Customer controlled and assigned corporate login credentials. SSO eliminates the need for an additional PointClickCare login credential for Customer end users accessing PointClickCare services and solutions. SSO enables Customer end users to reset passwords through Customer provided mechanisms using Customer corporate login credentials. The Customer further understands, acknowledges, and agrees that:

- i. the convenience of SSO means that PointClickCare will not control the identity provider (IdP) once the Customers' Users of PointClickCare platform and services log on to PointClickCare using the SSO;
  - ii. the Customer will be responsible for configuring and determining all Customer User authentication including without limitation computer screen time-outs and other such Customer security and authentication mechanisms;
  - iii. the SSO Services are dependent upon a number of factors beyond PointClickCare's control, including, but not limited to, Customer third party Identity and Access Management providers, and/or the operation of hardware and network services provided by third parties;
  - iv. as a condition of using the SSO Services, Customer accepts all risk (whether known or unknown) associated with the foregoing and
  - v. with Customer's use of the SSO Services; and
  - vi. PointClickCare is not a health care provider and does not provide medical advice. Therefore, with regard to any third party threatened or asserted claims or actions, including for personal injury, tort, medical malpractice, or for other acts, errors, or omissions in the delivery of medical care or medical information, or that otherwise arise out of or are in any way connected with Customer's access to or use of the SSO Services or any of Customer's affiliates' delivery of medical care (a "**Medical Claim**"), Customer shall indemnify, hold harmless and defend PointClickCare and its officers, directors, employees, agents, and subcontractors, including but not limited to, parties retained by PointClickCare to provide services or products directly to Customer or indirectly through incorporation of their services or products in PointClickCare's services and products, from and against any such claims, including but not limited to Medical Claims, and against any and all losses, damages, expenses (including reasonable attorneys' and expert fees), claims, liabilities, suits, or actions resulting therefrom, whether or not such claims or Medical Claims are foreseeable as at the effective date hereof, UNLESS SUCH CLAIMS RESULT FROM THE GROSSLY NEGLIGENT ACTS OR OMISSIONS BY PointClickCare.
- SC2.** Fees and SSO Term: The SSO Services are provided on a minimum 12-month term subscription basis only and fees shall be invoiced and payable monthly in accordance with the Order Form terms ("**SSO Fees**"). SSO Fees shall require payment by Customer irrespective of any cancellation of SSO Services and/or Services under the Customer MSA any time prior to the end of the 12-month term. SSO Services shall renew automatically annually on each term anniversary date for a one-year renewal term, unless written notice is provided 30 days prior to the expiration of the initial term or any renewal term. Customer's

signatory below represents that they are entering into this Addendum on behalf of Customer and that they have the authority to legally bind Customer to this Addendum.

- SC3.** Principles of Construction. In the event of a conflict between the provisions of this Addendum and those of the underlying MSA, the provisions of this Addendum shall prevail. Except as expressly modified by this Addendum, all terms and conditions of the MSA shall remain in full force and effect. PointClickCare reserves the right to amend the terms of this Addendum for reasons related to legal, regulatory, technical, or operational requirements, upon providing sixty (60) days' prior notice to the Customer. Such notice may be delivered via posting within the service, in-product notifications, email notification or as otherwise permitted under the MSA. If the Customer does not consent to the amended terms or services, the Customer may terminate this Addendum, including its use of the SSO Services, without liability or penalty, in accordance with the termination for convenience provisions of the MSA. Customer's continued access to, or use of, the SSO Services after such notice period constitutes acceptance of such changes.