Mestro

1. System requirements

1.1. The Customer is responsible for ensuring that meters are installed in the properties in which the Implementation project is to be carried out, for ensuring that the meters function during the contract period, for establishing a connection between the meters and the Service, and for ensuring that the Customer data from the meters is correct. In the event of deficiencies in the meters, connection between the Service and the meters, or customer data shared from the meters, the Customer shall take measures to correct the deficiencies and, if necessary, correct the data and ensure that the data shared is relevant and correct.

1.2. The Customer is responsible for having the software necessary to use the Service, maintaining sufficient security in its IT environment (including meters), and for always using the Service in accordance with Mestro's Documentation.

2. Service descriptions

Mestro has developed the Service, which enables, among other things, tracking of operating media, automatic meter reading, and cost tracking of energy consumption in properties. The Service is a standardized SaaS (Software-as-a-Service) solution.

The service is standardized and mainly consists of the following categories:

Collect: Refers to the automatic collection of data from various sources, such as utility companies and sub-metering systems.

Connect: Refers to integrations between third-party systems and Mestro's Service, such as platforms for sustainability reporting or tenant administration.

View: Refers to various modules with functionality in Mestro Portal, such as Base, Sustainability, Finance & Administration and Analysis modules.

Experience: Refers to tangential value-creating additional services, such as Support and Customer Success Management.

2.1. Mestro Collect

Mestro Collect is a part of the Service where Mestro, as an authorized agent for the Customer, collects data for further use in the Service. The method of data collection depends on the technical conditions of the data source.

Data collection takes place from the collection point, to which the Customer is responsible for making the data and / or utility / energy companies' data available. When the data is made available at the collection point, Mestro takes responsibility for the data being sluiced through a refinement process through which it becomes cleaner, more uniform and ready for use in, for example, Mestro View, Mestro Connect or other tools.

The resolution, quality and frequency with which data is made available at the collection point are limitations on the resolution and quality of the data in the Service and how often it is updated.

Mestro Collect - collection chain
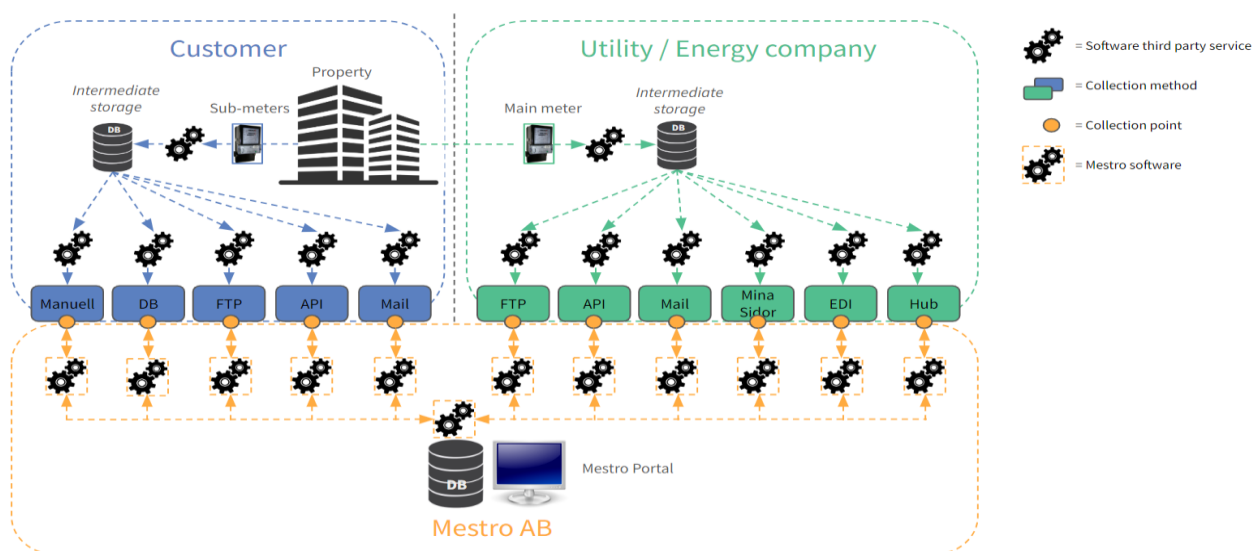
2.2. Mestro Connect

Through Mestro Connect, the Customer can share data between different systems. This is primarily done via Mestro's API. Common types of systems are business intelligence and sustainability reporting systems.

2.3. Mestro View

Mestro View provides several options for how the Customer can visualize, analyze and process collected data. With the help of interactive visualization and powerful tools, Mestro View can facilitate the work and decisive decision making for the Customer's cost and sustainability work.

Mestro View consists of:
- Mestro Portal
- Mestro PM

2.4. Mestro Experience

Mestro Experience is Mestro's service portfolio designed to help Mestro's customers during every step of their energy and sustainability journey. Mestro Experience consists of, among other things, support and additional services such as Customer Success Manager, user training services, technical services and consulting services so that the customer can optimize their use and results with Mestro's products.

Version	Person responsible	Description of change
March 2025	AGREE	Document created v.1