

Annex 2 - Description of the software service

The following functions are provided depending on the selected package:

- **Login by username and password.** The user name can be either an email address or another identifier, such as an employee number. Each user can reset their password via a password reset function, provided that they have a valid email address stored in their profile. On request, the user will be sent a link via this email address, which can be used to reset the password.
- **Posts for sharing information.** In groups, posts can be shared with the other group members. A post can contain a headline, a formattable descriptive text and image or file attachments. Posts can be marked by the respective group members with Reactions and comments can be submitted via the comment function. Posts can also be planned in advance and published automatically at the appropriate time.
- **Newsfeed with posts.** All posts to the groups in which a user is located are displayed in chronological order in their news feed. From here, the user can access the detailed views of the individual posts with their comments. Depending on user rights, different channels can be subscribed, unsubscribed and muted. This way, the individualised newsfeed is played out for each user.
- **Activities.** In an overview, the user is shown interactions of other users (such as comments, reactions or task completion) with their own content as well as with content with which the user has already interacted.
- **Individual and group chats.** In the chat, users can create and conduct conversations with individual or multiple users (individual chats and group chats). Users can be found via a search function and then contacted directly. Chats with users can also be opened directly from their profile. Text and any common file formats can be exchanged in the chat. Attachment of files/images and the delete function for messages and comments can be disabled globally if required. There is at least one chat administrator per chat (initially the creator of the chat). Chat administrators can edit their chat including its participants and manage and delete role assignments within the chat.
- **Search.** Users can search posts and messages for content.
- **Reactions.** Reactions allow users to react to the posts, comments and messages of other people. A preview shows which people have reacted to one's own content and how.
- **Setting profile information.** Users have the option to add a profile picture to their profile, together with further information about e.g. their position, department, telephone number and any free text, thereby making this information available to other users.
- **Admin Console for administrators.** All users and groups can be managed via a console that is accessed from the administrators' menu. Users can be created, edited and deleted here,

and their passwords can be reset. Groups, including their participants, can be created, edited and deleted. For each group, it is possible to define which roles are allowed to create posts and whether it is possible to interact with content or download media.

- **Menu and customisation to customer requirements.** Special feature requests can be provided on the menu by linking existing web applications. The menu can be customised on the admin console and allows different menu items to be displayed, depending on the user/user group.
- **Temporary suspension of push notifications.** On the admin console, settings can also be put in place that suspend the delivery of push notifications on certain days or at certain periods. At the end of the period, the suspended notifications are delivered in the form of a summary.
- **Offline capability.** The app can also be opened without an internet connection. This allows users to write and send messages and navigate through previously loaded content despite the absence of a data connection.
- **Storage capacity per user.** Each user has storage of 1 gigabyte available for files in the app.
- **Employee directory.** Under the Employee directory menu item, you can access an overview of users and search for people and start a chat with them.
- **Analytics console.** Via the admin console, administrators can get a metric-based overview of the global use of the app (without reference to persons and content) in the "Analytics" tab. The metrics include adoption rates, user engagement, post-performance analytics and feature usage.
- **Creating and distributing tasks.** Under the Tasks menu item, tasks can be created and marked as completed with a checkbox. Users can set tasks both for themselves and for other users in the app.
- **Voice messages.** Creating a voice message (including pausing and deleting during recording). Listening to a voice message (including jumping on the timeline and setting the speed).
- **Form and page builder.** With the form and page construction kit, it is possible to flexibly create web-based content pages and integrate them into the Flip app, as well as to map forms (e.g. for submitting applications/proof).
- **Newscast.** With the Newscast function, posts from the Flip app can be displayed on external monitors as part of a slideshow. By scanning a QR code, users can then access the respective post in the app.

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- **Calendar.** The calendar can be used to set appointments for oneself and other people or even invite entire groups to appointments. Users can easily view and manage their own appointments in mobile and desktop-optimised views.
- **Employee card.** The employee card can be used to display a discount card for employees/users, which can be redeemed via barcode.
- **Video conference.** Through the chat, users can generate a link to a video conference and share it with other users.
- **Automatic translation.** With the automatic translation function, users can have posts, comments and chat messages translated into a supported language they require.
- **Surveys.** With the survey function, simple anonymous surveys can be attached to posts.
- **Client compatibility.** As a white-label solution, the interface of each instance of Flip can be customised with an individual design (e.g. in the CI) of the customer. Instances of Flip are logically separated from each other.
- **Active directory and other directory services can be connected.** For simplified user management, your existing directory service can be connected to Flip on request, which synchronises the users.
- **SSO authentication.** Authentication is also possible via the SSO (single sign-on) method. The authentication protocols currently supported are SAML (Security Assertion Markup Language) and OIDC (OpenID Connect).
- **SLA reporting and user analysis.** A report on the availability and use of the software service, e.g. to check compliance with the SLA (Service Level Agreement) can be created.
- **Integration of intranet, HR and process tools.** Various intranets, HR and process tools can be integrated into the app on request. These can be integrated either via API (Application Programming Interface), as a web view or in the Flip-Browser.
- **Hosting in the cloud or on-premise.** Hosting of the app takes place in GDPR-compliant data centres.
- **Branded App** If you have selected “Branded App”, then you will need to give Flip access to your iOS app store and Google Play account details, so that Flip can publish and maintain your Flip application as a managed service. Should you be unable to provide these details, Flip will provide you with the Flip app to publish and maintain yourself as a non-managed service. If you select a non-managed service, Flip agrees to provide support to the most current and 2 previous releases of the Flip app only.

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- **Automated onboarding journeys.** Configure automated onboarding journeys to drip feed content to users over an extended period of time.
- **Automated workflow journeys.** Create automated workflows that are delivered 1-1 to staff allowing them to take personalized tailored journeys via a chat interface
- **Targeted communications.** Send rich media messages to users at scale based on profile attributes and activities.
- **Build custom workflows / agents.** Create custom agents allowing you to make a range of processes more efficient and automated.
- **Ask AI.** AI assistant that supports employees in their daily work. By accessing internal company content such as guidelines and manuals, it provides accurate and source-based answers, which speeds up information retrieval. The answers are always adapted to the user's access rights to ensure data protection.
- **Knowledge Base.** The knowledge base serves as a personalized intranet or wiki for everyday work. It centralizes internal know-how, such as standard operating procedures or HR policies, and makes it easily accessible via the Flip app.
- **Content Planner.** This editorial calendar provides administrators with a central weekly view for managing all planned content. Each planned post is displayed as a card and shows the title, channel, author, and publication time at a glance. New posts can be created directly in the calendar, and existing posts can be edited, moved, or deleted.
- **Hashtags.** Users can use hashtags in their posts. This allows content to be categorized by topic and found more easily via the search function.
- **Live-Streaming.** With the live streaming function, users can host live video broadcasts directly via the app. Viewers can interact by sending comments or reactions.
- **HR-Integrations (HR Mini Apps).** The app can be integrated with existing HR and process tools upon request. This allows employees to access personalized HR services via the Flip app, such as viewing pay slips, requesting vacation days, or mobile time tracking.

The following minimum requirements apply to operating systems and browsers on end devices:

Operating systems

- Windows: Last 3 major versions
- Mac OS: Last 3 major versions
- iOS: Last 3 major versions
- Android: Last 6 major versions



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- Flip App Version
 - IOS: Last 2 major versions-
 - Android: Last 2 major versions

Browsers

- Chrome Desktop & Mobile: Last 3 major versions
- Edge Desktop: Last 3 major versions
- Firefox Desktop: Last 3 major versions
- Safari Desktop: Last 3 minor versions

The current version of this Software Service Description can be found here: www.getflip.com/de/legal and may be amended or updated by the Provider from time to time at its sole discretion and without prior notice. Such changes shall apply automatically, provided that the changes have no material adverse effect on the Customer.