Proprietary & Confidential

AgileAssets and Pavement Express

SOC 3

Relevant to Security, Availability, Processing Integrity, and Confidentiality

Integrated SOC 3 Report Prepared in Accordance with the AICPA Attestation Standards and IAASB ISAE No. 3000 (Revised) Standards

APRIL 1, 2023 TO SEPTEMBER 30, 2023

MOSSADAMS

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I. Independent Service Auditor's Report

Trimble Inc.
10368 Westmoor Dr.
Westminster, CO 80021

To the Management of Trimble Inc.:

Scope

We have examined Trimble Inc.'s accompanying assertion in Section II titled "Trimble Inc.'s Assertion" (assertion) that the controls within AgileAssets and Pavement Express (system) were effective throughout the period April 1, 2023 to September 30, 2023, to provide reasonable assurance that Trimble Inc.'s service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability, and Confidentiality (applicable trust services criteria) set forth in TSP Section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

Trimble Inc. uses Amazon Web Services and Microsoft Azure for hosting services (subservice organizations). Our examination did not include the services provided by the subservice organizations.

Service Organization's Responsibilities

Trimble Inc. is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Trimble Inc.'s service commitments and system requirements were achieved. Trimble Inc. has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Trimble Inc. is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) and in accordance with International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Trimble Inc.'s service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Trimble Inc.'s service commitments and system requirements based the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary under the circumstances.

Service Auditor's Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Professional Conduct established by the AICPA.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

We applied the Statements on Quality Control Standards established by the AICPA and, accordingly, maintain a comprehensive system of quality control.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within AgileAssets and Pavement Express were effective throughout the period April 1, 2023 to September 30, 2023, to provide reasonable assurance that Trimble Inc.'s service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

Moss Adams LLP

Seattle, Washington
December 13, 2023

II. Trimble Inc.'s Assertion

We are responsible for designing, implementing, operating, and maintaining effective controls within Trimble Inc.'s AgileAssets and Pavement Express (system) throughout the period April 1, 2023 to September 30, 2023 to provide reasonable assurance that Trimble Inc.'s service commitments and system requirements relevant to Security, Availability, Processing Integrity, and Confidentiality were achieved. Our description of the boundaries of the system is presented in Section III titled "Trimble Inc.'s Description of the Boundaries of AgileAssets and Pavement Express" and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period April 1, 2023 to September 30, 2023, to provide reasonable assurance that Trimble Inc.'s service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability, Processing Integrity, and Confidentiality (applicable trust services criteria) set forth in TSP Section 100*, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (*AICPA*, Trust Services Criteria)*. Trimble Inc.'s objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section III titled "Trimble Inc.'s Description of the Boundaries of AgileAssets and Pavement Express".

Trimble Inc. uses Amazon Web Services and Microsoft Azure for hosting services (subservice organizations). The description does not disclose the actual controls at the subservice organization(s).

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period April 1, 2023 to September 30, 2023, to provide reasonable assurance that Trimble Inc.'s service commitments and system requirements were achieved based on the applicable trust services criteria.

III. Trimble Inc.'s Description of the Boundaries of AgileAssets and Pavement Express

A. Overview of Operations

1. Overview

COMPANY BACKGROUND

Trimble Inc. (Trimble) (NASDAQ: TRMB) is delivering products and services that connect the physical and digital worlds. Core technologies in positioning, modeling, connectivity, and data analytics enable customers to improve productivity, quality, safety, and sustainability. From purpose-built products to enterprise lifecycle solutions, Trimble software, hardware, and services are transforming a broad range of industries such as agriculture, construction, geospatial, and transportation and logistics. Established in 1978, Trimble has expanded its solutions to serve industries across the globe with over 2,000 issued patents for advances in technology. With over 12,000 employees in over 40 countries, Trimble has core technologies in positioning, modeling, connectivity, and data analytics.

AgileAssets, a Trimble Company, is a leading global provider of enterprise infrastructure asset management software for government and private organizations. AgileAssets helped pioneer the asset management market in the early 1990s and has continued to expand the field globally for more than 25 years.

AgileAssets software is deployed in about half of the state-level transportation agencies in the United States, as well as with several international partners. The scope of this report is limited to the cloud version of AgileAssets and Pavement Express.

DESCRIPTION OF SERVICES PROVIDED

AGILEASSETS SOFTWARE

The AgileAssets Transportation Asset Lifecycle Management Solutions, currently allow agencies to:

- Manage infrastructure assets efficiently and effectively.
- Comprehensively manage work operations, including:
  - Collection of asset inventory
  - Performance of asset condition inspections
  - Planning of work programs
  - Management of projects
  - Tracking of activities on work orders, and work requests, including the reporting of actual work performed
  - Tracking of performance metrics
- Optimize the decision making process.
- Maximize the effect of budgets, asset performance, and asset preservation

- Track the return on investment (ROI) on maintenance and capital investments
- Trade-off effective funding allocation decisions between maintenance, rehabilitation, and reconstruction activities
- Extend system functionality by leveraging the AgileAssets API framework to develop custom applications.

AgileAssets Transportation Asset Lifecycle Management Solutions, include:

- *Portfolio Analyst* – helps users to make better multi-asset fund allocation decisions using advanced analytics. Supports the allocation of limited funds effectively across multiple assets by selecting candidate projects with the highest ROI.
- *Pavement Analyst* – lets users make better investment decisions for pavement maintenance, preservation, rehabilitation, and replacement by predicting future performance. It also helps create optimal work plans using predictive modeling to determine the best time to apply a preventive treatment that keeps pavement in good repair.
- *Structures Analyst* – helps users to make better investment decisions for the maintenance, preservation, rehabilitation, and replacement of bridges and other structures by predicting future performance and generating optimal management strategies.
- With the Analyst products (Pavement Analyst and Structures Analyst), a user can:
    - Manage and mitigate risks – identify risk exposure by asset category, compile a risk register, and evaluate prioritized risks for planning, analysis, and mitigation.
    - Manage all structural and pavement assets – keep pavements, bridges, culverts, overhead signs, retaining walls, and other structures in good repair using multi-year, multi-constraint predictive analysis.
    - Optimize work plans – create optimal work plans using predictive modeling to determine the best time to apply a preventive treatment that keeps elements, components, and their parent structure in good repair.
    - Preview investment outcomes – use multiple what-if scenarios to see how to achieve a specified performance target, or see how the budget is allocated to preservation strategies that maximize the ROI.
    - Produce meaningful reports – generate interactive reports that communicate the effects of investment decisions and the performance of the network against various measures.
- *Maintenance Manager* – gives users program visibility across activities and assets to ensure the right treatment for the right asset at the right time. With Maintenance Manager, a user can:
    - Streamline workflows – integrate planning, scheduling, work recording, and reporting to make the most of available resources.
    - Use teams fully – manage work performed by contractors or in-house labor resources to make the best use of teams.
    - Track resource usage – accurately record labor, equipment, and material usage and costs on jobs.
    - Preview investment outcomes – analyze and compare the effects of different annual maintenance plans and budget scenarios.
    - Visualize data – use comprehensive Geographic Information System (GIS) functionality to display any asset, event location, work history, and current work orders on a map.
    - Boost efficiency – use smart programming to eliminate redundant work, efficiently combine projects, and make better maintenance decisions across asset life cycles.

  - Optimize work plans – produce work plans that deliver the highest level of service for a fixed budget, or determine the required budgets to reach your target service levels.
  - Improve funding allocations – estimate maintenance needs and distribute available budgets on an optimized basis by jurisdiction, functional class, and maintenance service level.
- *Structures Inspector* – streamlines bridge and structures inventory and inspection management workflows using a framework that guides inspections, from scheduling and data collection to the quality reviews and reporting of condition scores. With Structures Inspector, a user can:
  - Consolidate data – record and assess current and historical data on inspections, inventories, and conditions of bridges, culverts, overhead signs, retaining walls, and other secondary structures.
  - Visualize asset locations – see structure locations and query by status, condition, or other attributes—and pinpoint nearby features that may affect condition, inventory, or inspections management.
  - Expand system capabilities – integrate with Structures Analyst™ and Maintenance Manager™ to schedule maintenance activities based on immediate needs or long-term plans.
  - Streamline scheduling – automate scheduling of inspection candidates based on the inspection cycle and last inspection. Create inspection teams and assign candidates so all team members can access the data and conduct inspections.
  - Meet American Association of State Highway and Transportation Offices (AASHTO) standards – adhere to AASHTO element/sub-element-level inspection guidelines, and flag and monitor deficiencies.
  - Simplify Federal Highway Administration (FHWA) reporting – generate National Bridge Element (NBE) and National Bridge Inventory (NBI) reports to submit to the FHWA.
- *Fleet & Equipment Manager* - This solution helps users reduce maintenance and operation costs of fleet and equipment assets, using smart programming of maintenance operations and optimal planning of replacement cycles to minimize life cycle costs. Support the tracking of all maintenance and operational costs on these assets across their entire life. With Fleet & Equipment Manager, a user can:
  - Make better decisions – track information about labor, materials/parts, and equipment to improve decision-making or preventive maintenance, repairs, and new purchases.
  - Boost performance – increase vehicle and equipment availability to improve performance.
  - Increase efficiency – save time and money by managing the same tasks with fewer vehicles or pieces of equipment.
  - Record and track inventory – maintain accurate historical records of vehicle usage and maintenance to improve future planning. Track parts inventory and turnover to ensure adequate supply.
- *Signal & ITS Manager* – helps keep signals and Intelligent Transportation Systems (ITS) assets working optimally throughout the full asset life cycle. Helps track the preventive and reactive maintenance of these crucial assets to ensure they are kept working optimally, while minimizing their maintenance costs and downtime to maximize public safety.
- *Facilities Manager* – supports the management of facility assets. This tool provides visibility across user-defined asset hierarchies to view the components, subsystems, and systems under each building and site, to ensure work is planned at the optimal level, and the ROI of these assets are effectively tracked. With Facilities Manager, a user can:
  - Define asset hierarchies for properties, sites, and facilities.
  - Use comprehensive GIS mapping to display the location of any asset or item in your system.

- Configure workflow for work requests and create work orders.
- Record accurate labor, equipment, and material usage.
- Compare work results to agency standards for efficiency.
- Manage work orders.
  - Seamlessly move work from annual plans and work requests to actual work orders.
  - Easily assign priorities, crews, and specific employees to work orders.
  - Graphically schedule work orders
- Define custom preventive maintenance for each asset type or for specific inventory items.

- *Work Manager mobile app* – support the management of activities in the field more efficiently and accurately. These include the viewing and recording of work orders and their assets and locations, recording of the labor/equipment/material resources expended to perform work, and the collection of work requests. This tool also supports the collection of asset inventory and inspections, reporting on field events (flood damage, road closure, accidents, etc.). With Work Manager a user can:
  - Create and edit work orders, activities, costs, and accomplishments while in the field to increase productivity.
  - Improve data visualization with a map-centric interface to easily locate assets and work sites.
  - Create and edit day cards to manage field work more effectively.
  - Capture labor assigned to the operation of specific equipment to improve resource management.
  - Create assets and edit asset information in the field using the user-friendly map interface to save time.
  - Create, edit, flag, and start simple asset inspections from a location pin on the map to easily find the inspection site.
  - Capture data in the field using data collection forms you define, to ensure alignment with business rules.
  - Capture and communicate work for signs, signals, and ITS maintenance all in the same application.
- *Fleet Maintenance Manager mobile app* – supports the full lifecycle management of vehicles and equipment. Saves time and money by simplifying field data capture and accuracy on the repair shop floor, supports the management of vehicle inventory and repair order information, while supporting the lookup of maintenance, warranty and parts information. With the Fleet Maintenance Manager mobile app, users can:
  - Search for vehicles by VIN, name, license plate, or barcode to quickly identify assets in inventory.
  - Look up vehicle information to get quick insight into asset history, condition, location, and more.
  - Add vehicle repair orders to improve asset management across vehicle lifecycles.
  - Modify non-approved repair orders to ensure alignment with business rules.

- *Structures Inspector mobile app* – streamlines the full inspection process for bridges, culverts, tunnels, and other structures, while gaining productivity in the field. Provides electronic data entry and built-in validation to ensure data accuracy and reliability during the inspection process. With the SI mobile app, users can:
  - Use maps and structure summary cards to quickly determine which inspection candidates to inspect.
  - Download inventory and inspection data on a structure for offline review.
  - View a PDF of the last inspection report on your device.
  - Save time with electronic data entry and use built-in validation to ensure data accuracy and reliability.
  - Use the built-in condition rating reference to guide your inspection.
  - Attach and annotate photos to keep inspection data in one place.
  - Synchronize collected data on demand when network connectivity is available, avoiding duplicate data entry.
- *Materials Manager mobile app* – simplifies material management workflows and warehouse operations. Supports the scanning of inventory barcodes, updating or reconciling of quantities on hand, and recording of inventory transfers and purchases. With the Materials Manager mobile app, users can:
  - Manage materials management processes from your mobile device to improve field productivity and flexibility.
  - Check inventories and availability to improve work planning and scheduling.
  - Update quantities and record inventory transfers and purchases to keep inventory data up to date in real time.
  - Scan barcodes to quickly identify assets in inventory.
  - Reconcile inventory to improve data accuracy and reliability.
  - Record costs to improve resource management and budgeting.

PAVEMENT EXPRESS

Trimble's Pavement Express solution is a turnkey pavement management system for cities and counties to manage their streets and sidewalks. Pavement Express supports:

- Manual input or upload of inspections data, with PCI calculation after inspections data is uploaded.
- The inclusion of real-world scenarios where multiple constraints are modeled the same by the optimization engine to produce an optimized work plan that accounts for the various constraints.
- Optimized work plans from network analysis can be further refined for proximity planning with automated spatial or temporal rules or manually combining work on adjacent segments over multiple years into a single year.

Embedded GIS (Environmental Systems Research Institute (ESRI) technology) that allows users to visualize their network within the same system or create new map layers at any time with the information they want to visualize or assess. The GIS attributes can also be edited within the system to reflect current state and enhance accuracy.

2. Infrastructure and Software

The AgileAssets' primary platform is currently hosted by Amazon Web Services (AWS). The applications are composed of virtualized Elastic Compute Cloud (EC2) instances for web (Tomcat), reporting (JasperServer), and database (Oracle and PostgreSQL) services.

Additionally, some AgileAssets Pavement Express customers are currently hosted by Microsoft Azure. These client applications are composed of containers running on Kubernetes clusters for web, reporting (JasperServer), and database (PostgreSQL) services.

Trimble does not own or maintain hardware located in either the AWS or Azure data centers, and operates under a shared security responsibility model, where AWS and Azure are responsible for the security of their underlying cloud infrastructure (e.g., physical infrastructure, geographical regions, availability zones, edge locations) and Trimble is responsible for securing the platform deployed in AWS and Azure (e.g., customer data, applications, identity access management, operating system and network firewall configuration, network traffic, server-side encryption).

3. People

The following groups are responsible for providing services related to Trimble's AgileAssets and Pavement Express:

- *Trimble Executive Management* – responsible for overseeing company-wide activities, establishing, and accomplishing goals, controls, and overseeing objectives.
- *Trimble Audit Committee* – select members of the board who monitor the corporate financial reporting and the internal and external controls and audits of Trimble.
- *Business Operations*/*Sector Leadership* – Provides strategic and tactical guidance to divisions in support of commitments to customers.
- *People eXperience* (typically known as Human Resources (HR)) – responsible for HR policies, practices, and processes with a focus on key HR department delivery areas (e.g., talent acquisitions, employee retention, compensation, employee benefits, performance management, employee relations and training, and development).
- *Cybersecurity* (*Cyber*) *team* – the corporate function responsible for managing global security controls, policies, and processes. The Vice President of Cybersecurity leads the Cyber organization and reports to Trimble's Board of Directors on the effectiveness of controls.
- *IT and Operations personnel* – responsible for risk management; identification, containment, and resolution of security issues and incidents throughout the service delivery infrastructure; and 24x7 monitoring of systems, applications, and incidents for products within their review.

- *Product Development* – dedicated product development and quality assurance teams are responsible for maintaining and enhancing Trimble's AgileAssets and Pavement Express. These teams adhere to a secure software development lifecycle.
- *Customer Success and Support* – responsible for supporting customers.

4. Data

Documented information classification policies, as well as customer data retention and disposal procedures, are in place to guide personnel with use, handling, retention, and disposal of customer data. Trimble data is categorized according to the information classification policies and is protected according to its classification.

Information is classified in the following categories:

- *Public* – information intended for general public use.
- *Internal* – information must be protected in such a manner that it is only accessible to authorized Trimble personnel and business partners.
- *Confidential* / *Restricted* – information must be protected to the highest degree and access must be restricted to specific roles within the organization on a need-to-know basis. This includes customer and proprietary data.

Restricted data is encrypted. Access to encryption keys is restricted to user accounts accessible by authorized personnel. From there, various queries and algorithms are utilized to process the data, with the purpose of making it accessible to Trimble's customers. Data is owned by customers and is accessible via various modules and services where customers manage access amongst their users. Web communications between Trimble servers and the customer portals are encrypted utilizing TLS encryption protocol.

As per Trimble's current SOC 2 report and the Data Retention Policy, upon termination of AgileAssets and Pavement Express customer contracts, customer data is deleted after 30 days using automated purge scripts and manual disposal processes per Trimble's data disposal commitments.

Data Used and Supported by the System	Data Reporting	Data Reporting Classification
Company data, username and email address collected for authentication, authorization, and notification proposes.	Customers may access account-related data via the AgileAssets customer portals.	Confidential / Restricted
Driver's and Contractor's license information may be stored to address state mandates (where applicable)	Customers may access driver-related data via the AgileAssets customer portals.	Confidential / Restricted
Application data, including GIS data, lease data, licensing data, planning data, and analytics.	Customers may access application data via the AgileAssets customer portals and custom reports.	Internal or Public*

*Data may be public due to the federal Freedom of Information Act and applicable public access state laws and regulations

5. Processes and Procedures

ACCESS PROVISIONING, REVIEW, AND REVOCATION

Trimble utilizes an automated ticketing system to perform access management and administration activities, including provisioning access, deprovisioning access, and conducting user access reviews. Upon hire, access is provisioned to employees based on their job roles and responsibilities. Requests for access beyond their specific job requirements require explicit approval by management. When an employee is terminated, the employee's manager alerts HR, who submits a termination ticket to communicate access removal responsibilities to the Trimble operations team.

To help ensure access rights are authorized, Trimble performs a full access review of logical access to production infrastructure at least annually. The user access reviews include compiling user account lists, requesting review from system owners, recording anomalies, and confirming that unauthorized access has been rectified. Changes resulting from the review are tracked and approved to help ensure access modifications are controlled.

SYSTEM ACCOUNT MANAGEMENT

Formally documented policies and procedures are in place to guide personnel in the requirements for implementing and maintaining logical security controls when utilizing information assets. Access to the production infrastructure is protected by multiple authentication and authorization mechanisms.

Administrative access privileges within Trimble's production infrastructure, including AD, VPNs, virtualization platforms, production servers, firewalls, cloud management services, are restricted to user accounts accessible by authorized IT and Operations personnel.

CHANGE MANAGEMENT

Application and infrastructure change management policies and procedures are documented to guide personnel in the change and release management process.

Change requests are entered into a ticketing system and/or checklist to track the application and infrastructure change requests through implementation to production. There are quality assurance (Dev/Stage) environments that development teams utilize to validate changes prior to release to the production environment. Changes are developed and tested in environments that are logically and/or physically separated from production and approved prior to implementation.

Trimble utilizes version control software to manage and restrict access to, and modification of, application code. Write access privileges to source code libraries within the version control software are restricted to user accounts accessible by authorized personnel. The version control system provides rollback capabilities and functionality to enforce segregation of duties. The ability to deploy application and infrastructure changes to production environments is restricted to authorized personnel.

DATA BACKUP AND RECOVERY

Backups occur on full, incremental or snapshot basis to meet needs of recovery time objective (RTO)/recovery point objective (RPO)/availability of product or service level need. Backup data is maintained in highly available storage. In the event that a backup job fails, the automated backup systems are configured to send an alert notification to operations personnel. Additionally, redundant architecture is in place to migrate business operations to alternate infrastructure in the event primary processing infrastructure becomes unavailable.

Backup data restoration tests are performed on at least an annual basis to help ensure that system components can be recovered from backup files. Restoration processes are primarily relying on the primary and secondary zone, when the primary zone becomes unavailable; promoting the secondary databases instances to primary to allow for failover of systems and data.

Trimble has implemented disaster recovery plans to mitigate the risk and impact of potential outages. On an annual basis, a disaster recovery test is conducted to help ensure the production environment can be recovered in the event of a disaster.

INCIDENT MANAGEMENT

Information Security incident management policies and procedures are in place to guide personnel throughout the security incident response process and include guidance on the following:

- Incident priority level definitions
- Responsibilities and procedures
- Reporting information security events and weaknesses
- Assessment and management of information security events
- Containment and resolution of information security incidents
- Collection and preservation of evidence
- Learning from information security incidents
- Incident coordination and communication strategy

A standard incident investigation form and ticketing system are utilized to document details surrounding each phase of the incident response process when security incidents are detected from initial discovery through resolution (e.g., identification, containment, eradication, recovery, and lessons learned). If the security incident requires a change to the system, the standard change control process is followed. Additionally, as part of the quarterly executive oversight board meetings, post-mortem reviews of security incidents are performed to analyze lessons learned and evaluate any areas for improvement in the incident response plan and recovery procedures.

SYSTEM MONITORING

Trimble's Product Development/IT Operations is responsible for assembling, operating, securing, and monitoring the performance of infrastructure resources, including the hardware, dependent services, and logical configurations of the production environment.

Several monitoring systems are in place to monitor the production environment. Performance monitoring tools are utilized to monitor the system up-time and performance, where administrators can review throughput, to support the operations team in making decisions to determine whether to add additional computing resources to improve availability and performance. Additionally, various security monitoring tools are implemented to monitor security events, identify vulnerabilities, and malicious code and alert security personnel. Compromised systems are quarantined, examined, and removed from the network until investigated and remediation is complete.

HUMAN RESOURCES

Trimble's success is founded on sound business ethics, reinforced with a high level of efficiency, integrity, and ethical standards. The result of this success is evidenced by its proven track record for hiring and retaining top quality personnel who ensures the service organization is operating at maximum efficiency. Trimble's human resources policies and practices relate to employee hiring, orientation, training, evaluation, counseling, promotion, compensation, and disciplinary activities.

Specific control activities in this area are described below:

- New employees have a hub available showing Trimble policy and procedures and access to development resources.
- New employees are required to complete security awareness training upon hire and directed to Trimble Cybersecurity policies.
- Employee termination procedures are in place to guide the termination process.
- New employees have required courses in Business Ethics and Code of Conduct. The Business Ethics and Code of Conduct document is digitally acknowledged by all new employees.
- Employees are subject to background check procedures where applicable.

B. Principal Service Commitments and System Requirements

PRINCIPAL SERVICE COMMITMENTS

Trimble designs its processes and procedures related to AgileAssets and Pavement Express to meet its business objectives. Those objectives are based on the service commitments that Trimble makes to user entities, the laws and regulations that govern the provisioning of AgileAssets and Pavement Express, and the financial, operational, and compliance requirements that Trimble has established for the services. AgileAssets and Pavement Express is subject to the relevant regulatory and industry information and data security requirements in which Trimble operates.

Security, availability, processing integrity, and confidentiality criteria commitments to user entities are documented and communicated in the Trimble general transaction terms, master terms and conditions, or other governing agreement; in any applicable supplemental terms or schedules, order forms, service level agreements, (SLA), or security addendums; and in any applicable policies or product documentation (collectively for a customer, a Customer Agreement). The principal service commitments are standardized and include the following:

- Trimble shall ensure infrastructure security by; hardened hosts with regular patching, vulnerability scanning tools, isolated virtual private clouds (VPCs), intrusion detection tools, static source code analysis, antivirus scanning tools, multi factor authentication, role-based access control, and network security groups;
- Trimble shall ensure that customer data in transit and at rest is encrypted, via methods such as transport layer security (TLS) and advanced encryption standard (AES);
- Trimble shall logically segregate each customer's data within the in-scope production application(s);
- Trimble shall engage an independent third party to conduct an annual penetration test of network, systems, or product hybrid on a prioritized risk basis;
- Trimble shall maintain a disaster recovery plan for AgileAssets and Pavement Express covering disaster prevention and recovery;
- Trimble shall actively maintain data backups so that in the event of data corruption, inconsistency, or loss, AgileAssets and Pavement Express can restore data as quickly as possible. Backups are stored securely in an immutable vault;
- Trimble shall monitor AgileAssets and Pavement Express during the term of the agreement(s) and the applicable Order Form and subject to Appian's terms and conditions and the terms detailed in the pertinent Service Level Agreement, which currently includes a 99% uptime level, measured on a monthly basis;
- Trimble shall perform input data validation that includes checks for out-of-range values, invalid characters in data fields, and missing or incomplete data; and
- Trimble shall dispose of customer data in accordance with applicable contract (from termination date of single tenant agreement or based upon schedule in a multi-tenant environment).

SYSTEM REQUIREMENTS

Trimble establishes operational requirements that support the achievement of the principal service commitments, relevant laws and regulations, and other system requirements.

Including the use of encryption technologies to protect system user data both at rest and in transit; the use of secure access controls to support the secure deliver of the services; the completion of vulnerability scanning and third-party penetration testing to identify and remediate security vulnerabilities; the implementation of operational procedures to guide internal personal in how to manage and respond to security incidents; and necessary system change management procedures to support the requisite authorization, documentation, testing, and approval of system changes.

Such requirements are communicated in Trimble's policies and procedures and system design documentation. Information security policies define an organization-wide approach to how systems and data are protected. These include policies around how the service is designed and developed, how the system is operated, how the internal business systems and networks are managed and how employees are hired, trained, and managed. In addition to these policies, standard operating procedures have been documented on how to carry out specific manual and automated processes required in the operation and development of Trimble's AgileAssets and Pavement Express.

The aforementioned service commitments and requirements are those principal service commitments and requirements common to the broad base of users of the system and may therefore not fully address the specific service commitments and requirements made to all system users, in each individual case.

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