

2021 Infor Customer Excellence Awards Rules and Requirements

Eligibility

- Applicant is required to be a cloud Infor customer (i.e., a subscriber to Infor products either directly from Infor or through a channel partner) in good standing through the end of 2021.
- Project or initiative nominated must utilize at least one Infor product(s).
- Project benchmarks reached and tasks presented must have been completed in calendar year 2019 or later.
- Applicant is responsible for complying with its internal company policies related to participating in programs of this nature, including, but not limited to obtaining any necessary permissions to participate and to provide the information required for the application form and to submit it.
- Infor channel partners are not eligible to win a Customer Excellence Award.

Process:

- Applicant must complete its submission online between July 6, 2021 and July 21, 2021.
- Judging will take place between July 22, 2021 and August 4, 2021.
- At time of judging, 3 finalists will be selected for each of the 6 highlighted industries (Aerospace and Defense, Automotive, Distribution, Food and Beverage, Healthcare, and Industrial Manufacturing)
- Marketing assets including press release, social media badges, video, logo rights, case study will be developed and must be approved in writing by all finalists between August 1, 2021 and October 30, 2021 in order for applicants to remain eligible to receive an award.
- Six (6) winners, one (1) per industry, will be announced at Inforum: The Ultimate Customer Experience in Vegas, November 9-11, 2021.

General

- The application form is to be completed online and in English.
- All answers must be supplied and be true, verifiable, and reflect the applicant's actual experiences and beliefs. If the question is not relevant, applicants should type N/A. Essay questions with N/A entries will not meet minimum requirements and will not be considered.
- The "Acknowledgement and Agreement" section of the application form must be completed by an authorized representative of the applying organization.
- All decisions of Infor regarding the interpretation and application of the Rules and Requirements, including eligibility, and the selection of award recipients, are final.
- All information contained in the application form must be original to the applicant, or the applicant must have secured all rights to submit the application form.
- By completing an application form, applicants warrant that no information provided as part of the application form is or can be deemed confidential or proprietary, considered a trade secret or be privileged.
- The applicant must have considered and complied with all contractual and/or confidentiality commitments that may be applicable to the information provided as part of his/her application form, including without limitation, compliance with business privacy policies, data use policies, policies governing disclosure of company information, agreements with third parties, and any

other company policies or commitments, and any laws, rules and regulations that may be applicable.

- As a condition of being a finalist eligible to receive an award, the organization must consent in a signed writing to:
 - The issuance of an Infor press release announcing the winner and runners up
 - Authorize use of the organization's candidate's logo
 - Repurposing of organization's application to create a public case study
 - Allow a video team onsite (or virtually as the global pandemic situation allows) to record a video that will be used to promote the awards and the organization at Inforum 2021. Organization must also allow for video footage to be repurposed for later use as a marketing asset to be shared on Infor.com (or appropriate channels such as our Youtube site, LinkedIn or social media platforms)
 - Creation of social media badges
- All information provided in the application form may be used by Infor in connection with its consideration and presentation of the Customer Excellence Awards, as described herein. Any submitted personal information shall be treated in accordance with Infor's privacy policy (<http://www.infor.com/about/privacy>).
- By completing an application form, applicant warrants that neither the applicant's application form nor Infor's use of the information contained in the application form, in whole or in part, will violate the right(s) of any third party.
- All activities of the applicant's business initiatives must be lawful.
- The application form cannot contain offensive or libelous material, cannot be misleading and must be truthful.

Award Categories

Six (6) Industry Categories

- Aerospace and Defense
- Automotive
- Distribution
- Food and beverage
- Healthcare
- Industrial manufacturing

Judging

A panel of Infor solution and industry experts will evaluate and score applications for each category based on the following criteria:

- Quantifiable business benefits
- Customer focus and satisfaction
- Technology use and innovation
- Scope and depth of performance improvement

Judges will choose three (3) potential winners under each of the six (6) identified industries; final winner will be announced at Inforum 2021. If there are two (2) applications of equal merit, judges may select up

to two (2) winners in each award category. If, in the judges' sole and absolute discretion, Infor does not receive any eligible applications for a specific industry category, then Infor reserves the right to not select an award recipient for that category. In addition, Infor, in its sole and absolute discretion, reserves the right to add industry categories if customer submissions warrant the addition.

Deadline for Applications and Recipient Notification

Deadline for applications is July 21, 2021. Finalists will be notified no later than August 9, 2021. A letter or email of congratulations will be sent to the person who submitted the application, with additional details regarding expected asset creation activities with liability/publicity release(s), the awards announcement and ceremony. To be eligible for an award, a finalist may be required to sign and return liability/publicity release(s) to Infor by the designated due date. Failure to comply with any stated deadline or with these Rules and Requirements will result in disqualification.

Benefits for the Recipients

- Award recipients will be announced at Inforum 2021.
- Industry and peer recognition for award recipient's organization and project team via publicity surrounding recipient's award in the form of a press release, customer profile or similar communication, and promotion on Infor's corporate website and customer support portals.
- An Infor Customer Excellence Award trophy and graphic image that recipient can display in its office, on its website, and use in other promotional material to showcase its organization's excellence.

Additional Terms and Conditions

- Awards are non-monetary and non-transferable, and recipients are not entitled to equivalent compensation or cash payment in lieu thereof. Infor reserves the right to substitute any benefits offered under this program with benefits of substantially equivalent value, as determined solely by Infor. All award details are at Infor's sole discretion. An applicant can only receive one (1) award.
- The award program and rules are subject to change by Infor in its sole discretion with or without notice.
- Award recipients are solely responsible for any liability for all federal, state and local taxes associated with the awards.
- The award program is not available where prohibited by law.
- Each applicant understands and acknowledges, to the extent permitted by law, that: i) Infor has wide access to ideas, designs, protocols, methodologies and other materials (collectively, "Ideas"), and those new Ideas are constantly being submitted to it or being developed by its own employees; ii) many Ideas may be competitive with, similar to, or identical to content in the application form and/or each other in concept, approach, format, or other respects; iii) applicant will not be entitled to any compensation as a result of Infor's development or use of any such similar or identical material that has or may come to Infor, or any of them, from other sources. Except where prohibited by law, each applicant acknowledges and agrees that Infor

does not now and shall not have in the future any duty or liability, direct or indirect, vicarious, contributory, or otherwise, with respect to the infringement or protection of the entrant's copyright, patent or other intellectual property right in and to the submission. Finally, to the extent permitted by law, each nominee acknowledges that, with respect to any claim by applicant relating to or arising out of Infor's actual or alleged exploitation or use of any application form or other material submitted in connection with the award program, the damage, if any, thereby caused to the applicable applicant will not be irreparable or otherwise sufficient to entitle such applicant to seek any injunctive or other equitable relief or in any way enjoin, otherwise interfere with, delay, or interrupt the production, distribution, exhibition, or other exploitation of any production based on, or allegedly based on, the application form, and, to extent permitted by applicable law, applicant's rights and remedies in any such event shall be strictly limited to the right to recover out-of-pocket costs associated with entering the award program, if any, in an action at law.

Publicity Grant

By accepting an award, each recipient agrees to the use by Infor and its designees of recipient's name, company name, trademarks and logos, city and state of residence, images and/or likenesses and information provided as part of the application form for advertising and publicity purposes, in any manner, in any and all media, now or hereafter known, worldwide in perpetuity, without compensation (unless prohibited by law) or additional consents and without prior notice, approval or inspection, and to execute specific consent to such use if asked to do so.

General Conditions

By submitting a application form, applicants agree to release, discharge, hold harmless and indemnify Infor, its parent, affiliates, subsidiaries, and advertising and promotion agencies, and the respective officers, directors, shareholders, employees, agents and representatives of the forgoing (collectively, "Released Parties") from any and all injuries, liability, losses and damages of any kind (including, without limitation, arising from claims based upon invasion of privacy, defamation, or right of publicity) to persons, including death, or property resulting, in whole or in part, directly or indirectly, from applicant's participation in the award program and/or the use of the award (including any travel or activity related thereto). Released Parties are not responsible for lost, late, incomplete, damaged, inaccurate, stolen, delayed, misdirected, undelivered or garbled application forms; or for lost, interrupted or unavailable network, server, Internet Service Provider (ISP), website, or other connections, availability or accessibility or miscommunications or failed computer, satellite, telephone or cable transmissions, lines, or technical failure or jumbled, scrambled, delayed, or misdirected transmissions or computer hardware or software malfunctions, failures or difficulties, or other errors or difficulties of any kind whether human, mechanical, electronic, computer, network, typographical, printing or otherwise relating to or in connection with the award program or the application process, including, without limitation, errors or difficulties which may occur in connection with the administration of the application process or in any application form or award program-related materials. Released Parties are also not responsible for any incorrect or inaccurate information, whether caused by site users, tampering, hacking, or by any equipment or programming associated with or utilized in the application form process or the award

program. Released Parties are not responsible for injury or damage to any person's computer related to or resulting from participating in this application process or downloading materials from or use of the website. Persons who tamper with or abuse any aspect of the application process or website, who act in an unsportsmanlike or disruptive manner or who are in violation of these Rules and Regulations, as solely determined by Infor, will be disqualified. Infor reserves the right at its sole discretion to suspend, modify or terminate the application process at any time and for any reason.

CAUTION: ANY ATTEMPT TO DELIBERATELY DAMAGE THE WEBSITE OR UNDERMINE THE LEGITIMATE OPERATION OF THE APPLICATION PROCESS MAY BE IN VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, INFOR RESERVES THE RIGHT TO SEEK DAMAGES AND OTHER REMEDIES (INCLUDING ATTORNEYS' FEES) FROM ANY SUCH INDIVIDUAL TO THE FULLEST EXTENT OF THE LAW, INCLUDING CRIMINAL PROSECUTION.