

## Hyland Customer Innovation Awards Official Rules

*NO PURCHASE OR PAYMENT IS NECESSARY TO ENTER OR WIN A HYLAND CUSTOMER INNOVATION AWARD. A PURCHASE WILL NOT INCREASE YOUR CHANCES OF WINNING. THIS IS A TRADE PROMOTION – NOT OPEN TO THE GENERAL PUBLIC.*

- **DEADLINE: All Hyland Customer Innovation Award entries are due by 11:59 p.m. EDT on Friday, June 30, 2023. Entries submitted after that time will not be accepted.**
- By submitting this application and participating in the Hyland Customer Innovation Awards, I represent that I am authorized by my organization to enter it to participate in the Hyland Customer Innovation Awards and that there are no restrictions/regulations that prohibit my organization's participation or that prohibit its receipt/acceptance of the Hyland Customer Innovation Award prize(s) described herein should we be a winner.
- All submitted Hyland Customer Innovation Award entries become the property of Hyland. By submitting this application, I consent to the disclosure of my story, including my organization name, to the Hyland Customer Innovation Awards judging panel, and should I win, to participate in the activities required of the award winners.
- Once submitted, entries are considered final and cannot be amended.
- All members of the Hyland customer-base who are in good standing with Hyland are eligible to enter. Hyland Software employees, Hyland's authorized solution providers and resellers or each of their respective affiliates, agents, officers, employees, or subsidiaries cannot submit entries for themselves and are not eligible for Hyland Customer Innovation Awards prizes. Hyland Software employees, authorized solution providers and resellers or each of their respective affiliates, agents, officers, employees, or subsidiaries are able to submit a nomination on behalf of their customer with the organization's express approval, but the solution must be in production at a current Hyland customer's organization.
- Submissions are limited to one entry per organization. If multiple entries from one organization are submitted the submitter(s) will be contacted to confirm which single entry should be put forward for consideration for the 2023 Hyland Customer Innovation Awards.
- Each entry form must be completed in English. The solution can be localized to a non-English language; however, the entry form must be submitted in English.
- Submissions must be submitted through the form provided to be considered for the Hyland Customer Innovation Awards, and answers to all questions are mandatory. If a question cannot be answered or is not relevant to the application, it should be answered with "N/A" (not applicable). Incomplete or partial submissions will not be considered for the Hyland Customer Innovation Awards.
- All submissions will be reviewed by a judging panel of Hyland executives who sit on the senior advisory council for CommunityLIVE 2023 and the presidents of the Hyland User Groups (VOGUEs, OSEG, PCAT). Any judging panel representatives from the Hyland User Groups whose organization has submitted a solution for the Hyland Customer Innovation Awards, will recuse themselves from the review and selection process related to the category(ies) in which their organization submitted a solution. Using the judging criteria set forth for each category, the panel will select three finalists in each category and, from those finalists, one winner in each category. Solutions entered must have

been developed using Hyland products and must already be deployed. Although third-party products may be part of the solution, the key component of the solution submitted should be based on Hyland products. The solutions with the best description based on the judging criteria within each category will be selected as the winner.

- Subject to the organization's compliance with the rules and meeting all finalist requirements, each of the three finalists in each category will be eligible to receive the following:
  - Award plaque indicating finalist solution distributed at the Hyland Customer Innovation Awards luncheon at CommunityLIVE 2023.
  - Digital award badge provided by Hyland in advance of the CommunityLIVE 2023 so that finalists can announce their selection on their corporate social media channels and website.
  - A complimentary main conference pass to attend CommunityLIVE 2023 (Tuesday–Thursday, October 3–5, 2023) for the organization to register their representative who will attend the Hyland Customer Innovation Awards Luncheon. The complimentary main conference pass to CommunityLIVE 2023 may not be transferred to any other organization or individual. No substitution or cash equivalent of any award is permitted. Hotel or Travel to and from CommunityLIVE 2023 is not included in any finalist award. Finalists are responsible for all additional costs associated with attending CommunityLIVE 2023.
- Each of the three finalists in each category will be expected to take part in the following:
  - Execution of any certification of authorization to receive the prizes as may be required by Hyland.
  - Sign-off to appear and participate in promotional material, such as social media announcements, Hyland-produced video showcasing their innovative solution and a quote to be published in a blog on Hyland Community, announcing they're a finalist as part of the Hyland Customer Innovation Awards (all items subject to pre-approval by winner).
  - Agree to have the recorded video of their solution promoted pre- and during at the CommunityLIVE 2023 as well as part of the Hyland Customer Innovation Awards luncheon Wednesday, October 4, 2023.
- Subject to the organization's compliance with these rules and meeting all requirements, in addition to receiving the awards listed above as a finalist, the winner in each category will also be eligible to receive the following:
  - Award plaque indicating winning solution distributed at the Hyland Customer Innovation Awards luncheon at CommunityLIVE 2023. Winners will only receive a winner plaque and will not receive both a finalist plaque and a winner plaque.
  - Digital award badge provided by Hyland after CommunityLIVE 2023 so that the winners can announce their win on their corporate social media channels and website.
  - Hotel accommodation for the representative of the organization's stay at CommunityLIVE 2023 not to exceed four nights of room, tax and resort fees which will be booked and paid for by Hyland. Hyland shall only pay for the regular

room rate plus taxes negotiated and booked by Hyland and shall not pay for any additional hotel fees incurred by the organization's representative, including, but not limited to, room service, movie rental, bar, spa or any other amenities or services that incur additional charges or expense which shall be the winner's responsibility. The hotel accommodation will be awarded to the organization to provide to their representative who will attend the Hyland Customer Innovation Awards Luncheon at CommunityLIVE 2023 and may not be transferred to any other organization or individual. No substitution or cash equivalent of any award is permitted. Airfare to and from CommunityLIVE 2023 conference is not included in any award. Winners are responsible for all additional costs associated with attending CommunityLIVE 2023.

- Each category award winner will be expected to take part in the following:
  - Execution of any certification of authorization to receive the prizes as may be required by Hyland.
  - Sign-off to appear and participate in promotional material, such as social media announcements, video produced by Hyland showcasing the innovative solution and be quoted in a published blog on Hyland Community, announcing their win as part of the Hyland Customer Innovation Awards (all items subject to pre-approval by winner).
  - Agree to have the recorded video of their solution promoted before, during and after CommunityLIVE 2023 as well as part of the Hyland Customer Innovation Awards luncheon Wednesday, October 4, 2023. The winner will be expected to be present to accept their award and provide brief remarks of their recognition at the luncheon. Should the submitter not be present at CommunityLIVE 2023, a colleague, account representative or other authorized Hyland representative may present on behalf of the winning submitter with prior written approval of Hyland.
- **Suspension / Modification / Termination**. In the event Hyland is prevented from continuing with the Hyland Customer Innovation Awards by any event beyond its control, including, but not limited to, fire, flood, epidemic, earthquake, explosion, labor dispute or strike, act of God or public enemy, communications or equipment failure, utility or service interruptions, riot or civil disturbance, terrorist threat or activity, war (declared or undeclared), interference with the Hyland Customer Innovation Awards by any party, or any federal state or local government law, order, or regulation, order of any court or jurisdiction, or other cause not reasonably within Hyland's control (each a "**Force Majeure**" event or occurrence) Hyland shall have the right to modify, suspend or terminate the Hyland Customer Innovation Awards. Hyland additionally reserves the right, in its sole and absolute discretion: (1) to modify, suspend or terminate the Hyland Customer Innovation Awards should causes beyond Hyland's control corrupt or interfere with the administration, integrity, operation, security or proper play of the Hyland Customer Innovation Awards; or (2) to disqualify any entrant found to be, or suspected of: (a) tampering with the entry process or the operation of the Hyland Customer Innovation Awards; (b) acting in violation of these Official rules; or (c) acting in an un-sportsmanlike manner.
- **Governing Law / Limitation of Liability**. All issues and questions concerning the construction, validity, interpretation and enforceability of these rules or the rights and

obligations of entrants or Hyland in connection with the Hyland Customer Innovation Awards will be governed by and construed in accordance with the internal laws of the State of Ohio, without giving effect to any choice of law or conflict of law rules or provisions that would cause the application of any other state's laws.

BY ENTERING THE HYLAND CUSTOMER INNOVATION AWARDS, ENTRANT AGREES THAT TO THE EXTENT PERMITTED BY APPLICABLE LAW: (1) ANY AND ALL DISPUTES, CLAIMS AND CAUSES OF ACTION ARISING OUT OF OR CONNECTED WITH THE HYLAND CUSTOMER INNOVATION AWARDS, OR ANY PRIZE AWARDED, WILL BE RESOLVED INDIVIDUALLY, WITHOUT RESORT TO ANY FORM OF CLASS ACTION; (2) ANY AND ALL CLAIMS, JUDGMENTS AND AWARDS WILL BE LIMITED TO ACTUAL THIRD-PARTY, OUT-OF-POCKET COSTS INCURRED (IF ANY) NOT TO EXCEED TEN DOLLARS (\$10.00), BUT IN NO EVENT WILL ATTORNEYS' FEES BE AWARDED OR RECOVERABLE; (3) UNDER NO CIRCUMSTANCES WILL ANY ENTRANT BE PERMITTED TO OBTAIN ANY AWARD FOR, AND ENTRANT HEREBY KNOWINGLY AND EXPRESSLY WAIVES ALL RIGHTS TO SEEK, PUNITIVE, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOST PROFITS AND/OR ANY OTHER DAMAGES, OTHER THAN ACTUAL OUT OF POCKET EXPENSES NOT TO EXCEED TEN DOLLARS (\$10.00), AND/OR ANY RIGHTS TO HAVE DAMAGES MULTIPLIED OR OTHERWISE INCREASED; AND (4) ENTRANTS' REMEDIES ARE LIMITED TO A CLAIM FOR MONEY DAMAGES (IF ANY) AND ENTRANT IRREVOCABLY WAIVES ANY RIGHT TO SEEK INJUNCTIVE OR EQUITABLE RELIEF. THE FOREGOING IS NOT INTENDED TO LIMIT ANY SUPPLIER'S EXPRESS WARRANTY FOR A PRIZE OR ANY CONSUMER RIGHTS NOT WAIVABLE UNDER APPLICABLE LAW.

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