

SERVICE AGREEMENT

Safety U: Compliance Plus Library Group Content Only

Last Updated: August 13, 2025

This Service Agreement (“Serv-Agreement”) is entered into by and between ENVIRONMENTAL & SAFETY SUPPORT GROUP, LLC (dba ESSG), an Oklahoma corporation (“Provider” or “Party”), and the entity indicated on the applicable Quote and/or Order Form (“Customer” or “Client” or “Subscriber” or “Party”). This Serv-Agreement is incorporated by reference into, and governed by, the Master Service Agreement (“MSA”) between the Parties. In the event of a conflict between this Serv-Agreement and the MSA, the terms of the MSA shall control unless otherwise expressly stated herein.

1. SERVICE SPECIFICATIONS

Provider will grant Customer access to the **Safety U Compliance Plus Library Group** of courses, as listed at <https://www.safetyu.com/courses>.

- **Content Delivery** – All course content will be provided for delivery within the Subscriber’s Learning Management System (LMS) in the Subscriber’s preferred format of AICC or SCORM.
- **Included Student Licenses** – Access is included for up to the number of Students specified in the applicable Quote or Order Form.
- **Included Courses** – Access is included for up to the number of Courses specified in the applicable Quote or Order Form.
- **Language Availability** – All available languages for a given course shall collectively count as one (1) course toward the total number of courses included. *Example:* The “Hazard Communication” course, available in sixteen (16) languages, will count as one (1) course regardless of the number of languages accessed.
- **Additional Student Licenses** – Any Student registrations beyond the included quantity will be billed at the per-student rate specified in the applicable Quote or Order Form.
- **Course Selection** – The Customer may select from any of the 330+ courses in the Compliance Plus Library Group, across all available languages, including the following libraries:
 - [Occupational Safety & Health](#),
 - [Human Resources](#),
 - [Environmental Management](#),
 - [Transportation](#),
 - [Canadian Safety & Health](#),
 - [Food Manufacturing Safety](#),
 - [Higher Education](#),
 - [Healthcare](#), and
 - [Training Shorts Courses](#).

Courses not included in the Compliance Plus Library Group may be purchased separately and added to the Customer’s LMS portal at that course’s license fee.

2. BENEFITS & FEATURES

Under this Serv-Agreement, Customer will receive:

- Triple Support:
 - A dedicated Client Service Representative,

- Live, US based, help desk for student and administrator questions,
- Channel Partner Support – If the content purchased is from one of ESSG/Safety U channel partners, a channel partner experts will also be available and incorporated for support when necessary.

3. DEFINITIONS

Start: A “start” occurs any time a student begins a course, regardless of completion. Starts are omitted if a course was inadvertently launched by the student.

4. BILLING & PAYMENT

Subscription fees cover up to the number of students specified in the applicable Quote or Order Form. Additional students will be invoiced at the per-student rate specified in the applicable Quote or Order Form. All other billing, payment, and tax obligations follow MSA Section 3.

5. TERM & TERMINATION

This Serv-Agreement will run concurrently with the applicable Quote or Order Form and the MSA. Auto-renewal applies per the terms of the MSA. Either Party may terminate this Serv-Agreement in accordance with MSA Section 2.

6. GENERAL

All other terms, conditions, and definitions contained in the MSA remain in full force and effect and are incorporated herein by reference.