

CHUBB SYSTEMS TERMS AND CONDITIONS - SISYS - MAINTENANCE

1 DEFINITIONS

Agreement: means these conditions, the Quotation, the Customers order for the Maintenance Services and the Customer's acceptance.

Company: means Chubb Systems Limited.

Costs and Expenses: means costs and expenses incurred by the Company in carry out the Maintenance Services for the Customer, which include, but are not limited to, photocopying costs, travel costs, accommodation costs, reproductions costs and subcontractor fees and costs.

Customer: means the person/organisation named in the Quotation.

Equipment: Customer owned equipment located at the Equipment Site.

Equipment Schedule: means a list of equipment contained at the Equipment Site

Equipment Site: means the postal address of the site where the Equipment is located.

Maintenance Charge; means the charges for performing the Maintenance Services.

Maintenance Service: means corrective maintenance, preventative maintenance, hardware or software Services or any other services undertaken hereunder.

Warranty Period: 12 months from date of completion of the Maintenance Services undertaken on the Equipment.

Quotation: means the Company's written terms which sets out the Maintenance Services, and the Maintenance Charge the Company will render to the Customer for the delivery of the Maintenance Services together with any additional express terms of contract agreed between the Company and the Customer.

2 GENERAL

- 2.1 Notwithstanding anything to the contrary in the Customer's standard conditions or elsewhere, this Agreement shall apply to all Maintenance Services undertaken for the Customer and shall not be varied unless expressly agreed in writing and signed by the Company and by the Customer's authorised representative. No servant or agent of Company is authorised to vary the conditions contained herein or to make representations of premises about the Maintenance Services provided.
- 2.2 To the extent permitted by law, no term warranty conditions or other stipulation, expressed or implied, statutory or otherwise shall apply to this Agreement unless it is expressly contained in or incorporated into this Agreement.
- 2.3 If any provisions of this Agreement are not permitted by law, then such provisions shall be deemed to be omitted to that extent only.
- 2.4 the Customer may not assign or transfer in whole or in part any rights under this Agreement.
- 2.5 At the commencement of the Agreement or when items are added to the Equipment Schedule the Company will inspect the Equipment to ensure its suitability for inclusion within this Agreement.

3 CORRECTIVE MAINTENANCE

Corrective Maintenance shall be provided for the repair of faults that cause the Equipment to malfunction. In response to calls for Corrective Maintenance Company will undertake that:

- 3.1 Upon receipt of a fault call Company will respond by a visit to the Equipment Site of an engineer within the defined response time.
- 3.2 Upon arrival at the Equipment Site the engineer will proceed with the fault diagnosis and repair of the Equipment, repairing or replacing defective components and modules as necessary. Components and modules removed shall become the property of Company and replacement components and modules shall become the property of the Customer, unless the Customer shall expressly request otherwise at the time of replacement.
- 3.3 During the course of this Agreement Company may request, upon 90 days written notice, the removal of any item of Equipment from the Equipment Schedule provided that Company can reasonably demonstrate that the item cannot be effectively maintained due to the lack of availability of spare parts from the manufacturer or any other reason beyond the control of Company.

4 PREVENTIVE MAINTENANCE

Preventive Maintenance shall be provided for the routine care and attention necessary to ensure the continued efficient operation of the Equipment, Company will undertake to:

- 4.1 Provide details of the Preventive Maintenance programme within four weeks from commencement of this Agreement.

- 4.2 Visit the Equipment Site at the defined frequency as stated in the Agreement to perform preventive maintenance on the Equipment in accordance with the manufacturer's recommendations.
- 4.3 Such Preventive Maintenance will be provided between the hours of 0800 to 1700 Monday to Friday, excluding public and bank holidays. Where the Customer shall so request, Preventive Maintenance will be provided outside of these hours and will be subject to an additional charge.

5 HARDWARE AND SOFTWARE SERVICES

Subject to paragraph C, the Hardware and Software Service will comprise the following:

Hardware

1. Upon receipt of notification from the Customer that the Hardware has failed or is faulty the Company, or an approved agent appointed by the Company, will make such repairs and adjustments to or, where appropriate, replace such parts of the Hardware during normal working hours as may be necessary to restore the Hardware to its proper operating condition.
2. Upon receipt of notification from the Customer that the Hardware has failed or is faulty the Company will use reasonable endeavours to see that all repairs, adjustment or replacements are carried out within one working day.
3. In instances where the Hardware that has failed or is faulty cannot be returned to working order, the Company will temporarily provide substitute Hardware where possible.
4. All faulty or defective Hardware that is replaced on a permanent basis by replacement Hardware by the Company for whatever reason will be and remain the Company's absolute property.

Software

1. During normal working hours the Company will provide an on-going telephone support service for Software supplied by the Company.
2. As and when Software Updates are released, the Company will provide the update to the Customer where deemed necessary or requested by the Customer. Software Updates will be provided using an appropriate medium. No extra charge will be made for this service.

C Exclusion to Hardware and Software Services

The Hardware and Software Service will not include the following:

1. Labour or parts which in the Company's opinion is or are necessary because of any incident, neglect, unauthorised modification or misuse, transportation, damage or failure or unserviceability from fire, water, air conditioning, humidity control, or any abnormal conditions, any failure to carry out functions and to use the Hardware and/or Software in accordance with the Company's instructions and the operator's manual, or the fitting of any parts or making of any adjustment or alteration or carrying out of maintenance or repairs by anyone other than the Company or an approved agent appointed by the Company. It is the responsibility of the Customer to ensure that all operators are adequately trained to use any Hardware and/or Software supplied by the Company.
2. Maintenance or replacement of parts rendered impracticable by reason of any of the foregoing.
3. Refurbishment, overhaul or alterations, any specification changes, relocation, the addition or removal of accessories, attachments or other devices.
4. Normal day-to-day functions and maintenance procedures to be carried out by the Customer's operators in accordance with the Company's instructions and the operator's manual (such as fitting or new operating supplies specified or supplied by the Company) except that the Company will carry out such functions and adjustments without any charge for labour during visits made by the Company in any case in providing the Service.
5. Replacement of attachments or operating supplies including without limitation, printer heads, printer ribbons, cartridges, type elements, plates and recorded data or laser printer parts once page rated duty has been surpassed, or any such equipment that is beyond the manufacturer's planned life.
6. Electrical works, installations, connections or components external to or supplying power to the Hardware.
7. Maintenance or replacement of any Hardware and/or Software not supplied by the Company or a supplier approved by the Company.

6 OTHER SERVICES

When the Customer requests Service outside of the provisions of this Agreement, Company will use reasonable endeavour to provide such service, subject to the Customer agreeing to pay any additional charge arising as a result.

7 ADDITIONAL EQUIPMENT

Additional equipment may be added to the Equipment Schedule provided that such additional equipment is acceptable by Company for inclusion within this Agreement and subject to the Customer agreeing to pay any additional charges arising as a result.

8 CUSTOMER OBLIGATIONS

- 8.1 The Customer Shall:-
- 8.2 Promptly report all faults to the designated Service Control Centre.
- 8.3 Provide to the Engineer full and free access to the Equipment for the purposes of performing the Maintenance Service.
- 8.4 Undertake not to relocate, remove or reposition the Equipment without the prior written consent of Company.
- 8.5 Not make any addition to, modification of, or adjustment to the Equipment without the prior written consent of Company.
- 8.6 Co-operate reasonably with Company in the diagnosis of the reasons for any malfunction of the Equipment.
- 8.7 Not make any offer of employment or otherwise seek to entice away from the employment of Company any member of the Company staff during the term of this Agreement.
- 8.8 Maintain a suitable environment and electrical supply for the Equipment which complies with specifications given by the manufacturer(s). Company undertake to advise the Customer if the environment is suitable or the specification from the manufacturer alters.
- 8.9 Ensure the Equipment is operated in a proper manner by competent personnel.

9 TERMS OF PAYMENT

- 9.1 Time for payment shall be of the essence.
- 9.2 The Customer shall pay the Maintenance Charge as stated in the Quotation annually in advance. Where a Maintenance charge extends for greater than 12 months, the next payment shall be due on the anniversary of the service commencement date.
- 9.3 Where agreed within the proposal the Customer shall pay the Maintenance Charge quarterly in advance.
- 9.4 Where any maintenance services are provided which are not covered by the provisions of this Agreement the Customer shall pay immediately on presentation of an invoice for the charges.
- 9.5 The Customer shall pay all accounts in full within 30 days of receipt of a valid invoice and not exercise any rights of set-off or counterclaim.
- 9.6 Costs and Expenses shall be in addition to the Maintenance Charges unless specifically included in the Quotation. Payments shall be made in the currency specified in the Quotation.
- 9.7 If any payments are more than 90 days in arrears from the due date on any Agreement between the Customer and Company then Company shall be entitled to suspend the terms of this Agreement.
- 9.8 The Company shall be entitled to charge interest on any sums not paid on the due date under Condition 6(a), at 8% above the Bank of England base rate under the Late Payment of Commercial Debts (Interest) Act 1998 until payment is made.

10 CHARGES

- 10.1 The Company may increase or decrease the Maintenance Charge after the 12 month anniversary of the Agreement being in place
- 10.2 If Maintenance Service is continued and is for any reason not covered by the provisions of the Agreement then the Customer shall pay at the appropriate hourly rate for such services, including any Costs and Expenses.

11 EXCLUSIONS

- Maintenance Service does not include:-
- 11.1 Repair of damage caused by accident, misuse, neglect, movement of or interference with the Equipment, or by failure to maintain a suitable environment and electrical supply including (but not limited to) failure of electrical power, poor air conditioning or humidity control, static electricity, or by any cause other than the normal usage of the Equipment by the Customer, notwithstanding Clause 8.8.

- 11.2 Repair of damage caused by faulty manufacture of or modification of the Equipment before the date of this Agreement, or by any person other than an authorised representative of Company attempting to maintain the Equipment.
- 11.3 Maintenance of accessories, attachments, machines or any other items not included in the Equipment list specified in this Agreement.
- 11.4 Making modifications or specification changes to the Equipment. Reconditioning, refurbishing, painting or refinishing the Equipment, performing services connected with relocation of the Equipment or adding or removing accessories, attachments or other devices.
- 11.5 Provision of supplies or accessories, as detailed on the Agreement.

12 CUSTOMER WARRANTY

Company warrants and undertakes to the Customer.

- 12.1 That it will perform the Maintenance Services with all reasonable care and skill, but Company does not warrant or undertake that the provision of the Maintenance Service will cause the Equipment and the Software to operate without material fault or material interruption.
- 12.2 Subject to the foregoing all conditions, warranties, terms and undertakings express or implied statutory or otherwise, in respect of the performance of the Maintenance Services are hereby excluded.

13 BREACH OF AGREEMENT

If either party shall be in default of its obligations under this Agreement, then such default may be considered by the other party to be a breach of Agreement, if such default shall continue for 30 days after receipt of written notice thereof. Failure to remedy such breach shall entitle the other party to terminate this Agreement summarily without recourse to other remedy. Any outstanding sums due under the Agreement will become immediately payable.

14 TERM OF AGREEMENT

This Agreement shall take effect on the date specified and shall continue unless and until terminated by either party giving to the other not less than 3 months notice.

15 NOTICE

Either party may give any notice to the other by posting a letter, addressed to the other party at its registered office (if any) or other known relevant place of business, and sent by pre-paid first class post. Any notice so sent shall be deemed to have been properly and effectively given upon the expiration of 48 hours after it shall have been posted.

16 LIMITATION OF LIABILITY

- 16.1 The Company will indemnify the Customer in respect of claims for direct physical damage to the Customer's property arising as a direct result of the negligence of its servants in the performance of this Agreement.
- 16.2 The Company will indemnify the Customer in respect of claims for direct physical injury to, or the death of, the Customer's staff, where such is attributable to the negligence of Company or its servants.
- 16.3 The Company shall not be liable for any loss of software data, how so ever occasioned.
- 16.4 The Company shall not be liable for any indirect or consequential damages arising out of its performance under this Agreement.
- 16.5 Notwithstanding anything else in this Agreement, and to the extent permitted by law, Company's total liability in contract, tort, strict liability or otherwise arising in connection with this Agreement shall be limited in the aggregate at the Maintenance Charge.

17 INTELLECTUAL PROPERTY RIGHTS

- 17.1 The Customer acknowledges and agrees that all copyrights trade marks, trade names, design rights, design patents, confidential information and all other intellectual property rights of whatever nature or description owned or possessed by the Company in or in relation to the Equipment and the Software are the exclusive property of the Company.
- 17.2 The Company shall fully indemnify the Customer at its own expense for any third party action brought against the Customer which alleges or purports an infringement of the third party intellectual property rights.

18 CONFIDENTIALITY

- 18.1 Each of the parties hereto undertakes to the other to keep confidential all information (written or oral) concerning the business and affairs of the other including its clients that it shall have obtained or received as a result of the discussions leading up to or the entering into of this Agreement save that which is:-
- (i) Trivial or obvious.
 - (ii) Already in its possession other than as a result of a breach of this Condition or
 - (iii) In the public domain other than as a result of a breach of this Condition.
- 18.2 Each of the parties undertakes to the other to take all such steps as shall from time to time be necessary to ensure compliance with the provisions of Conditions 1.16.1 above by its employees agents and sub-contractor(s).

19 INSURANCE

The Company shall provide £10 million pounds Employers Liability Insurance and, £5 million pounds Public and Product Liability Insurance to cover the Maintenance Services provided under this Agreement.

20 FORCE MAJEURE

- 20.1 Neither party shall be liable for any delay, loss, damage or injury caused by Acts of God, third party strikes and lockouts, civil commotion, riots, war, fire, explosions, sabotage, storm, flood, earthquake, subsidence or requisition of labour or materials for State purposes or any other cause beyond their control.
- 20.2 In the event of force majeure the party suffering force majeure shall immediately notify the other party of the relevant circumstances and of the action to be undertaken to enable continued service within the terms and conditions under this Agreement.

21 RESTRICTIONS ON SENSITIVE COUNTRIES

- 21.1 The Customer agrees that it will not either directly or indirectly sell, re-export or transfer products, equipment, software, technical information or any services supplied under this Agreement to the following countries: Iran, Sudan (including Southern Sudan), Cuba, North Korea, Myanmar and Syria including any entities or persons located in those countries, or who are owned or controlled by the governments of those countries. Company reserves the right to change any of these countries in the future.

22 NUCLEAR INCIDENTS

The Customer will indemnify Company, against any liability to third parties, and against damage or injury, to any person or property including the Works, arising out of or resulting from ionising, radiations, or contamination, by radioactivity from any nuclear fuel or from any nuclear waste, save where liability or damage in respect of property, is caused by a corporate act or omission of ours done with intent to cause injury or damage.

23 ANTI-BRIBERY

Neither the party shall, directly or indirectly, make a bribe or other illegal gift or payment or offer, promise or authorize a bribe or other illegal gift or payment to any public or private person or entity, in connection with this Agreement. The parties represents and warrants that they have not taken, or permitted any of its Affiliates, agents, sub-contractors, suppliers or employees to take, any action which would constitute a breach of this provision, and covenants to comply with (and require its Affiliates, agents and employees to comply with) this provision. This provision shall survive the termination of this Agreement.

24 DATA PRIVACY

- 24.1 **Compliance with Law.** The products and/or services being provided require the collection of Personal Information (information and data exchanged in connection with this Agreement related to any identified or identifiable natural person or, in case of a conflict with applicable law, which is subject to any applicable data privacy laws). The parties will comply with applicable data privacy laws governing Personal Information processed in connection with this Agreement. The parties take all reasonable commercial and legal steps to protect Personal Information
- 24.2 **Rights and Obligations.** If the Customer provides the Company with Personal Information, the Customer will ensure that it has the legal right to do so. The Customer will notify the individuals whose Personal Information it has provided to the Company prior to providing it to the Company.
- 24.3 The Company may share Personal Information with the Company's service providers in accordance with applicable data privacy laws and with appropriate protections.
- 24.4 The Company may store Personal Information on servers located and accessible globally by UTC entities and their service providers with appropriate protections in place.

- 24.5 If the Company processes Personal Information under this Agreement, the Company will retain the Personal Information for the term of this Agreement and thereafter as required under this Agreement, to protect the Company's legal rights, or as required or permitted by law or audit requirements. If processes Personal Information for purposes separate and apart from this Agreement, the Company serves as a controller and assumes legal obligations as a controller, including for defining the appropriate retention period.
- 24.6 If the Personal Information is involved in a Data Breach Incident (set of circumstances that involve actual or a reasonable possibility of unauthorized access to or possession of, or the loss or destruction of, Personal Information), the party on whose system the data was stored is responsible for any notifications and associated costs. Unless prohibited by law or a regulator with jurisdiction over a party, the notifying party shall make reasonable efforts to coordinate with the other party to allow input into the notification before it is made.
- 24.7 While performing under this Agreement, if a party learns of any: (i) complaint or allegation indicating a violation of the applicable data privacy laws regarding Personal Information; (ii) request from one or more individuals seeking to access, correct, or delete Personal Information; or (iii) inquiry or complaint from one or more individuals in relation to the processing of Personal Information, the party will exercise reasonable efforts to promptly notify the other party in writing, except to the extent prohibited by law, law enforcement, or a regulator with jurisdiction over such party. The parties shall provide reasonable commercial assistance to each other in investigating the matter, identifying the relevant information, preparing a response, implementing a remedy, and/or cooperating in the conduct of and defending against any claim, court or regulatory proceedings.

25 BREXIT

The Company shall notify the Customer should it suffer any adverse impact on this Agreement occurring at any time following UK's decision to cease to be a Member State of the European Union as a result of a Brexit Event. A Brexit Event shall include but not be limited to:

- (a) Changes in law;
- (b) Increases in costs, fluctuating exchange rates, tariffs or other duties tax or levy imposed on exports or imports, changes to pricing of products or services incurred by the Company in performing the Agreement since the price of the product or service was agreed;
- (c) Restrictions on the ability to perform the obligations under the Agreement;
- (d) Changes or new requirements for licenses or consents;
- (e) Delays in export or import of products or services due to controls, processes or restrictions;
- (f) Any other change to the business or economic environment in which the Company operates that may be unforeseen at the date of this Agreement.

Following such notice the Company shall be entitled to adjust the Contract Price and any other charges, after taking all reasonable steps to mitigate any additional costs and expenses, from the date of receipt of such notice so that the Company is financially no worse off than if the Brexit Event had not occurred.

In addition it is further agreed that the Company shall have no liability for any delays to programme or delivery or any penalties costs or damages that are associated with any programme or delivery in the event that such delay is caused by a Brexit Event

26 CONTRACTS (RIGHTS OF THIRD PARTIES ACT 1999)

- 26.1 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement but this does not affect any right or remedy that exists or is available to a third party apart from that Act.

27 DISPUTES

In the event of a dispute that cannot be resolved by discussion and negotiation the Company and the Customer agree to an initial process of mediation. The mediation will be conducted in London, England, in accordance with the Centre of Dispute Resolution (CEDR) Model Mediation Procedure (as in force at the date of the mediation). The mediator shall be nominated by CEDR. All costs, other than legal costs associated with the process, shall be shared equally by the Company and the Customer.

In the event that a dispute cannot be resolved by mediation all disputes arising out of or in connection with this Agreement shall be settled on a final and binding basis under the Rules of Arbitration of the Chamber of Commerce, by one arbitrator, sitting in London, England conducting the arbitration in English and pursuant to English Law.

28 LAW

This Agreement shall be considered in accordance with English Law (Arbitration Act or its successor) and the parties hereby submit to the exclusive jurisdiction of the English courts.