

Simple Supply Agreement

1. DEFINITIONS

'Affiliate' means a corporation, partnership or a joint venture entity in which a Singtel Group Company or Optus Group Company, as the case may be, whether directly or indirectly has a substantial holding or shareholding and includes a Related Corporation.

'Background Intellectual Property' means Intellectual Property Rights which is created prior to or independent of the Contract by Customer, Supplier or a third party.

'Change in Control of the Supplier' means that after the date of the Contract:

- (a) any person (other than a Supplier Group Company), becomes entitled to a Controlling stake in the issued voting shares of the Supplier or any of its Related Corporations. For the purpose of this Clause, "Control" or "Controlling" means the power to appoint the board of directors of the Supplier or Supplier Group Companies or the ability whether directly or indirectly to substantially direct or substantially influence the management and policies of the Supplier or Supplier Group Companies;
- (b) a Competitor appoints a member of the board of directors of the Supplier or any of its majority owned subsidiaries as Competitor's executive director;
- (c) the Supplier or any of its majority owned subsidiaries appoints a member of the board of directors of a Competitor as Supplier's or any of its majority owned subsidiaries' executive director; or
- (d) the Supplier, or any of its Related Corporations, enters into a registered partnership or incorporated joint venture arrangements with a Competitor to sell or market to customers in Competitive Markets.

'Competitor' means any entity that provides telecommunications, broadcasting or electronic information services within Singapore, Australia or any other jurisdiction in which the Customer operates (as applicable) that competes with any goods and services provided by any Singtel Group Company.

'Competitive Markets' means Singapore, Australia and any other geographic market in which the Customer operates.

'Confidential Information' includes, but is not limited to all information of a confidential or proprietary nature relating to or supplied in connection with the Contract by the Customer and/or its Related Corporations including but not limited to Personal Data, Customer Data, trade secrets, know-how, show-how, patents research, development or technical information, confidential and proprietary product or information, Intellectual Property Rights, business plans, operations or systems, financial and trading positions, details of or relating to customers, information supplied by or collected for customers, suppliers, debtors or creditors, information relating to the officers, directors or employees of the Customer and/or its

Related Corporations, marketing information, brochures, printed matter, rates and rate tables, contracts regardless of form, format or media including, without limitation, written (including electronic), verbal, or information reduced to tangible form and also includes information communicated, made accessible or obtained by the Supplier through systems access, through meetings, documents, correspondence or inspection of tangible items.

'Contract' means the contract between the Supplier and Customer containing these terms and conditions, including the Schedule (where relevant) and the Purchase Order to the Contract.

'Customer' means any Singtel Group Company that issues the Purchase Order to the Supplier.

'Customer Data' means all information and Personal Data stored by or accessible within the Customer's information infrastructure and all information collected or accessed by the Supplier that relates to a Customer or a customer of a Customer and/or the Supplies arising from or in relation to performance of Supplier's obligations under the Contract.

'Deliver' or **'Delivery'** means provision of Supplies that meet the Specifications or requirements, to or at a site, warehouse or any other location designated by the Customer.

'Documentation' means:

- (a) the Specifications;
- (b) all user documentation; and
- (c) any other documentation to be provided by the Supplier specified in the Contract.

'Due Date' means each date specified in the Contract (if any), by which the Supplier is obliged to deliver any Supplies or perform any other obligations under the Contract.

'Foreground Intellectual Property' means:

- (a) intellectual property which results from or is generated pursuant to or for the purposes of or in connection with or in the course of, a Contract, and any subsequent improvements, enhancements, rectifications and/or fixes to such intellectual property; and
- (b) intellectual property which results from or is generated pursuant to or for the purposes of or in connection with or in the course of, any other prior contracts between the Supplier and Customer, and any subsequent improvements, enhancements, rectifications and/or fixes to such intellectual property.

'GST' means the tax chargeable under the *Goods and Services Tax Act 1993* on the supply of goods and services in Singapore and the importation of goods into Singapore.

'Harmful Code' means any hardware, computer code, computational logic, programming instructions including any malware, ransomware and/or software, that is vulnerable, harmful, destructive, disabling or which assists in or enables

unlawful access, loss, theft, alteration, denial of service, unauthorised disclosure, destruction or corruption of data including but not limited to viruses, worms, spyware, adware, software vulnerabilities, coding flaws, keyloggers, trojans, and any new type of threats.

'Incidental Costs' means all costs incurred by the Supplier (including, without limitation, costs for delivery, Taxes excluding any GST) connected with the supply of the Supplies by the Supplier.

'Insolvency Event' means in relation to any party:

- (a) the party ceases, or threatens to cease, to carry on its business or a substantial part thereof;
- (b) the party is or is likely to become unable to pay its debts when they are due, is unable to or admits its inability to pay its debts, seeks to enter into any composition or other arrangement with its creditors, is declared or becomes insolvent or enters into liquidation;
- (c) any step is taken by the party to enter into any scheme of arrangement between the party and its creditors;
- (d) where the party is insolvent within the meaning of Companies Act 1967 of Singapore or the Corporations Act of Australia (Cth) or an analogous clause in the jurisdiction in which the entity is incorporated;
- (e) any step is taken by any person (including a creditor, mortgagee etc.) to enter into possession or dispose of the whole or any part of the party's assets or business;
- (f) any step is taken to appoint a receiver, a receiver and manager, a judicial manager, a trustee in bankruptcy, a liquidator, a provisional liquidator, an administrator or other like person to a party or to the whole or any part of the party's assets or business; or
- (g) if any event, process or circumstance analogous or having a substantially similar effect to any of the above, in any applicable jurisdiction, commences or exists.

'Intellectual Property Rights' or **'IPR'** means all intellectual property or all intellectual property rights at any time and in any jurisdiction, whether registered or not, protected by statute or common law, including, but not limited to:

- (a) patents, copyright, rights in circuit layouts, registered designs, trade marks and any right to have confidential information kept confidential; and
- (b) any application or right to, apply for registration of, sue, recover damages and obtain relief for any past, current or future infringement, misappropriation or violation of, any of the rights referred to in paragraph (a) above.

'Laws' means any applicable statute, regulation, by-law, order, ordinance, subordinate legislation, Sanctions or the like in force from time to time (a) whether in or outside of Singapore or Australia, or (b) such other jurisdiction in which a party is incorporated, or (c) such other jurisdiction in which the Supplier

is performing its obligations under this Contract and includes the common law as applicable from time to time and any applicable industry codes or standards.

'Losses' means all direct and indirect liabilities, losses, damages, costs and expenses, fines and penalties including loss of profits, business or anticipated savings, or any other consequential loss, fees on a full indemnity basis and disbursements and costs of investigation, litigation, settlement, judgment and interest regardless of whether they arise in contract, unjust enrichment, restitution, tort (including negligence) or under any statute, at law, in equity or otherwise including workers' compensation benefits payable under a statutory workers' compensation scheme.

'Personal Data':

- (a) in the case of a Customer based in Singapore, has the meaning given to that term in section 2 of the Personal Data Protection Act 2012, as amended from time to time; and
- (b) in the case of a Customer based in Australia, has the same meaning as given to the definition of 'personal information' in section 6 of the Privacy Act 1988 (Cth), as amended from time to time.

'Personnel' of a party means the party's officers, employees, agents, suppliers, contractors, advisers, subcontractor, and representatives.

'Price' means the price(s) for the Supplies specified in the Contract exclusive of any GST imposed in Singapore by reference to the supply but shall include Incidental Costs.

'Purchase Order' means the Customer generated form that authorizes the Supplier to commence delivery of the Supplies, which may or may not be issued at Customer's absolute discretion.

'Regulatory Authority' means the ACCC, ACMA, IMDA, PDPC, the Privacy Commissioner of Australia, and any other regulator, a public official, a government minister, department or statutory body that has jurisdiction whether in or outside of Singapore or Australia, or is a controlling body, in relation to an event arising from this Contract, or in relation to the subject of Sanctions any relevant authority, regulator, public official including the United Nations, government minister, department or statutory body with competence to issue, impose, administer or enforce such Sanctions whether in or outside of Singapore or Australia.

'Related Corporation' has the meaning given to that term in Section 6 of the Companies Act 1967 of Singapore.

'Required Form' for a Security Deposit, means either in the form of an unconditional banker's guarantee from a bank established in Singapore, or an unconditional performance bond from an insurance company established in Singapore, as the case may be and approved by Customer in its sole and absolute discretion.

'Sanctions' means any sanctions, prohibitions, guidance, directions, and/or orders issued by a Regulatory Authority in

relation to import/export control laws, regulations and/or any other trade compliance.

'Security Deposit' means the deposit referred to in **Clause 11**, in the Required Form and for an amount representing:

- (a) five (5%) of the total Price, or such other rate as may be specified by Customer; and
- (b) any other percentage or amount as may be requested by Customer from time to time,

which the Supplier shall provide to Customer in accordance with the requirements of **Clause 11**.

'Schedule' means the schedule that is attached to these terms and conditions which (if used) sets out, among others, the obligations of the Supplies. The Schedule must at a minimum specify the:

- (a) Supplies being ordered;
- (b) Price of the Supplies being ordered; and
- (c) GST payable.

The Schedule does not authorise the Supplier to commence delivery of the Supplies. Only a Purchase Order authorises the Supplier to commence delivery of the Supplies.

'Singtel Group Company' means Singapore Telecommunications Limited ("**Singtel**") and each Related Corporation of Singtel.

'Specifications' for the Supplies shall include but not limited to the bill of materials, design, schematics, drawings, assembly, process documentation, test specifications included or referred to in the Contract or subsequently agreed by the parties- in writing, that inter alia, specifies the quality, functionality, performance, interoperability, testing or other criteria/requirements, and to the extent not inconsistent with the foregoing, the Supplier's published specifications for the Supplies.

'Software' means any software to be provided by the Supplier as specified in the Contract and modifications of that Software as supplied to Customer as part of the Supplies.

'Supplier' means the party specified in the Contract.

'Supplier Group Companies' means the Supplier and/or each of its Related Corporations.

'Supplies' means the goods and/or services to be provided by the Supplier from time to time as set out in the Contract and any ancillary related goods and services required to provide those agreed goods and services to Customer.

'Tax' includes any tax, withholding tax, charge, rate, duty or impost imposed by any authority at any time, but does not include any GST or taxes on income or capital gains.

'Tax Invoice' has the meaning given in the *Goods and Services Tax Act 1993*.

'Warranty Period' has the meaning given to that term in **Clause 6.1(a)(i)**.

2. SUPPLIES

- 2.1 The Customer may purchase the Supplies by issuing a Purchase Order to the Supplier. The Purchase Order must include the sourcing reference number (where a Schedule is used) or a Purchase Order requisition number. The Supplier agrees that where the Schedule is not used, then the details relating to the Supplies will be set out in the Purchase Order.
- 2.2 The Supplier must upon Customer's issuance of a Purchase Order supply the Supplies in accordance with the Contract and, where applicable, by the Due Date.
- 2.3 Notwithstanding anything to the contrary in the Contract, the Supplier will provide such resources and utilise such employees and/or subcontractors (where those subcontractors have been approved in writing by Customer) as it deems necessary to provide the Supplies.
- 2.4 Subject to **Clause 2.5**, no confirmation, shipment or delivery docket, invoice or other similar document issued by or on behalf of the Supplier or Customer (including without limitation, the terms on any order form, quotation, delivery order, invoice, or any other agreements or documents whether, posted online or not including click-through licence agreement and shrink-wrap licence agreement) will vary, prevail over or form part of the Contract.
- 2.5 Where a quotation is attached to a Purchase Order, only the Prices and the description of Supplies in that quotation will form part of the Contract, provided that if there is any conflict or inconsistency with the Purchase Order, the Purchase Order will prevail.
- 2.6 If the Supplies include goods, title to, and risk in those goods passes to Customer upon acceptance of those goods by Customer where acceptance procedures are set out in the Schedule, or if no acceptance criteria are set out in the Schedule, the Supplier must satisfy the Customer that the goods delivered conform to the Specifications in order for the Customer to accept the goods.
- 2.7 The Customer shall reject any Supplies that, in the Customer's reasonable opinion, are defective or fail to meet the acceptance procedures set out in the Schedule or fail to conform to the Specification and/or the Contract in any manner. In such event the Supplier shall at its own cost re-perform, repair or replace, at the Customer's option, the defective Supplies without delay, and in the case of goods, return freight pre-paid. If the Supplier fails to perform the foregoing, the Customer may, without prejudice to the other rights and remedies of the Customer at law or in equity: (a) claim Losses for such failure; (b) terminate the Contract; (c) draw down on the whole or any part of the Security Deposit (if any); and/or (d) obtain the Supplies from

other sources and recover the Losses from the Supplier in respect of obtaining such supply from other sources.

3. PAYMENT

3.1 Unless expressly stated in the Schedule:

- (a) the Price for Supplies is the maximum price that may be charged under the Contract and is inclusive of Incidental Costs (excluding GST); and
- (b) all Prices stated in are in Singapore dollars and the price is fixed regardless of changes in exchange rates.

3.2 The Supplier may invoice Customer the Price payable for the Supplies when those Supplies are accepted by Customer in accordance with the acceptance procedures set out in the Schedule. If Customer's obligation to pay any amount would otherwise but for this clause fall due on a Saturday or Sunday or a day that is not a business day, then the date for meeting the payment obligation is extended to the next business day.

3.3 The Supplier must ensure that each invoice:

- (a) clearly identifies the Supplies to which it relates;
- (b) clearly identifies the number of the Purchase Order to which that invoice relates;
- (c) itemises any GST payable on the provision of those Supplies;
- (d) is, where applicable, a valid Tax Invoice for GST purposes; and
- (e) is submitted to the Customer using the Customer's preferred e-invoicing platform.

3.4 Customer will pay each invoice of the Supplier within thirty (30) days after the end of the month in which the invoice was received by Customer unless:

- (a) that invoice does not comply with **Clause 3.3**, in which case the Supplier must issue a complying invoice; or
- (b) Customer disputes the amount of that invoice, in which case Customer will pay the undisputed amount, and the parties must resolve the dispute by amicable negotiation.

3.5 If the Supplier or any of its Related Corporation owes any amount to Customer under the Contract or to any Singtel Group Company, Customer may:

- (a) set off that amount against any amounts Customer owes to the Supplier under the Contract; or

- (b) invoice the Supplier for that amount, in which case the Supplier must pay each invoice within thirty (30) days from the date that the invoice is received by the Supplier.

3.6 Save in respect of GST, the Supplier shall assume responsibility for and shall save the Customer harmless from payment for all taxes and duties including but not limited to income taxes, withholding taxes, Central Provident Fund contributions and other taxes and contributions to the Supplier's Personnel which may be required at any time under the Laws in the country of the Supplier, which may become due by reason of the performance of work under the Contract or any sub-contract hereunder, and the Supplier shall sign and deliver such and other further instruments as may be necessary, including the making of payment of any interests or penalties related to or arising from such taxes or contributions.

4. FAILURE OR DELAY IN DELIVERY

4.1 If a Contract includes any Due Dates, the Supplier acknowledges that time is of the essence in effecting the delivery of the Supplies.

4.2 If the Supplier becomes aware of a potential or actual delay in delivery the Supplier must:

- (a) immediately notify Customer in writing of that actual or potential delay;
- (b) prepare and submit to Customer in writing the steps being undertaken to overcome the delay and, if applicable, a workaround plan; and
- (c) comply with any workaround plans agreed in writing with Customer and all reasonable requests made by Customer to prevent or rectify the delay. Customer may, in its discretion, agree in writing to extend a Due Date.

4.3 If the Supplier fails to meet a Due Date, without prejudice to the other rights and remedies of Customer, Customer may at its election by notice to the Supplier do any or all of the following:

- (a) impose liquidated damages at the rate of one percent (1%) of the Price per week or part thereof up to a maximum of ten percent (10%) of the Price;
- (b) claim Losses for such failure;
- (c) draw down on the whole or any part of the Security Deposit (if any);
- (d) negotiate a variation in accordance with **Clause 14.6**; and/or
- (e) terminate the Contract either in whole or in part.

5. TERM AND TERMINATION

- 5.1 The term of the Contract is specified in the Schedule unless:
- (a) it is extended by agreement between the parties in writing prior to expiry; or
 - (b) it is terminated pursuant to **Clauses 5.2 or 5.3**.
- 5.2 Customer may terminate the Contract in whole or part for convenience by giving the Supplier thirty (30) days' notice without being liable to the Supplier in Losses or otherwise.
- 5.3 Customer may terminate this Contract with immediate effect by giving written notice to the Supplier if:
- (a) without limiting **Clause 5.3(c)**, the Supplier breaches any material provision of this Contract and that breach is not capable of remedy;
 - (b) without limiting **Clause 5.3(c)**, the Supplier breaches any material provision of this Contract that is able to be remedied and fails to remedy the breach within thirty (30) days after receiving written notice requiring it to do so;
 - (c) the Supplier breaches **Clauses 6.1(d) or 6.1 (e)** (Warranties), any part of **Clause 12** (Confidentiality and Privacy), any part of **Clause 13** (Cybersecurity), **Clause 14.10** (Singtel Group Supplier Code of Conduct), **Clause 14.11** (Anti-Bribery and Corruption), **Clause 14.12**, or **Clause 14.13**;
 - (d) an Insolvency Event occurs in respect of the Supplier and the Supplier is unable to perform and/or continue to perform its obligations under this Contract; or
 - (e) there is a Change in Control of the Supplier.
- 5.4 The Supplier may terminate this Contract by giving written notice of at least thirty (30) days to Customer if an Insolvency Event occurs in respect of Customer and provided that the Customer defaults on its payment obligations in accordance with the terms set out under such Contract.
- 5.5 Termination of this Contract does not affect any accrued rights or remedies a party may have.
- 5.6 Regardless of termination or expiration of this Contract, the rights and obligations of the parties under the terms of this Contract which by their context, intent and meaning would reasonably be expected to survive such termination or expiration or any part thereof will so survive, including but not limited to Clauses 4 (Failure or Delay in Delivery), 6 (Warranties), 7 (Indemnities), 8 (Insurance), 9 (Liability), 10 (Intellectual Property Rights), 12 (Confidentiality and Privacy) and 14.8 (Governing Law and Jurisdiction).
- 5.7 The Supplier shall provide prior written notice to Customer, specifying the nature of the Change in Control of the Supplier, the date on which it will occur and the impact of the transaction on the Supplier Group Companies. Such written notice shall be issued no later than three (3) months prior to the effective date of the Change in Control of the Supplier. The Supplier agrees to provide further information regarding the transaction as reasonably requested by the Customer.
- 5.8 Upon expiry or termination of this Contract for any reason, the Supplier shall at its own costs and expenses, Deliver all Foreground Intellectual Property in the possession of the Supplier to the Customer within five (5) business days from the Customer's request or such other period as may be agreed by the Customer. Upon the Customer's request, the Supplier must provide all reasonable assistance to assist the Customer's Personnel to understand the Foreground Intellectual Property, including the transfer of know-how.

6. WARRANTIES

- 6.1 The Supplier warrants that:
- (a) all goods:
 - (i) are and will continue during a ninety (90) day period for Software and otherwise for a twelve (12) month warranty period commencing from the date of acceptance of the goods by Customer or such other period specified in the Schedule ("**Warranty Period**") to be in good working order;
 - (ii) are free from defects in design, materials, workmanship and installation;
 - (iii) are of acceptable quality and fit for any disclosed purpose and use; and
 - (iv) have clear title and with a right to undisturbed possession and do not have undisclosed securities;
 - (b) all services will be provided in accordance with any relevant and applicable Specifications and with due care and skill, by competent and trained personnel;
 - (c) Customer's receipt, and reasonable and foreseeable use of the Supplies will not infringe any Intellectual Property Right or moral rights of any person;
 - (d) the Supplies and all of its obligations including the provision of the Supplies will be carried out in compliance with all Laws or other regulations, declarations or directions issued by any Regulatory Authority; and

- (e) it will not introduce any Harmful Code into (i) any Supplies provided by (or on behalf of) the Supplier; (ii) the solutions or systems used in connection with the services or Software, or (iii) the equipment, networks, software, systems and/or solutions of any Singtel Group Company which is made available to the Supplier in connection with the Contract.

6.2 If at any time during the Warranty Period the Supplier becomes aware, or Customer notifies the Supplier of any failure of a supply to comply with any of the warranties given under **Clause 6.1**, the Supplier, at its cost, will within the time specified by Customer, correct that failure at no cost to Customer (without limiting any rights or remedies the Customer may have).

6.3 This **Clause 6** applies notwithstanding anything to the contrary in any documentation accompanying or provided by the Supplier in connection with the Supplies.

7. INDEMNITIES

7.1 To the extent permitted by Law, the Supplier indemnifies Customer, each other Singtel Group Company and their Personnel ("**Those Indemnified**") against all Losses or other damage suffered or incurred by any of Those Indemnified (including those suffered or incurred as a result of a claim by a third party against any of Those Indemnified) in connection with:

- (a) any breach of the terms of this Contract by the Supplier;
- (b) any injury to or death of:
 - (i) any of the Supplier's Personnel (other than injury or death suffered as a result of any act or omission of Customer); or
 - (ii) any other person, caused by, or contributed to by, an act or omission (including negligent acts, and omissions) of the Supplier or any of the Supplier's Personnel;
- (c) any Losses to any property caused by, or contributed to by, an act or omission (including negligent acts, and omissions) of the Supplier or any of the Supplier's Personnel;
- (d) any wilful, fraudulent, unlawful or negligent act or omission of the Supplier or any of the Supplier's Personnel;
- (e) any loss, misuse, unauthorised access, disclosure, alteration or destruction of any Personal Data collected by or stored with the Supplier or to which the Supplier has access, pursuant to the Contract;

- (f) a breach of **Clauses 6.1(d)** or **6.1(e)** (Warranties);
- (g) any breach of any part of **Clause 12** (Confidentiality and Privacy);
- (h) any breach of any part of **Clause 10** (Intellectual Property Rights);
- (i) any claim by a third party that the provision of the Supplies by the Supplier, or their use by a Singtel Group Company in accordance with this Contract, infringes the Intellectual Property Rights or other rights of any person; or
- (j) any breach of any part of **Clause 13** (Cybersecurity);
- (k) any breach of any part of **Clause 14.11** (Anti-Bribery and Corruption);
- (l) any breach of any part of **Clause 14.13**; or
- (m) any Sanctions issued prohibiting the provision, procurement, use and/or maintenance of the whole or part of any of the Supplies Delivered or to be Delivered, and whether in transit, installed or accepted.

7.2 Notwithstanding anything contained in this Contract, in the event the Info-communications Media Development Authority of Singapore ("**IMDA**"), Personal Data Protection Commission ("**PDPC**"), or other relevant governmental authorities or law enforcement agencies impose any fines, penalties or other pecuniary liabilities upon Customer by reason of the use or operation by Customer of the Supplies or for any other reason whatsoever, the Supplier shall fully indemnify and compensate Customer for the full amount of any fines, penalties or other pecuniary imposition imposed by IMDA, PDPC or any governmental authorities or other law enforcement agencies on Customer if the same results directly from any breach of the Contract or any act, negligent, omission, default or fraud of the Supplier or its Personnel.

8. INSURANCE

8.1 Without prejudice to the Supplier's liability under the indemnity in **Clause 7**, the Supplier shall maintain or cause to be maintained during the term of each Contract and on a claims-occurrence basis, the following policies of insurance at its own cost and expense:

- (a) comprehensive general liability insurance against injury to persons and damage to property to the value equivalent to two (2) times of the total Price of the Contract or Singapore Dollars Ten Million (\$10,000,000) whichever is higher, in aggregate limit;
- (b) professional indemnity insurance to the value equivalent to two (2) times of the total Price of the

- Contract or Singapore Dollars Ten Million (\$10,000,000) whichever is higher, in aggregate limit;
- (c) insurance against all workmen's compensation claims, whether pursuant to the Work Injury Compensation Act 2019 of Singapore at common law or otherwise);
 - (d) insurance in respect of the transit of goods supplied under the Contract;
 - (e) insurance against damage to the goods (including all Supplies undergoing construction/installation and repair) up to the total Price of the Contract;
 - (f) contractors' all risk insurance where construction works are carried out by the Supplier (i) in respect of material damage, equivalent to the total Price of the Contract; and (ii) in respect of third party liability, Singapore Dollars Ten Million (\$10,000,000) per occurrence; and
 - (g) any other insurance that the Customer requires the Supplier to take out to cover such amount and in such manner as may be set out in the Contract.
- 8.2 Where required by Customer, each policy of insurance set forth in **Clause 8.1** shall:
- (a) expressly provide for the waiver of any and all rights of subrogation against Customer to which the insurer may otherwise be entitled.
- 8.3 Where requested by the Customer, each policy of insurance set forth in **Clause 8.1** except **Clauses 8.1(c)**, **8.1(d)** and **8.1(e)** shall:
- (a) include the Customer as additional insured or as a principal such that the Customer is indemnified for any claims which arise out of the Supplier's fulfilment of its obligations under the Contract, except for contractors' all risk insurance where the Customer shall be named as a named insured, co-insured or as principal; and
 - (b) include a cross-liability provision (except for professional indemnity insurance) such that the insurance shall apply to the Customer and the Supplier and/or any other insured party as separate insured parties.
- 8.4 With respect to professional indemnity insurance, the policy is to be maintained during the term of each Contract plus seven (7) years from the date of contract expiry.
- 8.5 Each policy of insurance set forth in **Clause 8.1** shall be maintained by the Supplier with a reputable insurer as reasonably assessed by the Customer.
- 8.6 A copy of the certificate of insurance issued in respect of each policy of insurance required by virtue of **Clause 8.1** shall be furnished to the Customer, together with any other reasonable evidence that the Supplier has complied with and continues to comply with its obligations under this **Clause 8** as the Customer may from time to time require.
- 8.7 In the event that the Supplier neglects or fails to maintain, or allows or causes any of its sub-contractors not to maintain, the policies of insurance in accordance with **Clause 8.1** or, if applicable, **Clauses 8.2 and 8.3**, the Customer shall have the right (but shall not be obliged) to arrange for such policies of insurance and the Supplier shall bear all costs and expenses (including the premiums) in connection therewith.
- 9. LIABILITY**
- 9.1 Except where to do so would contravene any statute or cause any part of this clause to be void or unenforceable, Customer and each of the Singtel Group Companies excludes liability for all anticipated savings, loss of revenue and loss of profits (direct and indirect), and all indirect losses.
- 9.2 Subject to **Clause 9.3**, except where to do so would contravene any statute or cause any part of this clause to be void or unenforceable, the aggregate cumulative liability of Customer and/or all the Singtel Group Companies (other than liability to pay the Price of the Supplies already accepted by Customer), whether in contract, unjust enrichment, restitution or tort (including negligence or breach of statutory duty) or otherwise arising out of or in connection with the Contract, shall not exceed five percent (5%) of the Price paid or payable by Customer for the Supplies.
- 9.3 The limitation of liability of Customer and/or the Singtel Group Companies in **Clause 9.2** does not apply to liability:
- (a) for death or personal injury caused by the negligence of any Customer's Personnel acting in the course of employment;
 - (b) for fraud by Customer or any of its Personnel.
- 9.4 Subject to **Clause 9.5**, except where to do so would contravene any statute or cause any part of this clause to be void or unenforceable, the aggregate cumulative liability of the Supplier, whether in contract or tort (including negligence or breach of statutory duty) or otherwise arising out of or in connection with the Contract, shall not exceed the greater of two (2) times the Price or Singapore Dollars Five Million (\$5,000,000).
- 9.5 The limitation of liability of the Supplier in **Clause 9.4** does not apply to the Supplier's liability under **Clause 7** (Indemnities).
- 10. INTELLECTUAL PROPERTY RIGHTS**

- 10.1 To the extent that the Supplies contain material that contains or is constituted by Background Intellectual Property of the Supplier, the Supplier's licensors and/or any third party at the commencement of the Contract:
- (a) the Supplier grants, with regard to all Background Intellectual Property which is vested in the Supplier, an irrevocable, royalty free, perpetual license to copy, use and modify such material to enable the Customer to fully utilize, receive, use and access the Supplies; and
 - (b) the Supplier shall, with regard to all Background Intellectual Property which is vested in the Supplier's licensors and/or a third party, at its own costs, promptly enter into the necessary arrangements such that the third party grants the Customer a licence to do the acts stated in **Clause 10.1(a)**.
- 10.2 All rights (including Intellectual Property Rights) and title to, and interest in, all Foreground Intellectual Property shall on its creation vest immediately in and shall be the sole and exclusive property of Customer unless as otherwise agreed by the parties in writing. The Customer may at any time request in writing that the Supplier deliver up any Foreground Intellectual Property to the Customer and the Supplier shall at its own costs and expenses, Deliver all Foreground Intellectual Property to the Customer within five (5) business days from the Customer's request or such other period as may be agreed by the Customer. Upon the Customer's request, the Supplier must provide all reasonable assistance to assist the Customer's Personnel to understand the Foreground Intellectual Property, including the transfer of know-how.
- 10.3 To the extent necessary and required for the Supplier to Deliver the Supplies under the Contract, at the Customer's sole discretion, the Customer may procure for or provide to the Supplier, a right to use Background Intellectual Property owned by the Customer or a third party for such limited purpose, and subject to any terms and conditions notified by the Customer to the Supplier. The Supplier undertakes not to, and not to cause a third party to, use such Background Intellectual Property for any unauthorised purpose, including but not limited to, any unauthorised use or application, reverse engineering, or aiding or assisting in the reverse engineering of all or any part of such Background Intellectual Property.

11. SECURITY DEPOSIT

- 11.1 If required under the Schedule, within two (2) weeks of the date of Contract or at any other time required by Customer, the Supplier shall lodge a Security Deposit in the Required Form for the due, faithful and complete performance of the Contract and the observance by the Supplier of all stipulations, conditions and obligations on the part of the Supplier herein contained.

- 11.2 In the event of default by the Supplier in complying with the stipulations, conditions and obligations contained in the Contract, the Supplier shall forfeit to Customer the Security Deposit or any part thereof as may be necessary to remedy such defaults or compensate Customer, provided that within three (3) months from the date of acceptance of all Supplies by Customer, and provided further that the stipulations, conditions and obligations on the Supplier's part have in the opinion of Customer been duly and faithfully observed, Customer shall discharge the banker's guarantee or performance bond for the full value or the balance thereof without any interest payable thereon by Customer to the Supplier, as the case may be.
- 11.3 If the Security Deposit is forfeited under this **Clause 11**, in whole or part, or drawn down pursuant to the Contract, the Supplier shall, if requested by Customer, immediately lodge with Customer an additional Security Deposit so that the aggregate amounts of all Security Deposits equal the amount specified in the definition of Security Deposit.

12. CONFIDENTIALITY AND PRIVACY

- 12.1 Restricted Disclosure: Upon receipt of any Confidential Information, the Supplier shall keep in confidence and shall not disclose to any person or entity any of the Confidential Information, except as otherwise provided in this Contract, or as expressly approved by the Customer in writing.
- 12.2 Confidentiality Obligations: The Supplier shall exercise the same degree of care to guard against disclosure or use of such information as the Supplier employs with respect to its own Confidential Information but, in any event, not less than reasonable care. The Supplier shall make the Confidential Information disclosed by the Customer available only to those of its Related Corporations, Personnel, directors or any persons involved in this Contract having a "need to know" on the basis that it is necessary to perform any obligation or exercise any right under this Contract ("**Authorised Person(s)**"). Further, the Supplier shall not make any other use of the Confidential Information for its own benefit or that of any third party.
- 12.3 Neither party shall be liable under this clause for the disclosure or use of Confidential Information if the same:
- (a) is in or enters the public domain, other than by breach of the Contract; or
 - (b) is known to the receiving party on a non-confidential basis prior to disclosure pursuant to the Contract; or
 - (c) is or has been lawfully disclosed to the receiving party by a third party without an obligation of confidentiality; or
 - (d) is required to be disclosed pursuant to any applicable Laws, rules or regulations or

direction of Regulatory Authority or stock exchange or order of a relevant court of law provided that the Supplier shall notify the Customer of such requirement to disclose prior to disclosure together with the details of all information which the Supplier intends to disclose unless the Supplier is prohibited by Laws from sharing such information; or

- (e) is disclosed by the Customer to its Affiliate, consultants or advisors in the normal course of business or operation of the Customer or Affiliate; or
- (f) is reasonably required by the Customer for the purpose of benchmarking with other suppliers,

provided always that any Customer Data is only dealt with as otherwise provided in **Clause 12**.

12.4 Authorised Persons: The Supplier shall ensure that each of its Authorised Person(s) to whom Confidential Information is disclosed comply with the terms of this Contract as if that Authorised Person(s) were a party to this Contract, and shall take all reasonable steps available to it to enforce such obligations of confidentiality.

12.5 Return/Destruction of Confidential Information: All written Confidential Information (including without limitation, information incorporated in computer software or held in electronic storage media) together with any analyses, compilations, studies, reports or other documents or materials containing or based on such Confidential Information as are in possession, power or control of the Supplier shall be returned to the Customer or destroyed by the Supplier, when requested by the Customer. If requested, the Supplier shall certify in writing to the Customer, within thirty (30) days, full compliance with this clause. This **Clause 12.5** shall not prevent the Supplier from retaining Confidential Information that the Supplier is required by Law to retain.

12.6 Injunctive Relief: The Supplier agrees and acknowledges that monetary damages are not a sufficient remedy for any breach of this clause and that the Customer shall be entitled to specific performance or injunctive relief (as appropriate) as a remedy for any breach or threatened breach thereof, in addition to any other remedies available at law or in equity.

12.7 Continued Obligation: The obligation to maintain the confidentiality of the Confidential Information provided under this Contract shall survive for two (2) years from the expiry or termination of this Contract, whichever occurs later.

12.8 As is Basis: The Customer does not assume any responsibility or liability nor makes any representation or warranty whatsoever under this Contract for any consequences of the use of the Confidential Information by the Supplier or its Authorised Person(s) or for its accuracy, completeness or sufficiency. This

Contract shall not create any obligation whatsoever on the Customer to disclose any particular kind or quantity of information to the Supplier.

12.9 No IP Rights Granted: Nothing contained in this **Clause 12** shall be deemed to grant, whether directly or by implication, any right, (whether by licence or otherwise), under any patent(s), patent applications, copyrights or other Intellectual Property Rights with respect to any Confidential Information.

12.10 Compliance with Privacy & Other Laws: The Supplier:

- (a) with respect to any act done or practice engaged in by the Supplier for the purposes of this Contract, agrees to not breach privacy, data protection, spam and cybercrime Laws that bind Singtel Group Companies;
- (b) shall comply with all privacy, data protection, Personal Data protection, spam and cybercrime directions, procedures and reporting requirements of the Customer as notified by the Customer from time to time; and
- (c) shall not, and shall ensure that its Personnel do not, do, or omit to do, anything which would cause any Singtel Group Company to breach or contravene, or become liable for any fines, penalties, liabilities or other amounts under, any privacy and data protection Laws.

12.11 Handling Customer Data: If the Supplier collects, uses or discloses Customer Data in connection with this Contract, the Supplier shall:

- (a) take all reasonable steps and make reasonable security arrangements to ensure that:
 - (i) the Customer Data is protected against misuse and loss, and from unauthorised access, modification, collection, use, copying, disposal, disclosure or other similar risks; and
 - (ii) the Customer Data is stored or recorded accurately and completely;
- (b) ensure that its internal operating systems only permit authorised Personnel to access the Customer Data; and
- (c) give the Customer notice within twenty-four (24) hours of becoming aware that use or disclosure of the Customer Data other than for purposes described in this **Clause 12** is required or authorised by or under Law, prior to such use or disclosure.

12.12 Use of Customer Data: Subject to this **Clause 12**, the Supplier may only collect, use or process Customer Data to the extent necessary to perform its obligations under this Contract and always in accordance with the

Customer's instructions on such collection, use and processing.

- 12.13 Disclosure of Customer Data: If the Supplier collects Customer Data in connection with its performance of this Contract, the Supplier may
- (a) disclose Customer Data to its Personnel but only to those who need to know for the purposes of carrying out its obligations under this Contract and who have agreed in writing to be bound by confidentiality terms that are no less restrictive than the requirements of this **Clause 12**; and
 - (b) only disclose (directly or indirectly) Customer Data to any other person in accordance with this **Clause 12**.
- 12.14 Supplier's Personnel access to Personal Data: The Supplier will implement and maintain a system for logging and identifying all access by its Personnel when accessing any Personal Data through Supplier systems. If requested by the Customer, the Supplier must provide to the Customer a copy of the access log.
- 12.15 Undertaking: If the Customer requests, the Supplier shall ensure its Personnel with access to Personal Data obtained from the Customer, sign a copy of an undertaking to comply with **Clauses 12.1 to 12.14** acceptable to the Customer in its sole discretion.
- 12.16 Breach: If the Supplier becomes aware that it or any of its Personnel is using, or has used, Personal Data in contravention of this **Clause 12**, the Supplier shall notify the Customer no later than twenty-four (24) hours of it becoming aware of the contravention and give full details of the contravention. The Customer's knowledge of, or response to, any such notice, whatever form that may take, does not affect any of the Supplier's obligations, or any rights of the Customer, under this Contract.
- 12.17 Return or Destruction of Customer Data: In the event of termination of this Contract, the Supplier shall: -
- (a) not use, copy or disclose any Customer Data; and
 - (b) promptly return to the Customer or if requested by the Customer, destroy all copies of the Customer Data in the possession, custody or control of the Supplier, its vendors and/or subcontractors.
- 12.18 Security of Customer and Singtel Group Company Data: The Supplier agrees and acknowledges that it must do all things necessary to protect the availability, confidentiality and integrity of the Customer's and other Singtel Group Companies' Customer Data. These measures are to apply to all devices that can access the Customer Data or the systems that interface or manage the Customer Data, including remote access devices and mobile devices.
- 12.19 Security Incidents: The Supplier must notify the Customer upon a confirmed, or suspected breach of the security measures and/or obligations required in **Clauses 6.1(e), 12.11, 12.18 and 12.20** within twenty-four (24) hours and provide all assistance required to urgently investigate the breach and implement all measures required to fix the breach and prevent it from happening again
- 12.20 Free of Harmful Code: The Supplier must ensure that all of the Supplies delivered, systems, facilities and all other equipment and infrastructure used by the Supplier and any of its Personnel and subcontractors are free of Harmful Code and have anti-virus tools installed, enabled and configured to use the latest signature files provided by an anti-virus vendor.
- 12.21 Supplier Personnel Security: The Supplier must ensure that its Personnel are trained to comply with all Laws and security measures set out in **Clauses 12.11 and 12.18** before being given control and access to the relevant systems that will access or interface with the Confidential Information and/or Customer Data.
- 12.22 Supplier to Notify Customer Before Notifying Third Parties: Where the Supplier believes it has an obligation to notify third parties as a result of a breach of its privacy, data protection, Personal Data protection, spam and cybercrime obligations then it must first notify the Customer before notifying such third parties. In the case of the notice going to customers of the Customer, or any of Singtel Group Companies, the notice will be finalised and sent by the Customer unless agreed otherwise or where it is inconsistent with the applicable Laws.
- 12.23 Transfer between countries: Where Personal Data is provided to the Supplier in a specific country, before the Supplier transfers such Personal Data out of that country, the Supplier must obtain the prior written consent of the Customer. Where such consent is given, unless otherwise required by the Customer, the Supplier shall prior to any such transfer ensure that the recipient entity in the country where the Personal Data is being transferred to has entered into a written agreement with the Supplier and the Customer which imposes upon that recipient entity confidentiality and other terms that are no less restrictive than the requirements imposed upon the Supplier by this **Clause 12**, mutatis mutandis, at the Supplier's cost and expense.
- 12.24 Data to remain in Singapore or Australia: Except to the extent approved by the Customer in writing, in relation

Without prejudice to the foregoing, where continued retention of any Customer Data is not required for purposes described in **Clause 12.13**, the Supplier shall from time to time as reasonably practicable either promptly return to the Customer or if requested by the Customer, destroy all copies of the Customer Data, in the possession, custody or control of the Supplier and/or its Personnel.

to Customer Data stored in Australia or Singapore, as the case may be, the Supplier must not use, disclose or provide access to or allow any of its Personnel to use or disclose or provide access to, any such Customer Data in or to a location outside of Australia or Singapore, as the case may be.

12.25 Remote Access: If the Supplier or its Personnel are permitted or have the ability to access or interface with any Customer Data or Confidential Information remotely, without prejudice to any other obligation of the Supplier, it shall: implement security controls to ensure that the Supplier access or interface is not used in any way that is contrary to the terms of this Contract; comply with the Customer's technical and operational requirements; and, carry out all necessary activities so that any system or device, including a mobile or remote device, which is able to affect or procure such access or interface is routed using systems, settings and procedures (including security links and firewalls) nominated by the Customer from time to time. Any modifications or updates, including any new security links or firewalls nominated by the Customer, shall be promptly adopted by the Supplier in accordance with this clause.

13. CYBERSECURITY

13.1 In supplying the Supplies, the Supplier shall implement administrative, physical and technical safeguards that are no less rigorous than accepted industry practices on cybersecurity such as ISO27002, NIST Cybersecurity Framework, or other similar industry standards for cybersecurity.

13.2 When access to Singtel Group systems or networks are in the scope of the engagement, then without prejudice to the generality of **Clause 13.1**, the Supplier shall comply with all of the Customer's cybersecurity requirements, directions, policies and procedures as specified in the Contract or which are notified to the Supplier from time to time during the term of the Contract.

13.3 If the Supplier becomes aware of any actual or suspected:

- (a) action taken through the use of computer networks that results in an actual or potentially adverse effect on the Supplier's information system and/or Customer Data residing on that system ("**Cyber Incident**"); or
- (b) any other unauthorised access or misuse, damage, denial of access or destruction by any person of the Supplier's information system and/or Customer Data residing on that system ("**Other Incident**"),

without limitation to any other obligations arising out of the Contract, the Supplier must:

- (c) notify the Customer in writing no later than twenty-four (24) hours of it becoming aware of the Cyber Incident or Other Incident; and
- (d) comply with any directions issued by the Customer in connection with the Cyber Incident or Other Incident, including in relation to:
 - (i) obtaining evidence about how, when and by whom the Supplier's information system and/or the Customer Data has or may have been compromised, providing it to the Customer on request, and preserving and protecting that evidence for a period of up to twelve (12) months;
 - (ii) implementing any mitigation strategies to reduce the impact of the Cyber Incident or Other Incident or the likelihood or impact of any future similar incident; and
 - (iii) preserving and protecting Customer Data (including as necessary reverting to any backup or alternative site or taking other action to recover Customer Data).

13.4 The Supplier must ensure that:

- (a) all subcontracts and other supply chain arrangements, which may allow or cause access to Customer Data, contain no provisions that are inconsistent with **Clauses 13.1 to 13.3**; and
- (b) all of the Supplier's Personnel and subcontractors who have access to Customer Data comply with **Clauses 13.1 to 13.3**.

13.5 The Supplier must do all things necessary to confirm its compliance with the obligations set out in **Clauses 12.10 and 12.17**, and this **Clause 13**, as well as any Laws, regulations and industry standards on cybersecurity. Without limitation to the foregoing, upon the Customer's written request, the Supplier:

- (a) shall promptly and accurately complete a written information security/cybersecurity questionnaire provided by the Customer or a third party on the Customer's behalf regarding the Supplier's business practices and information technology environment in relation to all Supplies being provided by the Supplier to the Customer pursuant to the Contract. The Supplier shall fully cooperate with such inquiries; and
- (b) provides the Customer or, upon the Customer's election, a third party on the Customer's behalf, access to perform an assessment, audit, examination or review of all controls in the Supplier's physical and/or technical

environment in relation to all Supplies being supplied to the Customer pursuant to the Contract. Such access shall include access to knowledgeable Supplier's Personnel, physical premises, documentation, infrastructure (including but not limited to facilities, networks, systems and equipment), application software and subcontractors that are used to supply the Supplies to the Customer under the Contract. In addition, upon the Customer's written request, the Supplier shall provide the Customer with the results of any audit by or on behalf of the Supplier performed that assesses the effectiveness of the Supplier's cybersecurity program as relevant to the Supplies being supplied to the Customer under the Contract. If the assessment, audit, examination or review identifies any breach, the Supplier shall do all things necessary to promptly remedy the breach. The requirement to remedy the breach is in addition to any other right or remedy of the Customer in the Contract.

14. GENERAL PROVISIONS

- 14.1 Neither party (the '**Affected Party**') shall be liable for any failure to perform its obligations under this Contract if the failure results from events beyond the reasonable control of either Party ("**Force Majeure Event**"). For the purpose of this Contract, such events shall include, without limitation, acts of God or terrorists, strikes by employees of a third party (other than a sub-contractor of or supplier to the Affected Party), where there is a strike by employees of the Affected Party or employees of a sub-contractor of the Affected Party (or both) and that strike is part of an industry wide campaign which does not arise out of a dispute between the Affected Party or sub-contractor and one or more of its employees (which the Affected Party must prove), but in each case only if and to the extent that the Affected Party (and its Related Corporations) are without fault in causing the event and the event or its effect could not have been prevented or mitigated by taking reasonable precautions by the Affected Party (and its Related Corporations), including the performance of the Supplier's obligations under the Contract. The Supplier's failure to perform its obligations under the Contract shall not be considered the result of a Force Majeure Event where such failure is caused by the Supplier's violation of Laws, or by the act or omission of any government or government agency or regulatory authority prohibiting or preventing the Supplier performing such obligations.
- 14.1A If an Affected Party is wholly or partially unable to perform its obligations because of a Force Majeure Event then it shall promptly notify the other party of its inability to perform and the nature and extent of the circumstances that amounts to a Force Majeure Event. The Affected Party's notice must expressly refer to this **Clause 14.1**.
- 14.1B Subject to compliance with the provisions of **Clause 14.1** the Affected Party's obligation to perform those

obligations affected by the Force Majeure Event will be suspended for the duration of the delay arising directly out of the Force Majeure Event but the Affected Party shall otherwise comply in full with all its obligations under the Contract. The Affected Party must use its best endeavours to mitigate the effect of the affected obligations not being performed and recommence performance of the affected obligations whenever and to what extent possible without delay ("**Mitigation**"). The Supplier shall undertake Mitigation at its own costs and expenses, and at no additional costs to the Customer.

- 14.1C If a delay arising directly out of a Force Majeure Event continues or is likely to continue for more than thirty (30) days, the parties shall draw up and agree to a workaround plan within fourteen (14) days after the giving of a notice under **Clause 14.1**. If a suitable workaround plan cannot be agreed to by the end of the fourteen (14) days, the Customer may at its election, by notice to the Supplier do any of the following:
- (a) negotiate a variation in accordance with **Clause 14.6**;
 - (b) cancel the Supplies affected by the delay; and/or
 - (c) terminate the relevant Contract,

without being liable to the Supplier in Losses or otherwise. The Price of the Supplies shall be reduced to the extent that such Supplies are removed from the scope of the Contract pursuant to **Clauses 14.1(C)(a)** and/or **14.1(C)(b)**.

- 14.1D The Customer shall not be required to pay nor the Supplier shall be entitled to the Price for any goods and/or services not Delivered or for any services not performed in accordance with the Contract due to a Force Majeure Event.
- 14.2 The Supplier must not assign or attempt to assign or otherwise transfer any right or obligation arising out of the Contract, without prior written consent of the Customer.
- 14.3 Customer may, in its discretion, assign any of its rights or transfer any of its obligations arising out of the Contract by giving notice to the Supplier.
- 14.4 Nothing in the Contract constitutes any relationship of employer and employee, principal and agent or partnership between any Singtel Group Company and the Supplier. Other than Singtel Group Companies which the Contract is intended to benefit, a person who is not a party to the Contract shall have no right under the Contracts (Rights of Third Parties) Act 2001.
- 14.5 If any part of the Contract is illegal, invalid, unlawful or unenforceable, the remaining provisions shall remain in full force and effect and shall continue to bind the parties and may be enforced to the fullest extent possible.

- 14.6 Any variations to the Contract must be evidenced in writing signed by both parties. No failure on the part of a party to exercise or to exercise within a reasonable time under **Clause 5.3**, and no delay on its part in exercising, any right or remedy under this Contract will operate as a waiver thereof, nor will any single or partial exercise of any right or remedy preclude any other or further exercise thereof or the exercise of any other right or remedy, unless that party agrees to such waiver specifically by an authorised representative in writing.
- 14.7 Notwithstanding anything in this Contract, Customer may, in its sole discretion, enter into any negotiations, arrangements or agreements with any person and entity (other than the Supplier) for the purchase or supply of the same or similar supplies contained or referred to in this Contract without being liable to Supplier in any way whatsoever.
- 14.8 This Contract is governed by the laws of Singapore and each party submits to the jurisdiction of the courts of Singapore.
- 14.9 This Contract constitutes the entire agreement between the parties as to its subject matter (i.e. the terms and conditions applicable to the Customer's purchase of the Supplies), and in relation to that subject matter, supersedes all previous agreements, arrangements and representations between the parties in relation to that subject matter. For the avoidance of doubt, this Contract shall supersede and prevail over any confirmation, shipment or delivery docket, invoice or other similar document issued by or on behalf of the Supplier or Customer (including without limitation the terms on any order form, quotation, delivery order, invoice or any other agreements or documents whether posted online or not including click-through licence agreement and shrink-wrap licence agreement) relating to the Supplies.
- 14.10 The Supplier shall (and shall use its reasonable endeavors to procure that its Personnel shall) at all times comply with the Singtel Group Supplier Code of Conduct (a copy of which is available at: <https://www.singtel.com/about-us/tenders>) ("SCC"), as may be updated or varied from time to time, which includes but is not limited to the protection of the environment, employee health and safety, labour, and employment practice. The Customer may from time to time require the Supplier and/or its subcontractors (if any) to perform a self-assessment, and/or engage a third party to conduct an on-site evaluation and/or inspection of the Supplier's systems, processes, operations and/or facilities and/or of its subcontractors (if any) ("**Evaluation**") to ensure compliance with the SCC. The Evaluations shall be performed no more than once in any two (2) year period, and the cost of the Evaluation shall be borne by the Customer if the Evaluation reveals that the Supplier and its Personnel comply with the SCC. In the event the Supplier and/or its Personnel breach the SCC, or if the Evaluation reveals that the Supplier and/or its Personnel do not comply with the SCC, the Supplier shall promptly notify

the Customer and give full details of such breach. Without prejudice to the other rights and remedies of the Customer hereunder, at law or in equity, if the Supplier breaches the SCC, the Customer may terminate the Contract pursuant to **Clause 5.3(c)**.

14.11 Anti-Bribery and Corruption:

- (a) The Supplier represents, warrants and agrees that the Supplier and all of its Personnel:
- (i) are in compliance and will remain in compliance with all applicable anti-bribery Laws including but not limited to the Prevention of Corruption Act 1960 and the Penal Code 1871 of the Republic of Singapore, UK Bribery Act 2010, U.S. Foreign Corrupt Practices Act and Australian Criminal Code Act 1995 (collectively, "**Anti-Bribery Laws**"); and
 - (ii) prior to entering into this Contract has not, and shall not during the term of this Contract, give or offer to give or authorize to give to any person, or request or accept or authorize the request or acceptance of, directly or indirectly, any gratification, including any gift or consideration of any kind, facilitation payments, or anything of value (including without limitation to cash, cash equivalents like gifts, services, employment offers, loans, travel and entertainment, charitable donations, sponsorships, business opportunities, favourable contracts or giving anything even if nominal in value) as an inducement or reward for doing or not doing, or for having done or not done any action, or for receiving an improper or unfair advantage in relation to this Contract.
- (b) The Supplier shall immediately give written notice to the Customer upon a breach, or suspected breach, of any of its obligations under **Clause 14.11(a)**.

For the purposes of this Clause, "**Personnel**" means the Supplier's employees, vendors, subcontractors, contractors, advisers, representatives, agents and any other third parties with whom the Supplier transacts.

14.12 Import and/or Export:

- (a) The Supplier acknowledges that the supply of the Supplies and related technical data may be subject to import, export or re-export authorisation from the Government of Singapore or other countries; and
- (b) The Supplier shall comply with all Laws including those in relation to import, export, re-export, and

any restrictions on the transfer of goods, services or technology, familiarise itself with the relevant export authorisation procedures and obligations, and shall not directly or indirectly import, export or re-export any goods, services or related technical data or technology without first obtaining applicable authorisation from the relevant Regulatory Authority. On the Customer's request, the Supplier shall promptly provide any other information required to comply with Laws including without limitation applicable export control classification number and country of origin.

- (c) In the case where the Supplier has, at the time of submission of its tender for the Supplies, stated that an import, export, re-export or other permit is not required to ship the Supplies to the Republic of Singapore or such other country as may be stipulated in a Purchase Order (the "**Foreign Country**"), when such import, export, re-export or other permit is required, then the Supplier shall be liable for any Damages which the Customer may sustain should there be a delay or refusal in the grant of import, export, re-export or other permit by appropriate authority for the shipment of the Supplies to the Republic of Singapore or to the Foreign Country, resulting in any delay or failure in the Delivery of the Supplies to the Customer.

14.13 Sanctions

- (a) The Supplier represents and warrants that neither it, each other Supplier Group Company nor any of their respective officers, directors or Personnel:
 - (i) is the subject of or will become subject to any Sanctions administered or enforced by any Regulatory Authority or listed under any Restricted Persons List or other similar lists, regulations or orders issued by any Regulatory Authority;
 - (ii) have violated or during the term of this Contract will violate any Laws;
 - (iii) whether directly or indirectly export, re-export, import or transfer goods and/or services, or have funded or engaged, is funding or engaging, or will fund or engage in any activities with any individual or entity listed under the US Commerce Department's Table of Denial Orders, US Embargoed Countries, the Restricted Persons Lists or listed under other similar lists, regulations or orders issued by any Regulatory Authority or involved in any activities restricted under the Laws whether in connection with this Contract or otherwise; and
 - (iv) it shall not use any information, goods and/or services for military purposes including espionage (whether cyber-

espionage attacks or otherwise) or sell, design, develop, produce, manufacture, stockpile or in any manner handle conventional weapons and/or nuclear, chemical, biological weapons or missiles ("Weapons of Mass Destruction") in violation of any Laws. The Supplier Group Companies further agrees that it will not provide any goods and/or services to any third party if the Supplier Group Companies know or there are sufficient reasons to suspect that the end user of any such goods and/or services will use them for military purposes including espionage (whether cyber-espionage attacks or otherwise) or for the development, and/or manufacture of any Weapons of Mass Destruction.

For the purposes of this **Clause 14.13, "US Embargoed Countries"** means countries that are subject to a comprehensive embargo under the US Export Administration Regulations ("**EAR**") or the US Office of Foreign Assets Control regulations. "**Restricted Persons Lists**" means the US Department of Treasury's Specially Designated Nationals and Blocked Persons list, Foreign Sanctions Evaders list and the US Department of Commerce's Entity List, and the Denied Persons List and/or any lists maintained by the United Nations Security Council, the United Kingdom, the European Union or its member states, or other applicable governmental authority.

- (b) Notwithstanding any provision to the contrary in this Contract, the Customer may suspend or terminate the Contract immediately without any liability to the Supplier, in the event of a breach by the Supplier of this Clause and/or **Clause 14.12**.
- (c) The Customer shall not be liable for any delay or failure to pay or perform any other obligations under the Contract, if: -
 - (i) the Supplier, the Supplier Group Companies and/or their Personnel are listed in or otherwise subject to any Sanctions or listed under any Restricted Persons Lists or other similar lists, regulations or orders issued by any Regulatory Authority; or
 - (ii) performing such obligation(s) would result in the Customer breaching any Sanctions and/or laws or would expose the Customer to the risk of being in breach of any Sanctions and/or laws.

14.14 Supplier's Personnel

- (a) The Supplier shall conduct and complete background checks in the applicable jurisdiction

on its employees, contractors, subcontractors, representatives and agents that are providing services under this Contract (collectively "**Employees**") including but not limited to criminal records, education history, credit history, employment history, or such other checks as are reasonably requested by the Customer to demonstrate a good character and sound financial standing of the Employees. The Supplier warrants that its Employees are not in violation of any Laws and are capable of performing the work assigned to them under the Contract. The Supplier shall promptly notify the Customer in writing if there are any adverse changes to the standing of its Employees that may affect their fitness to perform any of the services assigned to them under this Contract, and the Supplier shall also provide the updated information or documentation reasonably requested by the Customer in relation to such adverse changes.

things necessary to promptly remedy such breach and/or non-compliance. The Supplier shall thereafter notify the Customer in writing once such breach and/or non-compliance has been remedied. The requirement to remedy the breach is in addition to any other right or remedy of the Customer in the Contract.

- (b) The Supplier shall maintain a register of its Employees, containing the results of the background checks including details of clearances or consents provided, and provide the Customer access to the register at all times. The Supplier shall provide and procure that its Employees agree to:
 - (i) provide such information as the Customer may reasonably request from time to time; and
 - (ii) the Customer performing any such background checks as the Customer may deem necessary or appropriate in the circumstances.
- (c) The Supplier must not employ and shall ensure that its contractors, subcontractors and agents do not employ, any employees in connection with the provision of the Contract who refuse to agree to **Clauses 14.14(b)(i) and 14.14(b)(ii)** above.

14.15 Audit

In relation to the Contract, the Supplier shall at no cost to the Customer:

- (a) keep (and ensure any subcontractors keep) adequate accounts, documents and records in sufficient detail; and
- (b) at all reasonable times and on reasonable notice give the Customer or any of its nominees full access to those accounts, documents and records as well as relevant premises, facilities, systems and Supplier's Personnel,

to enable the Customer to determine the Supplier's compliance with the Contract, the applicable Laws and the accuracy of its invoices. If the audit identifies any Supplier's breach and/or non-compliance with the Contract, the Supplier shall at its own costs do all

SIMPLE SUPPLY AGREEMENT - SCHEDULE

CUSTOMER DETAILS

Company Name _____
 Company Reg No. _____
 Sourcing Reference Number _____

CUSTOMER CONTRACT REPRESENTATIVE

Name _____
 Telephone _____
 Mobile _____
 Email _____
 Address _____

SUPPLIER DETAILS

Company Name _____
 Company Reg No. _____
 Trading Name _____

SUPPLIER CONTRACT REPRESENTATIVE

Name _____
 Telephone _____
 Mobile _____
 Email _____
 Address _____
 Postal Address _____

FEES AND CHARGES

Monthly Fees (ex. GST) _____
 Minimum Period (Months) _____
 Total Contract Value (ex. GST) _____
 Total GST _____
 Total Contract Value (incl. GST) _____

SECURITY DEPOSIT

If a Security Deposit of 5% is required, insert amount here: [\$]
 Tick here if a Security Deposit is not required: []
 If a Security Deposit in excess of 5% is required, insert amount here: [\$ (%)]

ITEM	MATERIAL NUMBER	DESCRIPTION	SUPPLIER PART NUMBER	QUANTITY	UNIT PRICE	TOTAL
TOTAL LINE ITEM PRICE (SGD)						\$

DETAILS OF SUPPLIES (CONTRACT DESCRIPTION – EG. SUPPLY OF LABELS)

SUPPORT PERIOD

CONTRACT PERIOD

The Supplies will be provided for a period of [] months, commencing [Effective Date] and ending on [date] (Expiry Date)

PERFORMANCE STANDARDS AND MEASURES (IF ANY)

ACCEPTANCE TESTING PROCEDURE (IF APPLICABLE)

WARRANTY PERIOD (IF DIFFERS FROM THOSE STATED IN CLAUSE 6.1(a)(i))

The Warranty Period shall be for a period of [] days/months/years commencing from [].

RESPONSE AND RESTORATION TIMES (IF APPLICABLE)

PROJECT PLAN WITH TIME OF MAJOR DELIVERABLES AND MILESTONES

FACILITIES AND ASSISTANCE TO BE PROVIDED BY CUSTOMER (IF ANY)

DOCUMENTATION TO BE PROVIDED TO CUSTOMER (IF ANY)

KEY PERSON TO BE PROVIDED BY THE SUPPLIER

This Schedule shall form part of the Contract, and the terms and conditions of the Simple Supply Agreement shall apply to this Schedule and the provision of the Supplies.