

# Master Services Agreement

This agreement ("**#AGREEMENT NAME#**") is entered into as of the last date signed by the parties (the "**Effective Date**") between:

## **PARTIES**

**#PARTY A NAME#**  
**ABN 27 637 675 017**  
**#PARTY A ADDRESS#**  
**("#PARTY A#")**

and

**#PARTY B NAME#**  
  
**ABN #ABN#**  
**#PARTY B ADDRESS#**  
**("#PARTY B#").**

(The capitalized terms used in this agreement, in addition to those above, are defined in section "DEFINITIONS".)

## **Introduction**

**#PARTY A NAME#** has, at the request of the Customer, agreed to supply certain Goods and Services from time to time in accordance with the mutually agreed terms of this Master Services Agreement.

## **GENERAL TERMS**

### **1 Master Services Agreement Structure and forming Individual Contracts**

#### **1.1 Agreement**

No Goods and Services are deliverable under this Master Services Agreement or each Annex to this Master Services Agreement. This Master Services Agreement, incorporating each relevant Annex to it, sets out the terms and conditions on which the parties agree to the supply, by **#PARTY A NAME#**, of certain Goods and Services to the Customer, for a Price.

## **1.2 Commercial Terms**

Each time the Customer wishes to engage #PARTY A NAME# to supply certain Goods and Services to it under this Master Services Agreement, the parties will agree upon the specific commercial terms (for example, exact description of goods, quantity, scope of services and price etc) of such supply in the form of a written document, referred to in this Master Services Agreement as a Commercial Engagement Document. The type and nature of such Goods and Services will determine whether a Commercial Engagement Document takes the form of a purchase order, quotation, #PARTY A NAME# proposal, statement of work, Customer specification or a combination of these documents as agreed by the parties on a case-by-case basis.

## **1.3 Commercial Engagement Document**

Upon the parties agreement to a Commercial Engagement Document, a separate and distinct contract incorporating that document(s), and this Master Services Agreement (including each relevant Annex) is formed between the Customer and #PARTY A NAME# for the supply of the relevant Goods and Services (an "Individual Contract"). Each Individual Contract formed pursuant to this process may be assigned a unique individual reference number and may note this Master Services Agreement's individual reference number. Master Services Agreement + Commercial Engagement Document = Individual Contract

## **1.4 Concurrency of Contracts**

Notwithstanding the above provisions, unless expressly agreed by the parties in writing, the supply of all Goods and Services to the Customer by or on behalf of #PARTY A NAME# will be governed by the terms of this Master Services Agreement (including each relevant Annex). This Master Services Agreement may be incorporated into several Individual Contracts concurrently.

## **1.5 Handling of Inconsistencies**

Save in respect of clause 1.6, to the extent of any inconsistency between the terms of this Master Services Agreement and a Commercial Engagement Document, as both combine to form an Individual Contract, the terms of the Commercial Engagement Document will prevail over and supersede the conflicting provisions in this Master Services Agreement.

## **1.6 Exclusions**

No purchase order, confirmation, receipt, shipment or delivery docket, quote, invoice or other document issued by or on behalf of the Customer (including the terms on any pre-printed

purchase order form, or the Customer's standard retainer document) will vary or form part of this Master Services Agreement or an Individual Contract.

## **1.7 Relevance**

Terms contained in the General Terms section of this Master Services Agreement pertain to the supply of all Goods and Services by #PARTY A NAME# to the Customer pursuant to this Master Services Agreement.

## **1.8 Annexes**

In addition to the terms contained in the General Terms section, terms contained in each relevant Annex to this Master Services Agreement pertain to the supply of certain Goods and Services by #PARTY A NAME# to the Customer by reference to the type and nature of such Goods and Services. The parties may agree in a Commercial Engagement Document which Annex(s) apply to the specific supply of Goods and Services detailed therein.

## **2 Interpretation**

In this Master Services Agreement, except where the context otherwise requires:

### **2.1 Reference to a Clause, Paragraph, Schedule or Annexure**

A reference to a clause, paragraph, schedule or annexure is to a clause or paragraph of, or schedule or annex to, this Master Services Agreement, and a reference to this Master Services Agreement includes any schedule or annexure.

### **2.2 Document or Instrument**

A reference to a document or instrument includes the document or instrument as novated, altered, supplemented or replaced from time to time.

### **2.3 Currency**

A reference to A\$, \$A, AUD, dollar or \$ is to Australian currency.

## **2.4 Time**

A reference to time is to Australian Eastern Standard time unless expressly set out to the contrary in an Individual Contract.

## **2.5 Statute, Ordinance, Code or Law**

A reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them.

## **2.6 General Words**

The meaning of general words is not limited by specific examples introduced by 'including', 'for example' or similar expressions.

## **2.7 Rule of Construction**

A rule of construction does not apply to the disadvantage of a party because the party was responsible for the preparation of this Master Services Agreement or any part of it.

## **2.8 Occurrence of Obligations**

If a day on or by which an obligation must be performed or an event must occur is not a Business Day, the obligation must be performed, or the event must occur on or by the next Business Day.

## **2.9 Defined Terms**

Words beginning with a capital letter may be a defined term.

## **2.10 Clause 3**

definitions appear in clause 3 reference to:

1. one gender includes each other gender;
2. the singular includes the plural, and the plural includes the singular.
3. a person includes a body corporate; and
4. a party includes the party's executors, administrators, successors and permitted assigns.

## **2.11 Bindings**

if a party consists of more than one person, this Master Services Agreement binds them jointly and each of them severally.

## **2.12 Headings**

Headings are for convenience only and do not form part of this Master Services Agreement or affect its interpretation.

## **2.13 Trustees**

A party that is a trustee is bound both personally and in its capacity as a trustee; and

## **2.14 Meanings**

Where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning.

# **3 Definitions**

## **3.1 Acceptance Tests or Acceptance Testing**

Means the test methodology or criteria for determining acceptance by the Customer of the Goods and Services as described in the Commercial Engagement Document, subject to any change thereto effected by Change Order.

## **3.2 Annex**

Means each annex to this Master Services Agreement and any additional annexes inserted by agreement of the parties. For information purposes only, it is the intention that each annex will set out the specific terms applicable to the supply of the type and nature of Goods and Services as are described in such annex.

### **3.3 Assumptions**

Means the assumptions made by #PARTY A NAME# and circumstances contemplated by the parties in respect of each engagement as at each Individual Contract's Effective Date and as set out in each Commercial Engagement Document.

### **3.4 Business Day**

Means a day that is not a Saturday, Sunday or any other day that is a gazetted public holiday or a bank holiday in the place where an act is to be performed or a payment is to be made, as the context admits.

### **3.5 Business Hours**

Means 8:00 am to 5:00 pm of each Business Day.

### **3.6 Change Order**

Means a document signed by both parties recording any mutually agreeable changes to an Individual Contract from time to time.

### **3.7 Change Order Request**

Has the meaning set out in clause 7.2.

### **3.8 Confidential Information**

Means:

1. any trade secrets embodied in any information relating to, but not limited to, the commercial activities, product pricing, technologies, business processes, technical methodologies, client relationships, strategic information, Candidate personal information, Price, and any other information related to the conduct of each parties' businesses.
2. any information designated in writing by either party, by appropriate legend, as confidential.
3. any information which if first disclosed orally is identified as confidential at the time of disclosure and is thereafter reduced to writing for confirmation and sent to the other party

within thirty (30) days after its oral disclosure and designated, by appropriate legend, as confidential; and

4. the terms and conditions of this Master Services Agreement and each Individual Contract.

### **3.9 Commercial Engagement Document**

Means a written document agreed to by the parties that sets out the specific details pertaining to the supply of certain Hardware, Third Party Maintenance Contracts, Software and Services, in particular, quantities, price, product descriptions, due dates, acceptance testing requirements, IPR matters, project scope documents and any associated functional specifications. For information purposes only, it is expected that a Commercial Engagement Document may take the form of an accepted #PARTY A NAME# quotation or sales proposal, Customer purchase order expressly accepted by #PARTY A NAME#, #PARTY A NAME# tender response accepted by Customer or an agreed statement of work or scope of services setting out the nature, scope and parameters of work to be performed.

### **3.10 Consultancy Services**

Means any consulting services supplied by #PARTY A NAME# to the Customer pursuant to an Individual Contract.

### **3.11 Customer**

Means:

1. with respect to each Individual Contract formed pursuant to this Master Services Agreement, the specific Customer Group Company that enters into such Individual Contract; and
2. where used in this Master Services Agreement, the company referred to on the header page of this Master Services Agreement.

### **3.12 Customer Group Company**

Means each Customer and each Related Body Corporate of the Customer, as the context admits.

### **3.13 #PARTY A NAME#**

Means #PARTY A NAME# and any Related Bodies Corporate of #PARTY A NAME#.

### **3.14 Data Breach**

Means the accidental or unlawful destruction, loss, alteration, or unauthorised disclosure of or access to:

1. In the case of #PARTY A NAME#, Customer information stored or processed by #PARTY A NAME# in the #PARTY A NAME# environment under an Individual Contract; or
2. In the case of the Customer, #PARTY A NAME# information stored or processed by the Customer under an Individual Contract.

### **3.15 Developed Software**

Means Software created by or on behalf of #PARTY A NAME# for the Customer pursuant to this Master Services Agreement, as further particularised in the Commercial Engagement Document.

### **3.16 EULA or End User Licence Agreement**

Means the licence agreement governing the use of certain Software as negotiated and agreed directly between the Customer and the owner of that Software.

### **3.17 Existing Intellectual Property**

Means any Intellectual Property Rights owned by or licensed to #PARTY A NAME# which exists prior to the date of this Master Services Agreement or is developed or acquired by #PARTY A NAME# independently of this Master Services Agreement which is used by #PARTY A NAME# or otherwise made available to the Customer under or in connection with this Master Services Agreement or an Individual Contract.

### **3.18 Foreground Intellectual Property**

Means any Intellectual Property Rights created or developed by #PARTY A NAME# in the performance of the Services for the Customer and which is embodied in the Materials. Foreground Intellectual Property expressly excludes any Existing Intellectual Property.



### **3.19 GST**

Is defined in the A New Tax System (Goods and Services Tax) Act 1999 (Cth).

### **3.20 Goods**

Means either Hardware, Third Party Maintenance Contracts or Software procured or supplied pursuant to this Master Services Agreement as the context admits.

### **3.21 Hardware**

Means any physical product manufactured by a third party, including any associated third-party maintenance service contracts, as specified in a Commercial Engagement Document and includes each individual item, unit or component of such product.

### **3.22 IAAS**

Means infrastructure as a service provided by third party vendors and resold by #PARTY A NAME#, and as more specifically described in the Infrastructure as a Service Annex and the relevant Commercial Engagement Document.

### **3.23 Incidental Costs**

Means delivery costs, Tax, installation, support or maintenance of Goods (after the expiry of any applicable manufacturers or licensor's warranty period), any preparation of the site, or any audit of or work on the Customer's physical environments, any overtime rates, any miscellaneous costs or expenses including associated travel or accommodation.

### **3.24 Individual Contract**

Means a separate and distinct legally binding contract formed between the Parties in accordance with the provisions of clause 1.3.

### **3.25 Individual Contract's Effective Date**

Means the commencement date of an Individual Contract.

### **3.26 Intellectual Property Rights or IPR**

Includes copyright, trademark, design, patent, semiconductor or circuit layout rights, trade, business or company names, any right to have confidential information kept confidential or other proprietary rights or any rights to registration of those rights whether created before or after the date of this Master Services Agreement or the relevant Individual Contract as the context admits and whether existing in Australia or otherwise.

### **3.27 Key Personnel**

Means the key personnel of #PARTY A NAME# nominated in a Commercial Engagement Document as the personnel initially required to undertake the Services or part of the work constituting the Services.

### **3.28 Managed Services**

Means the managed services delivered by #PARTY A NAME# to the Customer for the management of particular technologies as further specified in a Commercial Engagement Document and pursuant to an Individual Contract.

### **3.29 Material or Materials**

Means literary works or other works of authorship (such as programs, program listings, programming tools, documentation, reports, drawings and similar works) that #PARTY A NAME# may deliver to the Customer as part of a Service. The term “Material” or “Materials” does not include licensed software products which are provided in accordance with their EULA.

### **3.30 Modern Slavery**

Has the meaning given to it under the Modern Slavery Act 2018 (Cth).

### **3.31 Parties**

Means #PARTY A NAME# and the Customer.

### **3.32 Personal Information**

Has the same meaning as in the Privacy Act 1988 (Cth) (as amended).

### **3.33 Price**

In relation to Goods and Services means the price payable for those Goods and Services as detailed in a Commercial Engagement Document.

### **3.34 Privacy Policy**

Means #PARTY A NAME#'s privacy policy located at <https://www.abnotech.com.au/privacy-policy>.

### **3.35 Project Services**

Means services supplied by #PARTY A NAME# to the Customer for a particular Customer project, pursuant to an Individual Contract.

### **3.36 Related Body Corporate**

Has the meaning given to that term as in the Corporations Act 2001.

### **3.37 Restraint Period**

Means from an Individual Contract's Effective Date until 6 months after expiration or sooner termination of that Individual Contract.

### **3.38 Services**

Means the services supplied by #PARTY A NAME# to the Customer pursuant to an Individual Contract, including any pre-contractual advice provided relating to the Customer's choice to purchase certain Goods, Consultancy Services, IAAS, SAAS, and/or Managed Services (as the context permits).

### **3.39 Software**

Means any licensed, packaged, developed or supported software, such as Third-Party Software, Developed Software or SAAS as the context admits, as specified in a Commercial Engagement Document or provided as a part of a Managed Service, ownership of which does not pass to the Customer unless agreed and which use is subject to its applicable EULA. For the purposes of this Master Services Agreement, Software expressly excludes SAAS.

### **3.40 SAAS**

Means software as a service provided by third party vendors and resold by #PARTY A NAME#.

### **3.41 System**

Means:

1. any combination of Hardware or Software intended to be integrated or installed as a system as specified in a Commercial Engagement Document; or
2. any existing Customer combination of Hardware or Software defined as a system, which is the subject of this Master Services Agreement, as the context admits.

### **3.42 Tax Invoice**

Has the meaning as defined in the A New Tax System (Goods and Services Tax) Act 1999 (Cth).

### **3.43 Tax**

Includes any tax, GST, withholding tax, charge, rate, duty or impost imposed by any authority, but does not include any income or capital gains tax.

### **3.44 Third Party Maintenance Contract**

Means a contract for the supply of support and/or maintenance services, typically over hardware or software, that is procured by #PARTY A NAME# on behalf of the Customer, the terms of which form a contract directly between the Customer and the relevant maintenance service provider.

### **3.45 Third Party Software**

Means software that is manufactured, licensed or owned by a third party (other than #PARTY A NAME# or the Customer) ("Third Party") and procured on behalf of #PARTY A NAME# for the Customer, the use of which is subject to that Third Party's EULA, and where applicable, includes its associated third-party support and maintenance contract.

## **4 Customer's General Obligations**

### **4.1 Act In Good Faith**

The Customer will cooperate fully and act reasonably and in good faith to assist in the timely progress and fulfillment of #PARTY A NAME#'s obligations pursuant to this Master Services Agreement and under each Individual Contract including, but not limited to:

### **4.2 Own Obligations**

Where required, Customer will perform its own obligations and responsibilities in accordance with an Individual Contract.

### **4.3 Site Preparation**

The Customer will be responsible for all site preparation as required to enable efficient delivery and implementation of the Goods and Services, as the context admits.

### **4.4 Training**

The Customer agrees to ensure that all #PARTY A NAME#'s personnel, agents or sub-contractors are sufficiently trained in and aware of the Customer's specific policies and procedures (including workplace health and safety requirements) to the extent necessary and applicable prior to them commencing work at a Customer site. The Customer shall promptly advise #PARTY A NAME# where such personnel have not been provided with such training.

## **5 #PARTY A NAME#'s General Obligations**

### **5.1 Act In Good Faith**

#PARTY A NAME# will cooperate fully and act reasonably and in good faith to ensure the timely progress and fulfillment of #PARTY A NAME#'s obligations pursuant to an Individual Contract.

### **5.2 Insurance**

#PARTY A NAME# will ensure that it maintains insurance policies for public and product liability for not less than \$5,000,000 per claim and in the annual aggregate and professional

indemnity insurance in the amount of \$500,000 for each claim and \$1,000,000 in the annual aggregate, and workers compensation insurance in the amounts required by law.

### **5.3 Mandatory Obligations**

#PARTY A NAME# agrees to comply with any mandatory obligations arising out of any relevant Federal or State legislation as applicable to the performance of each Individual Contract.

### **5.4 Law**

#PARTY A NAME# agrees to operate and perform its obligations in accordance with any applicable laws.

### **5.5 Training**

#PARTY A NAME# will ensure that its personnel comply with the Customer's specific policies and procedures that they are trained in and made aware of in accordance with clause 4.4 above.

## **6 Delay**

### **6.1 Notifications**

If #PARTY A NAME# is delayed in the performance of its obligations specified in an Individual Contract, #PARTY A NAME# must:

### **6.2 Extensions**

To the extent that any delay is caused or contributed to by an act or omission of the Customer; or a Customer related event that is not within the sole control of #PARTY A NAME#; or a force majeure event as described in clause 17, the Customer must grant an appropriate extension of time to #PARTY A NAME# to perform its obligations under an Individual Contract.

### **6.3 Termination Notice**

If the Customer does not comply with clause 6.2, it acknowledges that #PARTY A NAME# may terminate the relevant Individual Contract upon giving ten (10) Business Days prior written notice to the Customer.

### **6.4 External Factors**

To the extent that a delay is caused solely by factors other than those set out in clause 6.2 above, the Customer must either:

1. grant an appropriate extension of time to #PARTY A NAME# to perform those obligations; or
2. provided such delay is a material delay, exercise its rights to terminate the relevant Individual Contract in accordance with the provisions of clause 14.

### **6.5 Liability**

#PARTY A NAME# will have no liability to the Customer in respect of a delay or series of related delays to the extent it is caused by the factors set out in clause 6.2 above.

## **7 Change Control**

### **7.1 Change Order Requests**

Either party may request an amendment to an Individual Contract by Change Order.

### **7.2 Customer Change Request Process**

The Customer may request a Change Order by submitting a request for a Change Order ("Change Order Request") to #PARTY A NAME#. A Change Order Request must be submitted in writing to #PARTY A NAME#. #PARTY A NAME# shall review any Change Order Request in good faith and report to Customer in writing in the form of a draft Change Order:

### **7.3 Supplier Change Request Process**

#PARTY A NAME# may request a Change Order by submitting a draft Change Order to the Customer. Within ten (10) Business Days of receiving a draft Change Order from #PARTY A NAME#, Customer shall review the draft Change Order in good faith and report to #PARTY A NAME# in writing whether the terms of such draft Change Order are acceptable. Customer shall be under no obligation to accept the terms of any draft Change Order. If the terms of a draft Change Order are accepted by Customer, the draft Change Order shall be signed by both parties. #PARTY A NAME# shall be entitled to suspend the delivery of the Goods and Services, without liability, to the Customer, until such time as the issues raised by such Change Order Request have been settled by mutual agreement of the parties.

### **7.4 Individual Contract Attachment**

Any Change Order shall be attached to the relevant Individual Contract. After execution of a Change Order by both parties the amendments detailed therein shall be incorporated into the relevant Individual Contract and Price as appropriate and shall form part of the Individual Contract to which it relates.

## **8 Prices and Payment**

### **8.1 Costs**

Prices for Goods and Services will be set out in each Commercial Engagement Document. Unless otherwise set out in a Commercial Engagement Document, Prices are exclusive of GST and Incidental Costs.

### **8.2 Quotes**

Unless otherwise set out in the Commercial Engagement Document, prior to Customer's acceptance of a Commercial Engagement Document or issue of its valid Purchase Order, quoted Prices may be modified by #PARTY A NAME# without notice and are in Australian dollars. #PARTY A NAME# will use reasonable endeavours to provide notice of any changes to quoted Prices to Customer.

### **8.3 Payment Terms**



The Customer must pay the Price due to #PARTY A NAME# in accordance with Commercial Engagement Document or as otherwise agreed pursuant to an approved Credit Application. If a Commercial Engagement Document is silent with respect to payment terms and in the absence of an approved Credit Application, the default payment terms shall be fourteen (14) days from the date of #PARTY A NAME# invoice ("Due Date").

## **8.4 Interest on Late Payments**

If any sum due under an Individual Contract is not paid by the Due Date, then (without prejudice to #PARTY A NAME#'s other rights and remedies in addition to the invoice amount), #PARTY A NAME# reserves the right to charge interest on such sum on a day to day basis (as well as before any judgment) from the Due Date to the date of payment at the rate of 2% per annum above the prime lending rate of #PARTY A NAME#'s principal banker.

## **8.5 Tax Invoices**

#PARTY A NAME# will provide the Customer with a correctly rendered Tax Invoice that clearly identifies the Goods and Services.

## **8.6 Payments Due**

All sums properly due to #PARTY A NAME# under an Individual Contract shall be paid in full and the Customer shall not be entitled to assert against #PARTY A NAME# any credit, set-off or counterclaim in order to justify withholding payment of any sum properly due. Obligations under an Individual Contract shall be construed as divisible from obligations under any other Individual Contract for the purposes of interpreting this clause

# **9 Confidentiality**

## **9.1 Disclosure**

Except as expressly provided elsewhere under this Master Services Agreement, each party shall maintain in confidence the Confidential Information disclosed by the other party and apply security measures no less stringent than the measures which that party applies to protect its own like information (but in any event not less than a reasonable degree of care) to prevent unauthorised disclosure and use of the Confidential Information.

## **9.2 Prior Knowledge**

The parties agree that information shall not be regarded as Confidential Information, and that the recipient shall have no obligation with respect to any information which the recipient can demonstrate:

## **9.3 Breaches**

The parties agree that the recipient of Confidential Information will:

# **10 Intellectual Property**

Except for rights expressly granted under this agreement,

## **10.1 Transfer**

Nothing in this agreement will function to transfer any of either party's Intellectual Property rights to the other party, and

## **10.2 Ownership**

Each party will retain exclusive interest in, and ownership of its Intellectual Property developed before this agreement or developed outside the scope of this agreement.

# **11 Changes to Assumptions**

## **11.1 Requirements**

The Customer acknowledges that changes to any of the Assumptions agreed to by the parties in the relevant Commercial Engagement Document may affect the ability of #PARTY A NAME# to deliver the Goods and Services in accordance with any agreed milestones and in such event the parties shall work together in good faith to minimise the impact of the change. Any change to a Commercial Engagement Document resulting from any changes to any of the Assumptions shall be managed by Change Order in accordance with the provisions of Clause 7. #PARTY A NAME# shall have no liability for any delays or increased costs in the delivery of the Goods and Services which result directly from changes to any of the Assumptions.

## 12 Risk Apportionment

### 12.1 Loss or Damages

Notwithstanding anything to the contrary contained in this Master Services Agreement or an individual contract or otherwise, neither party will be liable to the other or a third party for any indirect, special, incidental, punitive, exemplary or consequential loss or damages whether such damages are alleged as a result of tortious conduct (including negligence) or breach of contract or a liability arising under an indemnity or otherwise even if the other party has been advised of the possibility of such damages and regardless of whether any remedy herein shall have proven ineffective. Such loss or damages shall include but not be limited to cost of removal and reinstallation of the goods, claims by third parties, loss of goodwill, loss of profits, loss of use of data or software, interruption of business or other economic loss but nothing in this clause shall operate to exclude liability for death or personal injury resulting from either party's negligence.

### 12.2 Maximum Liability

Unless otherwise agreed in an Individual Contract, subject to the provisions of clause 12.1, the maximum liability of #PARTY A NAME# to the Customer in aggregate for all claims, damages, costs, losses and expenses, made against #PARTY A NAME# in contract, tort, pursuant to an indemnity or for any other common law or statutory cause of action or any wilful, unlawful or negligent act or omission of #PARTY A NAME# or its employees, agents or subcontractors, under or in connection with:

### 12.3 Payments

Any Price paid shall be applied in priority of the longest outstanding invoices first. Where an Individual Contract does not clearly differentiate its Price between the relevant Goods and Services supplied, #PARTY A NAME# shall determine such differentiation in its sole discretion (acting reasonably and in good faith) having regard to the nature of the Goods and Services supplied under such Individual Contract and the respective market values of similar offerings of Goods and Services.

### 12.4 Limitations

In respect of any Goods and Services provided for the benefit of any Customer Group Company, #PARTY A NAME# will have the benefit of the limitations and exclusions of

liability available to it under this Master Services Agreement as if #PARTY A NAME# was supplying those Goods and Services to the Customer and the Customer agrees to indemnify #PARTY A NAME# in respect of any liability to each Customer Group Company to the extent the liability would not have arisen had those Goods and Services been provided to the Customer.

## **12.5 Exclusive Remedy**

The Customer's exclusive remedy for any and all damages under this Master Services Agreement or an Individual Contract is against #PARTY A NAME# and not any of its subcontractors. #PARTY A NAME# remains fully responsible for the performance of all work in accordance with this Master Services Agreement notwithstanding the engagement of a subcontractor.

## **12.6 Claims**

Subject to the limitations and exclusions of liability in this clause, if a party ('Claimant') makes a claim or commences proceedings against the other party ('Recipient') seeking indemnification against, compensation for or recovery of any liabilities, losses, damages, costs or expenses suffered or incurred by the Claimant in connection with this Master Services Agreement or an Individual Contract, the Recipient's liability for that claim or those proceedings will be reduced proportionately to the extent that any act or omission of the Claimant or any of its officers, agents, employees or contractors causes or contributed to those liabilities, losses, damages, cost or expenses.

## **13 Term**

### **13.1 Effective Date**

This Master Services Agreement commences on the Master Services Agreement Effective Date and subject to earlier termination in accordance with clause 13, continues in force for a period of three (3) years (the "Initial Term"). On expiry of the Initial Term, this Master Services Agreement will automatically renew for successive periods of one (1) year, unless either party gives written notice of its intention not to renew at least thirty (30) days prior to the expiry of the then current renewed annual term.

## **13.2 Fulfillment**

Each Individual Contract is an independent contract that will commence on the Individual Contract Effective Date and continue in force for the term set out therein or until each party has fulfilled its obligations under that Individual Contract (or it is terminated in accordance with its terms). Accordingly, various Individual Contracts and this Master Services Agreement may run concurrently, and Individual Contracts may continue after termination or expiry of this Master Services Agreement.

## **14 Termination**

### **Written Notice**

Either party may terminate this Master Services Agreement for convenience on sixty (60) days written notice to the other party. In no event shall a party be entitled to any compensation as a result of the other party's election to terminate this Master Services Agreement pursuant to this clause. Termination of this Master Services Agreement pursuant to this clause does not have the effect of terminating any Individual Contracts. Individual Contracts will remain in force in accordance with its terms.

### **14.1 Immediacy**

Either party may terminate this Master Services Agreement or each Individual Contract immediately where the other party:

### **14.2 Process**

On termination of this Master Services Agreement or an Individual Contract:

### **14.3 Provisions**

The following provisions will survive termination of this Master Services Agreement or an Individual Contract:

## **15 Non-Solicitation of #PARTY A NAME#'s Employees / Recruitment**

### **15.1 Restraint**

During the Restraint Period, neither party, its employees, sub- contractors or agents may solicit for employment to or accept any approach for employment from, either directly or indirectly, any person who is employed or contracted by the other party.

### **15.2 Advisement**

Either party must immediately advise the other party if a person who is employed or contracted by the other party seeks to be employed or contracted by the first mentioned party before the end of the Restraint Period.

### **15.3 Transfer Fee**

In the event that a situation arises where both parties agree that it is in the interests of a #PARTY A NAME# employee to transfer their employment to the Customer, the parties may agree a fee to be paid by the Customer to #PARTY A NAME# in consideration of the transfer. This fee shall be based on #PARTY A NAME# Recruitment Solution's (#PARTY A NAME#'s internal recruitment business) standard schedule of recruitment fees.

## **16 Subcontractors**

### **16.1 Subcontracting Permitted**

#PARTY A# may subcontract, either wholly or partially, any Work under this agreement to its Affiliates or any other third party.

### **16.2 Protective Restrictions on Subcontractors**

If #PARTY A# subcontracts, it shall ensure the subcontract contains at least the same level of restrictions on the subcontractor, including confidentiality, non-solicitation and non-competition, compliance with Law, and security obligations, are at least as restrictive as those contained in this agreement.

### **16.3 #PARTY A# Remains Responsible**

#PARTY A# will

1. be deemed to have performed any Work actually performed by a subcontractor, and
2. remain responsible and liable for any Work performed by a subcontractor as if #PARTY A# had provided the Work itself.

## **17 Force Majeure**

### **17.1 No Liability**

Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control, except for payment obligations.

### **17.2 Best Efforts to Cure**

In the event of a threatened default or default as a result of any cause beyond its reasonable control, the defaulting party shall nonetheless exercise its best efforts to avoid and cure such default.

### **17.3 Right to Terminate**

In the event such an event prevents performance thereunder for a period in excess of ninety (90) days, then the non-defaulting party may elect to terminate this Agreement and/or cancel or suspend any Purchase Orders thereunder by a written notice to the defaulting party.

## **18 Privacy and Data Breach**

### **18.1 Privacy:**

Each party must ensure that any collection, use, disclosure, storage or transfer of Personal Information complies with all applicable laws, rules and regulations in Australia, including without limitation the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in Schedule 1 to that Act.

### **18.2 Data Use:**

#PARTY A NAME# will use the data and information provided by the Customer solely for the purposes agreed in accordance with an Individual Contract, or as agreed in writing by the Parties, and in accordance with our Privacy Policy.

### **18.3 Location:**

The Customer acknowledges and agrees that #PARTY A NAME# may store, transmit and/or process data and information outside of Australia to the extent necessary for account management, billing and invoicing purposes., or as otherwise set out in a Commercial Engagement Document.

### **18.4 Systems:**

Each party must ensure that it has a system to:

1. Detect and report when a situation has taken place which may cause reasonable grounds to suspect a Data Breach; and
2. Investigate and assess a suspected Data Breach if it is established that there are reasonable grounds to suspect a Data Breach.

### **18.5 Data Breach:**

Where a party detects a Data Breach, and a party is reasonably likely to be impacted by that Data Breach, that party will:

1. Promptly (and no later than 48 hours after becoming aware of the Data Breach), notify the other party in writing of the relevant details.
2. Co-operate with the other party to investigate the suspected Data Breach.
3. Take reasonable steps or actions to mitigate the Data Breach and prevent any future Data Breach; and
4. Co-operate with the other party in good faith to minimise reputational damage, including liaising on notifications to relevant regulators and/or any affected individuals to minimise disruption or distress to individuals.

### **18.6 Disclosure Approval:**

Except where a failure to notify would result in a breach of law, the other party must not disclose to any other entity or individual the circumstances surrounding a Data Breach without the written approval of the other party.



## 19 Security

### 19.1 Reasonable Effort (Supplier)

#PARTY A NAME# will use commercially reasonable efforts to establish, maintain and enforce technical, organisational and security measures in its systems designed to:

1. Reduce the likelihood or impact of a Data Breach; and
2. Ensure that any Services do not contain any publicly known malware, (together, the Controls).

### 19.2 Controls

#PARTY A NAME# will maintain routinely updated documentation of the Controls.

### 19.3 Standards

#PARTY A NAME# will implement security controls as agreed with the Customer in a Commercial Engagement Document, and where not specified in a Commercial Engagement Document will ensure that the Services align with ISO27001 Information Security Standard.

### 19.4 Reasonable Effort (Customer)

The Customer will use commercially reasonable efforts to establish, maintain and enforce security measures to ensure that it will not introduce any publicly known malware to #PARTY A NAME#'s systems (including through the provision of digital materials to #PARTY A NAME# or through the Customer's Systems used to communicate with any #PARTY A NAME# computer or network).

### 19.5 Dependency

When providing Services to a Customer, the Customer accepts that #PARTY A NAME# is dependent on the Customer having appropriate tools and controls in place to detect and respond to security incidents including, but not limited to:

- Detection of and response to malware and data loss.
- Processes for access control.

## 20 Work Health and Safety

### 20.1 Obligations

In performing its obligations under this Agreement and any Commercial Engagement Document, each party will:

1. Comply with the legislation applicable to it relating to health and safety (WHS Legislation), including any obligation under the WHS Legislation to consult, co-operate and coordinate activities with all other persons who have a work health and safety duty in relation to the same matter.
2. If required by WHS Legislation, demonstrate compliance with the WHS Legislation, including providing evidence of any approvals, prescribed qualifications or experience, or any other information relevant to work health and safety matters.
3. Notify the other party promptly of all work health, safety and rehabilitation matters arising out of, or in any way in connection with the party's activities under this Agreement.
4. Insofar as either party, in carrying out its obligations under this Agreement, is under any duty imposed by the WHS Legislation, do everything necessary to comply with any such duty.
5. Comply with any additional work health and safety requirements specified in a Commercial Engagement Document or as otherwise reasonably agreed from time to time.

### 20.2 Responsibility

Where the Customer requires #PARTY A NAME# workers to attend an onsite location, the Customer will be responsible for providing a safe working environment for #PARTY A NAME#'s workers while onsite.

## 21 Modern Slavery Laws

### 21.1 Compliance

In performing its obligations under this Agreement, #PARTY A NAME# will comply with the requirements of the Modern Slavery Act 2018 (Cth) (Modern Slavery Act).

### 21.2 Procedure

#PARTY A NAME# will use commercially reasonable efforts to:

1. Investigate the risk of Modern Slavery within its operations and those of its supply chain.
2. Assess and address risks regarding Modern Slavery, including implementing due diligence and remediation programs.
3. Upon becoming aware of confirmed instances of Modern Slavery in its operations or supply chain which affect the products and services provided to the Customer, promptly

notify the Customer of the discovered Modern Slavery practices and the actions undertaken by #PARTY A NAME# to remedy the issue; and

4. Have the necessary processes, procedures, investigations and compliance systems in place to undertake the actions in this clause 21.2.

## **22 Disputes**

### **22.1 Committee**

In the event of a dispute arising, the parties will establish a dispute committee consisting of representatives from both parties and any approved sub-contractors within five (5) Business Days of the date of the dispute arising.

### **22.2 Written Notice**

A party shall raise a dispute by giving written notice to the other party and stating therein that it requires a dispute committee to be established in accordance with clause 22.1 and also stating the nature and substance of the dispute.

### **22.3 Mediation**

If the dispute is not settled by agreement within ten (10) Business Days after the notice referred to in clause 22.2 is given, the parties may agree appoint a mediator and seek in good faith to settle the dispute through mediation. If the parties are unable to agree on a mediator within ten (10) Business Days after the expiration of the ten (10) Business Days referred to in this clause 22.3, the mediator must be a person nominated by the Australian Commercial Disputes Centre. Either party may request such nomination referred to in this clause 22.3 at any time after the expiration of the second ten (10) Business Day period.

### **22.4 Determination Acceptance**

In the event that a mediator is appointed, all parties to this agreement agree to accept the determination of the mediator without question and to take whatever actions or pay whatever charges the mediator decides are reasonable.

## **23 General**

### **23.1 Notices:**

A notice, consent, approval, request or demand in connection with this Master Services Agreement:

1. Must be in writing and in English.
2. Must be signed by the party giving it or that party's authorised representative, officer, attorney, or solicitor.
3. Must be either:
  - a. Left at or posted by prepaid post (airmail, if posted outside Australia) to the address of the addressee specified by the parties, or if the addressee notifies another address for receipt of documents under this clause, then at or to that address;
  - b. Sent by electronic mail to an authorised representative;
4. Is taken to be received:
  - a. If hand delivered, on delivery;
  - b. If posted in Australia, on the third Business Day after posting;
  - c. If posted outside Australia, on the seventh Business Day after posting; and
  - d. If sent by electronic mail, on the next Business Day after sending the electronic mail, provided that no undeliverable notice or out of office notification was received by the sender.
5. Unless a later date is specified in it, takes effect on the date it is taken to be received.

### **23.2 Assignment:**

Either party may with the prior written consent of the other party (which will not be unreasonably withheld or delayed) at any time transfer, assign or novate any or all of its rights, obligations, benefit or interest under this Master Services Agreement or an Individual Contract.

### **23.3 Public Statements:**

Neither party shall make any public statement about this Master Services Agreement or the terms of an Individual Contract unless it has first obtained the written consent from the other party in accordance with clause 23.1.

### **23.4 Severability:**

The provisions contained in each clause and sub- clause of this Master Services Agreement shall be enforceable independently of each of the others and if a provision of this Master Services Agreement is, or becomes, illegal, invalid, void or deemed unenforceable by any court

or administrative body of competent jurisdiction it shall not affect the legality, validity or enforceability of any other provisions of this Master Services Agreement. If any of these provisions is so held to be illegal, void, invalid or unenforceable but would be legal, valid or enforceable if some parts of the provision were deleted, the provision in question will apply with such modification as may be necessary to make it legal, valid or enforceable.

### **23.5 Independent Parties:**

#PARTY A NAME# and the Customer are independent parties. Neither company nor their employees, consultants, contractors or agents are agents, employees or joint venturers of the other party, nor do they have the authority to bind the other party by contract or otherwise to any obligation. Neither party will represent to the contrary, either expressly, implicitly, by appearance or otherwise.

### **23.6 Variations:**

This Master Services Agreement may be varied from time to time providing that both parties agree to the variations in writing. Any such variations must take into account any variations in costs and delivery timeframes that may result.

### **23.7 Waiver:**

Failure or delay by either party to enforce any provision of this Master Services Agreement shall not be deemed a waiver of future enforcement of that or any other provision. No amendment or waiver of any provision of this Head

### **23.8 Entire Master Services Agreement:**

This Master Services Agreement, including all Annexes, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes and replaces any prior condition, warranty, representation, statement, agreement, undertaking, indemnity (whether negligently or innocently) imposed, given or made by a party, whether written, oral or implied and may only be amended in writing and signed by both parties. Where an Individual Contract is formed pursuant to and incorporating this Master Services Agreement, such Individual Contract will constitute the entire agreement between the parties with respect to the subject matter contained in that Individual Contract and supersedes and replaces any prior condition, warranty, representation, statement, agreement, undertaking, indemnity (whether negligently or innocently) imposed, given or made by a party, whether written, oral or implied and may only be amended in writing and signed by both parties.

### 23.9 Governing Law and Jurisdiction:

Unless set out the contrary in a Commercial Engagement Document, this Master Services Agreement shall be governed by and construed with reference to the laws of the State of Queensland and each party submits to the non-exclusive jurisdiction of the courts of Queensland and the Federal Court of Australia.

### 23.10 Confirmation:

The Customer confirms its acceptance of the following Annexes contained in this Master Services Agreement:

- ☐ Hardware and Third-Party Software Supply Annex
- ☐ Consultancy Services and Project Services Annex
- ☐ Recruitment Annex
- ☐ IAAS Annex
- ☐ Managed Services Annex

EXECUTED as an agreement for and on behalf of #PARTY A NAME# and #PARTY B NAME# by their duly authorised representative(s):

#PARTY A NAME#

#PARTY B NAME#

#### Authorised Representative

Name:

Title:

Signature:

Date:

#### Authorised Representative 1

Name:

Title:

Signature:

Date:

#### Authorised Representative 2

Name:

Title:

Signature:

Date:



## **THIRD PARTY HARDWARE AND THIRD-PARTY SOFTWARE SUPPLY ANNEX**

### **1 RECITALS**

1.1 #PARTY A NAME# carries on the business of reselling third party Hardware, Third Party Software and related Third Party Maintenance Contracts.

1.2 Where the Customer agrees to engage #PARTY A NAME# to provide the third-party goods and services described in 1.1, it does so in accordance with this Annex.

### **2 Definitions**

2.1 Delivery Date means #PARTY A NAME#'s estimated, or indicative delivery date of the Hardware, Third Party Maintenance Contract and Third-Party Software as specified in a Commercial Engagement Document.

2.2 Integration means the integration and installation, as the case may be, of each separate piece of Hardware and each item of Third-Party Software, to comply with the requirements of a System as specified in a Commercial Engagement Document.

### **3 Procurement of Hardware and Third-Party Software**

3.1 #PARTY A NAME# agrees to procure for and supply to the Customer the Hardware, Third Party Maintenance Contract and Third-Party Software in accordance with the terms of each Individual Contract.

### **4 Integration**

4.1 If specified in the Commercial Engagement Document, #PARTY A NAME# agrees to integrate the Hardware and Third-Party Software.

### **5 Delivery**

5.1 Estimated Delivery Dates are based on information available to #PARTY A NAME# from suppliers and are subject to change at any time, without prior notice. #PARTY A NAME# is not responsible for delays in delivery caused by a supplier or for other reasons beyond the reasonable control of #PARTY A NAME#. The Customer acknowledges that #PARTY A NAME# is not responsible for an inability to supply certain products as a result of changes related to the supply of certain third-party products by the manufacturer.

### **6 Risk and Title**

6.1 Risk of loss or damage to Goods will pass to the Customer when the Goods are delivered to the Customer or to the Customer's authorised representative.

6.2 Notwithstanding the passing of risk:



- (1) All Goods delivered by #PARTY A NAME# to the Customer remain the property of #PARTY A NAME# until all monies owing to #PARTY A NAME# have been paid in full. The Customer acknowledges that the sale of Goods constitutes a registered security interest under the Personal Property Securities Act (2009) (Cth) ("PPSA"). #PARTY A NAME# reserves the right to register its interest in the Goods under the PPSA. #PARTY A NAME# may not provide notification of registration of its interest in the Goods.
- (2) Prior to any sale by the Customer, the Customer shall hold the Goods as bailee for #PARTY A NAME# and shall return the Goods to #PARTY A NAME# on demand.
- (3) Until payment has been received in full, #PARTY A NAME# will be entitled to enter the premises of the Customer (or any receiver and manager, administrator, liquidator or trustee in bankruptcy of the Customer) at any reasonable time to inspect all records in relation to all Goods supplied by #PARTY A NAME# and all records in respect of the sale of those Goods by the Customer.
- (4) #PARTY A NAME# will be entitled to enter the premises of the Customer (or any receiver and manager, administrator, liquidator or trustee in bankruptcy of the Customer) at any reasonable time to recover possession of those Goods for which payment in full has not been made.
- (5) It is agreed between #PARTY A NAME# and the Customer that where #PARTY A NAME# enters the premises of the Customer (or any receiver and manager, administrator, liquidator or trustee in bankruptcy of the Customer) to take possession of the Goods and it is not possible to otherwise identify the ownership of the Goods in the possession of the Customer, the Goods will be treated as though they were sold by the Customer in the same sequence as the Customer has taken delivery of the Goods. If the quantity of Goods exceeds the amount owing, #PARTY A NAME# will be entitled to determine the Goods in which it claims ownership.
- (6) The Customer must insure the Goods against loss or damage of any kind for their full value until full payment of the purchase price has been made.

## 7 Acceptance Testing

7.1 If specified in the Commercial Engagement Document, #PARTY A NAME# agrees to perform Acceptance Testing on the Hardware and Third-Party Software.

## 8 Customer Obligations

8.1 The Customer warrants that all information pertaining to its Hardware, Third Party Maintenance Contract, Software or Service requirements, its site and specifications is complete, accurate and has been provided to #PARTY A NAME# prior to formal agreement on an Individual Contract and that all such information is specified in writing in a Commercial Engagement Document and in sufficient detail to satisfy the Customer's and #PARTY A

NAME#’s requirements of interpretation to enable the successful supply of the relevant Goods and Services to the Customer.

8.2 The Customer is solely responsible for the accuracy of the terms of any purchase order, the evaluation of its own requirements, the selection of the Third-Party Software, Third-Party Maintenance Contract and Hardware necessary to satisfy those requirements and the results obtained from the use of such Hardware or Third-Party Software.

8.3 If compliance by #PARTY A NAME# with the Customer’s designs, specifications or instructions, or use by #PARTY A NAME# of Intellectual Property Rights received from the Customer or the Customer’s agent, results in #PARTY A NAME# being subject to a claim for infringement of any Intellectual Property Right of a third party, the Customer agrees to indemnify #PARTY A NAME# against any claims, demands, damages, costs and expenses made against or suffered by #PARTY A NAME# as a result of any such claim or action.

## 9 Hardware Warranty

9.1 The Customer accepts the Hardware manufacturer’s warranty in relation to the Hardware. #PARTY A NAME# cannot provide any additional warranty in relation to the Hardware. #PARTY A NAME# will pass on to the Customer any warranty provided to #PARTY A NAME# by the relevant manufacturer of the Hardware. #PARTY A NAME# will provide information to the Customer relating to the applicable Hardware manufacturer’s warranty.

9.2 For purchases of Hardware under \$100,000 (or the relevant monetary value prescribed by law to reflect the definition of a consumer),

- (1) #PARTY A NAME#’s Goods come with guarantees that cannot be excluded under Australian Consumer Law. Customer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Customer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (2) to claim this warranty, the Customer must inform #PARTY A NAME# (by providing notice to the address set out in this contract of a warranty issue within the warranty time period specified by the Hardware manufacturer. #PARTY A NAME# will assist the Customer with claiming the warranty from the Hardware Manufacturer.
- (3) The Hardware manufacturer’s warranty will provide details as to who will bear the expense of claiming the warranty and (if applicable) how the Customer can claim expenses incurred in making the claim.
- (4) the benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

## 10 Third Party Software EULA and Warranty

10.1 The Customer's use, rights and obligations in respect of Third-Party Software is governed by its applicable EULA, unless it is varied by agreement between the parties to that EULA.

10.2 The Customer agrees to execute and be bound by the terms of the Third-Party Software owner's EULA. #PARTY A NAME# is able to provide the Customer with a copy of the relevant EULA for its review prior to submitting a purchase order to #PARTY A NAME#.

10.3 The Customer accepts the Third-Party Software owner's warranty in relation to the Third-Party Software. #PARTY A NAME# cannot provide any warranty in relation to the Third-Party Software.

10.4 For purchases of Software under \$100,000,

- (1) our goods come with guarantees that cannot be excluded under Australian Consumer Law. Customer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Customer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (2) to claim this warranty, the Customer must inform #PARTY A NAME# (by providing notice to the address set out in this contract) of a warranty issue within the warranty time period specified by the Third-Party Software owner. #PARTY A NAME# will assist the Customer with claiming the warranty from the Third-Party Software owner.
- (3) The Third-Party Software owner's warranty will provide details as to who will bear the expense of claiming the warranty and (if applicable) how the Customer can claim expenses incurred in making the claim.
- (4) the benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

## 11 Integration Warranty

11.1 The Customer accepts the relevant Hardware manufacturer's or Software owner's warranties in relation to the integration, compatibility or interoperability of those products with other Hardware and Software. #PARTY A NAME# does not provide any warranty in relation to the integration, compatibility or interoperability of Hardware from different third parties, or the integration, compatibility or interoperability of Software from different owners with any such Hardware.

## 12 #PARTY A NAME# Assistance with Hardware, Third Party Maintenance Contract and Third-Party Software Functionality Issues

12.1 Any issues or problems with any Hardware, Third Party Maintenance Contract or Third-Party Software functionality including, but not limited to, warranty claims, are to be resolved between the Customer and the relevant owner or manufacturer directly, subject to the terms

of the Hardware manufacturer's warranty, maintenance provider or Third-Party Software manufacturer's warranty and its EULA, as the case may be. #PARTY A NAME# will, where possible, provide incidental and reasonable assistance to the Customer during this process. Where the Customer requests assistance by #PARTY A NAME# in the resolution of such issues or problems, #PARTY A NAME# reserves the right (and the Customer agrees to accept this reservation) to charge the Customer directly for such intervention on a time and materials basis. The Customer agrees that its right to pursue recovery of such charges is a matter to be pursued directly with the Third-Party Software owner. A Commercial Engagement Document may otherwise contemplate #PARTY A NAME# assuming a first-line warranty claims assistance support role for the Price set out therein.

### **13 Exclusion of all other warranties**

13.1 To the extent permitted by law, and except as set out in these Annexes or otherwise specifically agreed in an Individual Contract, #PARTY A NAME#:

- (1) provides the Goods to the Customer on an "AS IS" basis.
- (2) excludes all warranties and conditions, express, implied or statutory (including all implied warranties of merchantability, fitness for a particular purpose, lack of viruses, uninterrupted or error free operation, accuracy or completeness of responses or results, lack of workmanlike effort or non-infringement) regarding the Goods provided to the Customer; and
- (3) limits the remedies available for a breach of any warranty given to the Customer to the lesser of and to the extent that such breach of warranty is capable of remedy by employing commercially reasonable efforts (as determined by #PARTY A NAME# acting reasonably and in good faith, the cost of repairing or replacing those Goods; or paying the cost of having those Goods repaired or replaced.

13.2 #PARTY A NAME# accepts no liability whatsoever for any resultant loss or damage arising directly or indirectly from any connectivity or integration with any existing Customer process, product, materials, environment or System that is not adequately accounted for in a Commercial Engagement Document, or inaccurate or incomplete Customer information.

### **14 Order Cancellation Requests**

14.1 Each request by the Customer for cancellation of an Individual Contract relating to the return of Goods shall be dealt with pursuant to #PARTY A NAME#'s Goods returns procedure. Pursuant to this procedure, #PARTY A NAME# may not be able to accept request for cancellation or return of Goods. If #PARTY A NAME# is able to accept a request for cancellation or return of Goods, then, such acceptance may be subject to specific conditions, including but not limited to, period within which it must complete the return, condition of the Goods (and its packaging), the imposition or applicable administration or restocking fees, transportation costs and arrangements.

## **15 Third Party Maintenance Contracts**

15.1 The procurement of Third-Party Maintenance Contracts establishes a maintenance contract directly between Customer and the relevant maintenance provider (usually the Goods manufacturer or owner (in the case of Third-Party Software). #PARTY A NAME#'s responsibility in respect of the procurement of Third-Party Maintenance Contracts will be fully set out in the relevant Commercial Engagement Document.

## CONSULTANCY SERVICES AND PROJECT SERVICES ANNEX

### 1 Performance of Consultancy Services and/or Project Services

1.1 Unless otherwise agreed, the Consultancy Services and/or Project Services will be performed by #PARTY A NAME# during Business Hours of each Business Day. If work outside of Australia is performed by #PARTY A NAME#, then it will be conducted within the normal working hours applicable to that location, excluding the public holidays in that location, unless otherwise agreed.

1.2 Where the Customer provides #PARTY A NAME# with at least two (2) Business Days' notice, the Consultancy Services and/or Project Services may be provided by #PARTY A NAME# at times other than those set out in clause 1.1 of this Consultancy Services and Project Services Annex at a rate agreed between the parties. Where the Customer is unable to provide two (2) Business Days' notice, #PARTY A NAME# will use commercially reasonable endeavours to meet the Customer's requirements, however, will not accept any liability whatsoever if unable to do so.

1.3 #PARTY A NAME# agrees to perform the Consultancy Services and/or Project Services in accordance with the terms of each Individual Contract.

1.4 #PARTY A NAME# will perform the Consultancy Services and/or Project Services utilising such resources, employees and subcontractors as #PARTY A NAME# in its sole discretion deems appropriate.

1.5 If an Individual Contract specifies certain Key Personnel, then #PARTY A NAME# must directly engage such Key Personnel in the performance of the Consultancy Services and/or Project Services in the roles nominated. If required, #PARTY A NAME# may substitute alternative personnel for the Key Personnel with the prior written consent of the Customer, which shall not be unreasonably withheld.

1.6 Out-of-pocket expenses will be charged as an additional cost to the Customer provided the Customer has approved the expenses in writing in advance. The Customer will not unreasonably withhold such approval.

1.7 #PARTY A NAME# will maintain a record of all Consultancy Services and/or Project Services provided and the Customer will be given a copy of that record on request.

### 2 Acceptance Testing

2.1 A Commercial Engagement Document may set out a requirement for Acceptance Testing and its associated criteria in respect of the Goods, Services or System. If so, it will set out which party is to undertake the Acceptance Testing.

2.2 To ensure that #PARTY A NAME# has a fair opportunity to substantiate the adherence or otherwise of the Goods, Services or System to the Acceptance Testing criteria, the Customer acknowledges that #PARTY A NAME# is relying upon the following assumptions:

- (1) the Customer will cooperate fully and act reasonably and in good faith to assist #PARTY A NAME# in the timely progress and fulfilment of its obligations as required by the Acceptance Testing procedures.
- (2) the Customer will continue to observe the requirements of clause 4 of the Master Services Agreement and any requirements set out in the Commercial Engagement Document; and
- (3) it may be necessary to mutually agree, in good faith, on amendments to the Acceptance Testing criteria or the relevant specifications set out in the Commercial Engagement Document if either of the parties have not foreseen certain factors that are or may have a material impact on the ability for the Goods, Services or System to strictly meet the original Acceptance Testing criteria.

2.3 The Goods, Services or System or part of it will be accepted or deemed to be accepted by the Customer (as the context admits):

- (1) if at any time the Customer issues an 'Acceptance Certificate' or by its conduct either explicitly or implicitly; or
- (2) if at any time #PARTY A NAME# or the Customer can reasonably demonstrate that the Goods, Services or System pass the Acceptance Testing criteria; or
- (3) by operation of the provisions of clause 2.8 of this Consultancy Services and Project Services Annex.

2.4 Any dispute relating to the Acceptance Testing shall be determined in accordance with the dispute resolution procedure set out in clause 19 of the Master Services Agreement.

2.5 Unless a Commercial Engagement Document sets out to the contrary, the Acceptance Testing will be performed at the earliest opportunity after the Goods, Services or System have been delivered to the Customer. Unless otherwise agreed, the period of time to undertake the Acceptance Testing shall not exceed thirty (30) days from the date of delivery mentioned above.

2.6 Where the Customer is undertaking the Acceptance Tests, it will on the earlier of completion of the testing or expiry of the period mentioned in clause 2.5 of this Consultancy Services and Project Services Annex, report to #PARTY A NAME#, in writing, whether or not the Goods, Services or System pass the Acceptance Test criteria (and if not will provide sufficient details of the reasons for the failure). If any Goods, Services or System do not pass the Acceptance Test criteria and subject to #PARTY A NAME#'s opinion whether such Goods, Services or System are capable of passing the Acceptance Test criteria using commercially reasonable efforts, #PARTY A NAME# may apply no more than commercially reasonable efforts to modify the Goods, Services or System so that they may pass the Acceptance Test criteria and re-deliver same to the Customer for testing and determination of its acceptance. The parties may agree to repeat the above process until the Goods, Services or System pass the Acceptance Test criteria or the Customer provides written notification to #PARTY A NAME# in the form of either sub-clause (1) or (3) of clause 2.8 of this Consultancy Services and Project Services Annex.

2.7 Where #PARTY A NAME# is undertaking the Acceptance Tests and #PARTY A NAME# is of the opinion (reasonably held) that the Goods, Services or System cannot pass the Acceptance Testing criteria within the period stipulated in clause 2.5 of this Consultancy Services and Project Services Annex, by employing commercially reasonable efforts (irrespective of whether the Customer or #PARTY A NAME# or both parties are at fault), #PARTY A NAME# will provide written evidence (in the form of a report) to the Customer outlining the reasons for its opinion and any options or recommendations available to the Customer, no later than the expiry of the period stipulated in clause 2.5 of this Consultancy Services and Project Services Annex.

2.8 Upon receipt of #PARTY A NAME#'s report, the Customer will be deemed to have accepted the Goods, Services or System if it fails to respond to such report in any of the manners (or their time periods) set out as below. The Customer may provide written notification to #PARTY A NAME# within seven (7) days of its receipt of the report that it:

- (1) Accepts the Goods, Services or System "AS IS". The Customer affirms that #PARTY A NAME# shall not be liable to the Customer as a result of and to the extent that the Goods, Services or System fail to meet the Acceptance Testing criteria.
- (2) Approves of any options, recommendations or plans of action contained in #PARTY A NAME#'s report (including any proposals associated with additional fees and changes to the Acceptance Testing criteria or as negotiated by agreement of the parties during such seven (7) day period), in which case, #PARTY A NAME# will commence fresh Acceptance Testing procedures. The Customer affirms that #PARTY A NAME# shall not be liable to the Customer as a result of and to the extent that the Goods, Services or System fail to meet the Acceptance Testing criteria.
- (3) Rejects the Goods, Services or System, in which case the Customer shall permit #PARTY A NAME#'s personnel, on seven (7) days prior written notice, to arrange to de-install the System and remove/return any or all Goods not accepted. The Customer and #PARTY A NAME# shall bear their own costs in relation to a failed Acceptance Testing procedure and #PARTY A NAME# shall not be liable to the Customer in any way whatsoever as a result of the Goods, Services or System failing to meet the Acceptance Testing criteria. #PARTY A NAME# will refund to the Customer any Price paid to it in respect of Goods, Services or System that are rejected.

### **3 Services Warranty**

3.1 Except where the Commercial Engagement document stipulates that Consultancy Services and/or Project Services are provided on an "as is" basis or except where otherwise required by law, #PARTY A NAME# warrants that:

- (1) it will use commercially reasonable efforts to perform the Consultancy Services and/or Project Services (including the provision of any associated Materials) in accordance with a Commercial Engagement Document and any milestones set out therein; and



(2) all Consultancy Services and/or Project Services will be provided with due care and skill.

3.2 The Customer acknowledges that changes to any of the Assumptions may affect the ability of #PARTY A NAME# to perform the Consultancy Services and/or Project Services in accordance with a Commercial Engagement Document and in such an event the parties shall work together in good faith to minimise the impact of the change. Any change to a Commercial Engagement Document resulting from any changes to any of the Assumptions shall be managed by Change Order in accordance with the provisions of the General Terms section of this Master Services Agreement. #PARTY A NAME# shall have no liability for any delays or increased costs in the provision of the Consultancy Services and/or Project Services which result directly from changes to any of the Assumptions.

3.3 #PARTY A NAME#'s Consultancy Services and/or Project Services warranty is valid for a period of 30 days following delivery of the Services.

#### **4 Alterations to Services**

4.1 The Customer may request alterations to the scope of the Consultancy Services and/or Project Services in accordance with the Change Control provisions contained in the General Terms section of this Master Services Agreement.

#### **5 Materials Ownership and Licence**

5.1 #PARTY A NAME# retains all right, title and interest (including ownership of copyright) in or is entitled to use, its Existing Intellectual Property. #PARTY A NAME# will deliver one (1) copy of the specified Materials to the Customer. #PARTY A NAME# grants the Customer a perpetual, non-exclusive, worldwide, paid-up licence (including the right to sublicense to its Related Bodies Corporate) to use, execute, reproduce, modify, adapt, display and perform and otherwise exercise all of #PARTY A NAME#'s Existing Intellectual Property in the Material to the extent necessary to obtain the benefit of the Services for the Customer's internal business purposes only. The Customer agrees to reproduce the copyright notice and any other legend of ownership on any copies made under this licence.

5.2 #PARTY A NAME# acknowledges that all right, title and interest in the Foreground Intellectual Property in the Material automatically vests in the Customer on its creation, subject to receipt of full payment for the Material. To the extent that any rights in the Foreground Intellectual Property do not vest in the Customer on creation, subject to receipt of full payment for the Material, #PARTY A NAME# assigns all right, title and interest in the Foreground Intellectual Property in the Material to the Customer. #PARTY A NAME# must sign all documents and do anything else reasonably necessary to give effect to this clause when asked.

5.3 #PARTY A NAME# shall use reasonable endeavours to obtain all third-party assignments, licences, consents and waivers, including waivers of moral rights, to enable the Customer to use the Foreground Intellectual Property in the Material.

5.4 Subject to the confidentiality obligations set out in clause 9 of the Master Services Agreement, any idea, concept, know-how or technique which relates to the subject matter of a Service and is developed or provided by either of the Parties, or jointly by both, in the performance of a Service may (subject to applicable patents and copyrights) be freely used by either of the Parties.

## **6 Customer Obligations**

6.1 The Customer warrants that all information pertaining to its hardware, software or service requirements, its site and specifications is complete, accurate and has been provided to #PARTY A NAME# prior to formal agreement on an Individual Contract and that all such information is specified in writing in a Commercial Engagement Document and in sufficient detail to satisfy the Customer's and #PARTY A NAME#'s requirements of interpretation to enable the successful supply of the relevant Goods and Services to the Customer.

6.2 If compliance by #PARTY A NAME# with the Customer's designs, specifications or instructions, or use by #PARTY A NAME# of Intellectual Property Rights received from the Customer or the Customer's agent, results in #PARTY A NAME# being subject to a claim for infringement of any Intellectual Property Right of a third party, the Customer agrees to indemnify #PARTY A NAME# against any claims, demands, damages, costs and expenses made against or suffered by #PARTY A NAME# as a result of any such claim or action.

## **7 Exclusion of all other warranties**

7.1 To the extent permitted by law, and except as otherwise set out in these Annexes or otherwise specifically agreed in an Individual Contract, #PARTY A NAME#:

- (1) provides Consultancy Services and/or Project Services to the Customer on an "AS IS" basis;
- (2) excludes all warranties and conditions, express, implied or statutory (including all implied warranties of merchantability, fitness for a particular purpose, lack of viruses, uninterrupted or error free operation, accuracy or completeness of responses or results, lack of workmanlike effort or non-infringement) regarding the Goods and Services provided to the Customer; and
- (3) limits the remedies available for a breach of any warranty for Consultancy Services and/or Project Services given to the Customer to the lesser of and to the extent that such breach of warranty is capable of remedy by employing commercially reasonable efforts (as determined by #PARTY A NAME# acting reasonably and in good faith), the cost of resupplying the Consultancy Services and/or Project Services; or paying the cost of having the Consultancy Services and/or Project Services resupplied.

7.2 #PARTY A NAME# accepts no liability whatsoever for any resultant loss or damage arising directly or indirectly from any connectivity or integration with any existing Customer process, product, materials, environment or System that is not adequately accounted for in a Commercial Engagement Document, or inaccurate or incomplete Customer information.

## 8 Modern Technologies and Artificial Intelligence

8.1 Where Customer procures or proposes to procure Services from #PARTY A NAME# relating to or utilising Artificial Intelligence:

- (1) (AI Acknowledgement) Customer acknowledges that AI systems have inherent limitations and may produce outputs that are inaccurate, biased, or inappropriate in certain contexts.
- (2) (AI Responsibility) Customer is solely responsible for: reviewing and validating any AI-related Services before they are commenced, or AI-Generated Material before it is used; ensuring all use of the Services complies with applicable laws and regulations; using the Services in an ethical manner that respects individual rights and avoids harm; obtaining any necessary consents for data processing by AI systems; maintaining appropriate human oversight and decision-making regarding the AI systems or their outputs; approving the commencement of the Services only after it has satisfied itself that the Services will be compliant with relevant laws, regulations and ethical policies relevant to the Customer.
- (3) (Prohibited AI Uses) Customer must not procure the Services where provision of the Services may result in: discrimination against protected groups or individuals; violation of privacy rights or data protection laws; engagement in deceptive or manipulative practices; creation of false or misleading content; causing physical, emotional, or financial harm to others.
- (4) (AI Indemnity) Customer hereby indemnifies #PARTY A NAME# from and against any and all claims, actions, damages, liabilities, costs, and expenses, including legal costs (on an indemnity basis) arising out of or related to: (a) copyright, ownership or licensing of the AI-Generated Material; (b) errors or omissions in the AI-Generated Material, or failures of the Artificial Intelligence; (c) any breach of confidential information, privacy or related laws as a result of #PARTY A NAME# providing services; or (d) any breach of clause 8.1(2)-(3).

For the purposes of this clause 8:

**"AI-Generated Material"** means any material generated by Artificial Intelligence which is used by the parties in performance of the Services.

**"Artificial Intelligence"** or **"AI"** means any software or algorithm that generates output using machine learning, neural networks, large language models, natural language processing or other technique which may be reasonably referred to as 'artificial intelligence'.

## RECRUITMENT ANNEX

### 1 Recitals

1.1 #PARTY A NAME#'s People Solutions division carries on the business of personnel recruitment within the Information, Communication and Technology Industry and offers the services of recruiting IT personnel for Customers on either a permanent or contract placement basis.

1.2 The Customer agrees to engage #PARTY A NAME#

to provide the service of personnel recruitment in accordance with the terms, and conditions of this Annex, including each attached Schedule and specifically referenced documentation.

### 2 Definitions

2.1 "Candidate" means any person or entity introduced by #PARTY A NAME# as potentially suitable for the position that the Customer requires to be filled.

2.2 "Commencement Date" means the date specified in a Schedule.

2.3 "Completion Date" means the date specified in a Schedule.

2.4 "Guarantee Period" means the period of 3 months commencing on the commencement date of a Key Personnel with the Customer and, during which the Customer is entitled to enforce the guarantee.

2.5 "Industrial Instrument" means legislation relating to the employment of workers

2.6 "Location" means the address at which the Candidate, on behalf of #PARTY A NAME#, will perform the Project Services for the Customer, as further particularised in a Schedule.

2.7 "Notice Period" means the period(s) specified in a Schedule, as may be relevant to the Customer or to #PARTY A NAME#.

2.8 "Parties" means #PARTY A NAME# and Customer.

2.9 "Payment Term Period" means the payment term details for payment of the Services Fee by the Customer, as further particularised in a Schedule.

2.10 "Permanent Recruitment Fee" means the fee payable by the Client to #PARTY A NAME# for the Services, as further particularised in the Schedule

2.11 "Project" means the Customer project to which the Project Services will be delivered in respect of, as further particularised in a Schedule.

2.12 "Project Services" means the specific services (e.g. skillset, position description, outline of responsibilities, generic description of deliverables) to be provided by the Candidate for the Project, as further particularised in a Schedule.

2.13 "Schedule" means any schedule to this Agreement as agreed in writing between the Parties.

2.14 "Recruitment Services" is as defined in clause 3.1 of this Recruitment Annex.

2.15 “Service Fee” means the fee payable by the Customer to #PARTY A NAME# for the Recruitment Services, as further particularised in a Schedule.

### 3 Contract or Temporary Personnel Recruitment

3.1 Subject to the terms of this Annex, the Customer wishes to engage #PARTY A NAME# to source and remotely administer a Candidate to perform the Project Services under the direction, supervision and control of the Customer, as set out in each specific Schedule (the “Recruitment Services”) in consideration of the Services Fee. The Customer will initiate a request to #PARTY A NAME# to perform the Recruitment Services in respect of a prospective Candidate. #PARTY A NAME# may decide whether to respond to such request or not in its sole discretion.

3.2 The Candidate, will commence providing the Project Services on the Commencement Date and will, subject to early termination, cease providing the Project Services on the Completion Date. In the event that the Project Services extend after the expiry of the Completion Date, the supply of such Project Services will continue on foot in accordance with the terms and conditions of this Annex.

3.3 Where a Customer desires to engage a Candidate, the parties shall promptly complete and sign a Schedule.

3.4 To the extent permitted by law, and except as expressly set out in this Annex or a Schedule, #PARTY A NAME#:

- (1) provides the Recruitment Services and the Project Services (as performed by the Candidate) to the Customer on an “AS IS” basis.
- (2) excludes all warranties and conditions, express, implied or statutory (including all implied warranties of merchantability, fitness for a particular purpose, lack of viruses, uninterrupted or error free operation, accuracy or completeness of responses or results, lack of workmanlike effort or non-infringement) regarding the Recruitment Services and Project Services provided to the Customer; and
- (3) limits the remedies available for a breach of any warranty given to the Customer (as determined by #PARTY A NAME# acting reasonably and in good faith):
  - a. for Recruitment Services, to the lesser of and to the extent that such breach of warranty is capable of remedy by employing commercially reasonable efforts to the cost of re-supplying the Recruitment Services or paying the cost of having the Recruitment Services re-supplied (at #PARTY A NAME#'s election).
  - b. for Project Services, the sole entitlement of the Customer is to exercise its right to terminate the Candidate's engagement in accordance with clause 4.2 of this Recruitment Annex.

3.5 The Customer warrants that the information provided by it to complete each Schedule will be accurate and of sufficient detail to enable #PARTY A NAME# to successfully source a Candidate to provide the Project Services to the Customer.

3.6 The Customer acknowledges that the Candidate is not required, obliged or otherwise permitted to perform services outside the scope of the Project Services. In the event that the Customer requests the Candidate to perform services that fall outside the scope of the Project Services, then, #PARTY A NAME# reserves the right to renegotiate the Services Fee to a level that is consistent with the market rate incorporating the proposed change to the Project Services.

3.7 The Candidate will perform the Project Services exclusively under the management, supervision and direction of the Customer.

3.8 The Customer will be responsible for the health and safety of the Candidate while the Candidate is providing the Project Services to the Customer and must satisfy all obligations under the applicable occupational health and safety legislation and anti-discrimination legislation. These obligations include, but are not limited to, the following:

- (1) Providing applicable induction and training to the Candidate.
- (2) Notifying #PARTY A NAME# of any applicable occupational health and safety risks or discrimination or harassment issues.
- (3) Requiring the Candidate to perform only tasks that the Candidate is skilled to perform within the scope of the Project Services;
- (4) Immediately notifying #PARTY A NAME# of any changes in the tasks that the Candidate is assigned to outside the scope of the Project Services.
- (5) Fully informing the Candidate of all relevant Customer organisational or site-specific policy and procedures prior to commencement of the Project Services, and promptly upon any change to such policies and procedures.

3.9 The Candidate will perform the Project Services during normal working hours; 8:30 a.m. to 5:00 p.m. Monday to Friday, public holidays excluded, at the Location, unless otherwise agreed in writing on a case-by-case basis.

3.10 #PARTY A NAME#, to the extent that it is reasonably possible to exert control over the Candidate, agrees to employ commercially reasonable efforts to ensure that the Candidate performs the Project Services in a professional and timely manner.

3.11 The Customer must sign off on all correctly rendered weekly time sheets presented to it within 24 hours.

#### **4 Termination: Contract or Temporary Personnel Recruitment**

4.1 #PARTY A NAME# may terminate this Agreement, or a contract formed under it by giving the Customer not less than the Notice Period in the event that a Candidate has resigned or otherwise is unfit or unable to continue supplying the Project Services to the Customer, on behalf of #PARTY A NAME#.

4.2 The Customer may terminate a Candidate assignment before the Completion Date for convenience by giving #PARTY A NAME# not less than the Notice Period.

4.3 Where the Customer (acting reasonably and in good faith) determines that the Candidate is failing to perform the Project Services to its satisfaction, the Customer may

request #PARTY A NAME# in writing, to source and provide a suitable replacement Candidate within a reasonable period of time. #PARTY A NAME# will employ commercially reasonable efforts to source a suitable replacement Candidate. However, #PARTY A NAME# will not be liable to the Customer for failing to source a replacement Candidate within a reasonable period of time or at all.

## **5 Restraint: Contract or Temporary Personnel Recruitment**

5.1 The Customer must not, during the term of the Agreement or a contract formed under it and for 6 months after termination engage, employ or induce any of #PARTY A NAME#'s personnel or the Candidate, either directly or through an agency, to enter into a contract for services or employment with the Customer or any other third party to provide services comparable to those required to perform the Project Services (specifically required under each Schedule), without #PARTY A NAME#'s written consent. If the Customer breaches the obligation set out above, it agrees to pay #PARTY A NAME# a separate recruitment fee equal to:

- (1) 20% of the gross salary offered by the Customer to any of #PARTY A NAME#'s personnel or the Candidate (where such personnel is subsequently employed by the Customer); or
- (2) 200 hours of work (or the reasonable equivalent) performed under a Schedule to this Agreement (where the Customer is engaging such #PARTY A NAME# personnel or the Candidate as an independent contractor).

5.2 Where the Candidate is employed by the Customer, no guarantee or guarantee period on tenure will apply.

## **6 Risk: Contract or Temporary Personnel Recruitment**

6.1 #PARTY A NAME# will employ commercially reasonable efforts to obtain accurate information from Candidates and their referees including, but not limited to, details of his/her qualifications and experience, however, the Customer acknowledges that #PARTY A NAME# is not liable for any inaccuracies and that the Customer is responsible for the final recruitment decision and must satisfy itself as to the suitability of the Candidate to perform the Project Services for the Project.

6.2 Where Candidate, on behalf of #PARTY A NAME#, fails to perform the Project Services to the Customer's satisfaction or with a reasonable level of due care and skill, the Customer's sole and exclusive remedy is to request #PARTY A NAME# to provide a replacement Candidate in accordance with clause 3.4 of this Recruitment Annex.

## **7 Payment for Contract or Temporary Personnel Recruitment**

7.1 The Customer must pay the Services Fee and any agreed out of pocket expenses to #PARTY A NAME# within the Payment Term Period, unless otherwise agreed in writing.

7.2 #PARTY A NAME# may charge an administration fee of 10% on all agreed out of pocket expenses.

7.3 #PARTY A NAME# may amend the Services Fees to account for a change to or change imposed by any Industrial Instrument which has the effect of altering the minimum fee payable to a Candidate.

## **8 Permanent Placement Recruitment Services**

8.1 Subject to the terms of this Agreement, the Customer may provide #PARTY A NAME# with a 'position requirements statement' (either written or verbal) with instructions to source and introduce a suitable Candidate that may match such position requirements (the "Permanent Placement Recruitment Services").

8.2 The Customer undertakes to ensure that each 'position requirements statement' contains all necessary information and sufficient detail required by #PARTY A NAME# to source a suitable Candidate.

8.3 The Customer agrees not to deal directly with any Candidate introduced by #PARTY A NAME# without the prior written consent of #PARTY A NAME#.

8.4 Whilst reasonable efforts are made to maintain an acceptable standard of integrity and an efficient permanent recruitment service, introductions are only effected on the basis that #PARTY A NAME# shall be under no liability for any loss or damage howsoever caused arising from or consequent upon the introduction of any Candidate (to the extent permitted by law) and that no reliance is placed by the Customer on any statement or representation concerning the Candidate made or given by either #PARTY A NAME# or the Candidate. The selection of a Candidate is the Customer's exclusive responsibility and #PARTY A NAME# recommends that the Customer make all offers subject to satisfactory references which it should take up directly, and to verify to their own satisfaction that all statements made by or on behalf of a Candidate as may relate to the Candidate's skills, work permits or visas, general integrity or qualifications or medical requirements which may be required by law or otherwise, are satisfied.

8.5 The Customer shall notify #PARTY A NAME# immediately that a Candidate is engaged by it.

8.6 Where a Candidate that was permanently placed with the Customer resigns or is released for any reason, other than retrenchment or redundancy, during the Guarantee Period, #PARTY A NAME# undertakes to employ commercially reasonable efforts to source a suitable replacement Candidate, at no additional charge, provided that #PARTY A NAME# has been informed in writing of the Candidate's termination within 48 hours of their ceasing employment and provided that any Permanent Recruitment Fees outstanding to #PARTY A NAME# have been paid in full within the applicable payment terms period. Under no circumstances will a refund of a Permanent Recruitment Fee (in respect of a Key Personnel) be due to the Customer. This offer of guarantee does not apply if the Candidate is retrenched or made redundant as a result of a downturn in business, closure of business, company takeover,



or is released due to a change in the original position requirements statement. Only one replacement per position requirements statement is available.

8.7 The guarantee set out above does not apply where the Candidate has transitioned from a contractor placement with the Customer (through #PARTY A NAME#) to a permanent placement with the Customer.

8.8 If within 6 months of the date that #PARTY A NAME# first introduced a Candidate to the Customer, the Customer or any third party engages such Candidate to provide services that directly or indirectly benefit the Customer, the Customer shall be deemed to have obtained the services (directly or indirectly as the case may be) as a result of the introduction by #PARTY A NAME# and the Customer shall be liable to pay #PARTY A NAME# a recruitment fee calculated in accordance with #PARTY A NAME#'s then prevailing fee structure for permanent recruitment placements.

8.9 In the event that a dedicated press advertisement is requested to assist in the sourcing of a suitable permanent Key Personnel for the Customer's requirements, the Customer agrees to pay all agreed costs, incurred by #PARTY A NAME#, associated with the advertisement.

## **9 Payment for Permanent Placement Recruitment Services**

### **9.1 #PARTY A NAME#**

's permanent recruitment fee (the "Permanent Recruitment Fee") for the provision of the Services is detailed in the Schedule and is payable in respect of each Candidate in accordance with clause 9.4.

9.2 Such Permanent Recruitment Fee will be calculated on a percentage (%) of the anticipated aggregate remuneration of any kind including, but not limited to, the value of 1 or more of the remuneration package structure components during the first year of the Candidate's engagement.

9.3 The remuneration package structure components are as detailed below and, in the Schedule, or as otherwise agreed between the Parties.

- (1) 1st Year Base salary.
- (2) Superannuation.
- (3) Guaranteed Bonuses (including sign-on bonuses) and / or Commissions; and
- (4) Vehicle Allowance (or agreed amount).

9.4 The Permanent Recruitment Fee will become due and payable to #PARTY A NAME# upon the Candidate being engaged either directly or indirectly by the Customer (whether on a full time, part time or any other basis whatsoever, and whether through the medium of a company arrangement or third-party intermediary).

9.5 #PARTY A NAME# will submit a tax invoice to the Customer for each Permanent Recruitment Fee due and the Customer agrees to pay such invoice within the Payment Term Period.

9.6 All fees and costs quoted are ex GST.

9.7 The Customer must pay any GST payable in relation to the permanent recruitment services provided by #PARTY A NAME# under this Agreement.

9.8 If any sum due under this Agreement is not paid by the Due Date, then (without prejudice to #PARTY A NAME#'s other rights and remedies in addition to the invoice amount), #PARTY A NAME# reserves the right to charge interest on such sum on a day to day basis (as well as before any judgment) from the Due Date to the date of payment at the rate of 2% per annum above the prime lending rate of #PARTY A NAME#'s principal banker.

## **10 Advertising and Other Costs**

10.1 In the event that a dedicated press advertisement is requested to assist in the sourcing of a suitable Candidate for the Customer's requirements, the Customer agrees to pay all agreed costs, incurred by #PARTY A NAME#, associated with the advertisement.

10.2 Any agreed additional costs that may be incurred in carrying out the assignment (including advertising, travel, and courier costs) may be invoiced to the Customer as separate from the Permanent Recruitment Fee.

## **INFRASTRUCTURE AS A SERVICE (IAAS) ANNEX**

### **1 RECITALS**

1.1 #PARTY A NAME# carries on the business of reselling IAAS. The Customer agrees to engage #PARTY A NAME# to procure IAAS for the Customer in accordance with the terms and conditions of this Annex, including each attached Commercial Engagement Document and any specifically referenced documentation.

1.2 Should an inconsistency arise between the terms of this IAAS Annex and a Commercial Engagement Document, the terms of the Commercial Engagement Document will prevail over and take priority to the extent of any inconsistency.

### **2 DEFINITIONS**

2.1 IAAS Fee means the fee payable by the Customer to #PARTY A NAME# for the IAAS as detailed in a Commercial Engagement Document.

2.2 IAAS Provider means the relevant third-party vendor who offers the IAAS product described in a Commercial Engagement Document.

2.3 System Start Date means #PARTY A NAME#'s estimated or indicative date when the IAAS will commence to be supplied, as specified in a Commercial Engagement Document

2.4 System Term means the period commencing on the System Start Date, during which access to the IAAS will be granted to the Customer as specified in a Commercial Engagement Document.

2.5 Third Party Terms means the terms and conditions of a third-party vendor which govern the Customer's use of obligations and rights (including warranties) in relation to the IAAS, and which are referenced in or attached to a Commercial Engagement Document.

### **3 Procurement of Infrastructure as a Service**

3.1 For the System Term and in consideration of the IAAS Fees, #PARTY A NAME# agrees to procure the IAAS for the Customer in accordance with the terms of each Individual Contract.

3.2 The Customer acknowledges and agrees that #PARTY A NAME# is acting in the capacity of a reseller of the IAAS, and its acceptance of the Individual Contract is conditional upon its acceptance of the Third-Party Terms.

3.3 The Customer agrees to execute the Third-Party Terms where required.

3.4 #PARTY A NAME# will maintain a record of all IAAS procured by #PARTY A NAME# for the Customer, and the Customer will be given a copy of that record on request.

### **4 Term of an Individual Contract for IAAS**

4.1 Individual Contracts for IAAS are subject to a minimum term. The minimum term will be specified in the Commercial Engagement Document.

4.2 Early termination or termination for convenience is not permitted without the express written agreement of #PARTY A NAME#.

4.3 Early termination for any reason (including where the Individual Contract is terminated by #PARTY A NAME# as a result of the Customer's breach) will be subject to an early termination fee, which unless specified otherwise, will be an amount equivalent to the remaining value of the of all amounts that would have become due to #PARTY A NAME# but for the termination of the Individual Contract. The early termination fee and any other amounts outstanding under the Individual Contract will be payable to #PARTY A NAME# on demand.

4.4 Notwithstanding any other clause to the contrary in an Individual Agreement, payment for the IAAS is absolute and unconditional. It is not subject to set off or withholding of amounts.

## 5 IAAS Warranty

5.1 The Customer accepts the IAAS Provider's warranty in relation to the IAAS. #PARTY A NAME# cannot provide any additional warranty in relation to the IAAS. #PARTY A NAME# will pass on to the Customer any warranty provided to #PARTY A NAME# by the IAAS Provider.

5.2 Purchases of IAAS under \$100,000 (or the relevant monetary value prescribed by law to reflect the definition of a consumer):

(1) come with guarantees that cannot be excluded under Australian Consumer Law.

Customer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Customer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

(2) to claim this warranty, the Customer must inform #PARTY A NAME# (by providing notice to the address set out in this contract of a warranty issue within the warranty time period specified by IAAS Provider. #PARTY A NAME# will assist the Customer with claiming the warranty from the Hardware Manufacturer.

(3) The IAAS Provider's warranty will provide details as to who will bear the expense of claiming the warranty and (if applicable) how the Customer can claim expenses incurred in making the claim.

(4) the benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

## 6 Alterations to IAAS

6.1 The Customer may request alterations to the scope of the IAAS in accordance with the Change Control provisions contained in the General Terms section of this Master Services Agreement.

## **7 Customer Obligations**

7.1 The Customer warrants that all information pertaining to its IAAS requirements, its site and specifications is complete, accurate and has been provided to #PARTY A NAME# prior to formal agreement on an Individual Contract and that all such information is specified in writing in a Commercial Engagement Document and in sufficient detail to satisfy the Customer's and #PARTY A NAME#'s requirements of interpretation to enable the successful supply of the IAAS to the Customer.

7.2 If compliance by #PARTY A NAME# with the Customer's designs, specifications or instructions, or use by #PARTY A NAME# of Intellectual Property Rights received from the Customer or the Customer's agent, results in #PARTY A NAME# being subject to a claim for infringement of any Intellectual Property Right of a third party, the Customer agrees to indemnify #PARTY A NAME# against any claims, demands, damages, costs and expenses made against or suffered by #PARTY A NAME# as a result of any such claim or action.

7.3 The Customer is responsible for security of its own passwords and accounts, unless otherwise set out in the Commercial Engagement Document.

7.4 The Customer must insure the equipment or goods provided pursuant to an IAAS, Individual Contract (IAAS Goods). The insurance must be in place for the term of the Individual Contract and must note the interest of #PARTY A NAME#. In the event of any damage, loss or theft of the IAAS Goods, the Customer will be liable for the full costs or repair or for the replacement value in the event the IAAS Goods cannot be repaired.

7.5 IAAS Goods kept on the Customer's premises must be clearly marked as property of #PARTY A NAME# (or of the Vendor) at all times. IAAS goods must not be removed from the Customer's premises without the written consent of #PARTY A NAME#.

7.6 The Customer will comply with the terms of any Third-Party Terms relating to the IAAS and will indemnify and hold harmless #PARTY A NAME# against any loss, damage, cost, expense incurred by #PARTY A NAME# arising from or in connection with a breach by the Customer of the terms of the Third-Party Terms.

## **8 Exclusion of all other warranties**

8.1 To the extent permitted by law, and except as otherwise set out in these Annexes or otherwise specifically agreed in an Individual Contract, #PARTY A NAME#:

- (1) provides IAAS to the Customer on an "AS IS" basis.

(2) excludes all warranties and conditions, express, implied or statutory (including all implied warranties of merchantability, fitness for a particular purpose, lack of viruses, uninterrupted or error free operation, accuracy or completeness of responses or results, lack of workmanlike effort or non-infringement) regarding the Goods and Services provided to the Customer; and

(3) limits the remedies available for a breach of any warranty for IAAS given to the Customer to the lesser of and to the extent that such breach of warranty is capable of remedy by employing commercially reasonable efforts (as determined by #PARTY A NAME# acting reasonably and in good faith), the cost of resupplying the IAAS; or paying the cost of having the IAAS resupplied.

8.2 #PARTY A NAME# accepts no liability whatsoever for any resultant loss or damage arising directly or indirectly from any connectivity or integration with any existing Customer process, product, materials, environment or System that is not adequately accounted for in a Commercial Engagement Document, or inaccurate or incomplete Customer information.

## **9 No lease or transfer of title**

9.1 IAAS is a services agreement and is not intended to and will not constitute a lease of any real or personal property.

9.2 Title in any #PARTY A NAME# equipment used in the provision of IAAS shall remain at all times with #PARTY A NAME#.

## **10 Suspension of Service**

10.1 #PARTY A NAME# reserves the right to suspend the IAAS without liability to the Customer:

(1) upon seven days' notice, in the event of non-payment of any #PARTY A NAME# invoice.

(2) immediately in the event of insolvency of the Customer, or appointment of any receiver and manager, administrator, liquidator or trustee in bankruptcy of the

Customer;(3) immediately upon #PARTY A NAME# becoming aware of the Customer breaching the Third-Party Terms.

(4) immediately, in the event of an emergency.

## **11 Expiry or Termination of the IAAS**

11.1 The arrangements on expiry or termination of the IAAS will be specified in the individual Contract. Where the Individual Contract is silent, the Customer must return the IAAS Goods to #PARTY A NAME# within seven (7) days of the expiry date.

11.2 On return to #PARTY A NAME#, the IAAS Goods must be clean of all Customer Data, be in an undamaged state (fair wear and tear accepted) and must be functioning in accordance with the manufacturer's specifications.

## **12 Consent to Assign**

12.1 Customer provides its consent for #PARTY A NAME# to assign an IAAS Individual Contract, or specific rights under an IAAS Contract, to a third-party financier that has been engaged by #PARTY A NAME# to facilitate its ability to deliver the IAAS Individual Contract.

## MANAGED SERVICES ANNEX

### 1 DEFINITIONS

The following Definitions will apply to the Managed Services Annex in addition to those listed in the General Terms.

1.1 Customer Data means any data input by the Customer or on the Customer's behalf for the purpose of using or facilitating the use of Managed Services by an End User.

1.2 Early Termination Fee means the amount to be paid by the Customer to #PARTY A NAME# on early termination of the Individual Contract as specified as an early termination fee in a Commercial Engagement Document. However, where no amount is specified, the early termination fee will be calculated by reference to the Price that would have been invoiced by #PARTY A NAME# for any subscription or managed service that would have been delivered between the early termination date and the remainder of the original term of the Individual Contract, but for the early termination.

1.3 End User means any entity purchasing or otherwise obtaining the benefit of the Managed Service from #PARTY A NAME# for its own internal purposes and not for reselling, distributing or sub-licensing to others.

### 2 PERFORMANCES

2.1 The Customer has engaged #PARTY A NAME# to perform the Managed Services for the Customer in accordance with the terms and conditions of the Master Services Agreement and the further terms contained in this Managed Services Annex, the Commercial Engagement Document and any specifically referenced documentation.

2.2 Should an inconsistency arise between the terms of this Managed Services Annex and a Commercial Engagement Document; the terms of the Commercial Engagement Document will prevail over and take priority to the extent of any inconsistency.

### 3 WORKPLACE HEALTH AND SAFETY

3.1 The Customer acknowledges that it is responsible for all aspects of health and safety connected with the Managed Services performed at the Customer's Site and must at its own cost comply with any applicable WHS Legislation, including (where applicable) performing all functions and duties of a person conducting a business or undertaking, a person with management or control of workplaces where the Managed Services are performed and a person with management or control of any fixtures, fittings or plant used in such workplaces or otherwise used in the performance of the Managed Services. #PARTY A NAME# is responsible for complying with WHS Legislation at the #PARTY A NAME#'s sites.

### 4 CUSTOMER DATA



4.1 #PARTY A NAME# will not obtain any rights in the Customer Data which shall remain the Customer's property at all times. The Customer shall have sole responsibility for the legality, reliability, accuracy and quality of the Customer Data. The Customer also retains responsibility for the confidentiality, availability and integrity of Customer Data hosted or stored within its IT environment, subject to any responsibilities expressed assumed by #PARTY A NAME# in a Commercial Engagement Document.

## 5 CHANGES TO ASSUMPTIONS

5.1 The Customer acknowledges that changes to any of the Assumptions set out by the parties in the Individual Contract may affect the ability of #PARTY A NAME# to deliver the Goods and Services in accordance with any agreed milestones and in such event the parties shall work together in good faith to minimise the impact of the change. Any change to a Contract resulting from any changes to any of the Assumptions shall be managed by Change Order in accordance with the provisions of the General Terms of the Master Services Agreement. #PARTY A NAME# shall have no liability for any delays or increased costs in the delivery of the Goods and Services which result directly from changes to any of the Assumptions.

## 6 TERMINATION

6.1 Unless otherwise specified in a Commercial Engagement Document, should the Individual Contract for Managed Services be terminated early for any reason other than #PARTY A NAME#'s breach of the Individual Contract in accordance with 14.2 of the General Terms, the Customer must pay the Early Termination Fee. This amount represents the reasonable estimate by the parties of the losses or damages likely to arise or to be incurred by #PARTY A NAME# as a result of the termination of this Agreement. This payment shall constitute a debt due from the Customer to #PARTY A NAME#.

## 7 MONITORING SOFTWARE

7.1 The Customer acknowledges and agrees that the Managed Service may include the resale or sublicense of SIEM or other monitoring software (Monitoring Software) by #PARTY A NAME# to conduct functions specified in a Commercial Engagement Document and that accordingly:

- (1) Use of Monitoring Software by the Customer is subject to the terms of the third-party end user licence agreement; and
- (2) #PARTY A NAME#'s liability to the Customer for any loss or damage arising out of or in connection with the provision of the Monitoring Software including arising out of or in connection with the use of the Monitoring Software by any of the Customer's end users shall in no circumstances exceed the lesser of \$5,000 or the amount that #PARTY A NAME# actually recovers from the relevant Monitoring Software provider in respect of that loss or damage under the terms of its Monitoring Software provider reseller or end

user agreement. This clause sets out the Customer's sole remedy and #PARTY A NAME#'s entire liability arising directly out of the availability, functionality or performance of the Monitoring Software products.

(3) For the avoidance of doubt, unless a party is named as the End User in this Contract, the Customer must not permit any other party to use, install or download any third party Monitoring Software products for its own internal use or for use on behalf of an End User. These products are provided for internal use by a named end user only and the Customer shall obtain all end user consents required under applicable law (and the Monitoring Software EULA) to install any of the Monitoring Software products on an End User's system to monitor relevant activity.

(4) If the Customer receives activation or registration codes or keys which provide access to and use of the Services, the Customer shall distribute the activation codes as directed by #PARTY A NAME# and will ensure that those activation codes are used only to activate those services for which the activation codes are intended by #PARTY A NAME# to be used, and the Customer shall not reuse activation codes for multiple End Users.

(5) #PARTY A NAME# has no liability to End Users with respect to third party Monitoring Software provider's breach of the EULA.

## **8 OTHER THIRD PARTY PRODUCTS AND SERVICES**

8.1 The Customer acknowledges and agrees that the Managed Services include access to or the resale by #PARTY A NAME# of certain products, services and solutions provided by third party licensors and providers (any and all such products, services and solutions being Third Party Products) and while #PARTY A NAME# will conduct reasonable due diligence in the selection of Third Party Products, #PARTY A NAME# is not responsible for the acts or omissions of any third party licensor or service provider and, without prejudice to the generality of the foregoing, makes no representations and provides no warranties as to the availability, functionality or performance of the Third Party Products other than those set out in this Contract or in documentation published by the Third Party Product provider. #PARTY A NAME# warrants that it will procure all necessary permissions, authorisations and consents required from relevant third parties to enable any Third-Party Products to be integrated, connected to or resold as part of the Services.

8.2 #PARTY A NAME#'s liability to the Customer for any loss or damage to the extent directly caused by a Third Party responsible for the supply or non-supply of Third-Party Products shall in no circumstances exceed the lesser of \$5,000 or the amount which #PARTY A NAME# actually recovers from the relevant third party in respect of that loss or damage. This clause sets out the Customer's sole remedy and #PARTY A NAME#'s entire liability arising directly out of the availability, functionality or performance of the Third-Party Products.

8.3 #PARTY A NAME# is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over third party communications networks and facilities, including any provided by third parties or the internet, and the Customer acknowledges that the Services may be subject to limitations, delays and other problems inherent in the use of such communications facilities and such delays will not constitute a breach of this agreement by #PARTY A NAME#. The Customer remains responsible for data transferred over third party communications networks and facilities and must ensure transfer is in accordance with applicable local laws.

8.4 Third Party Products may carry a limited warranty from the third-party publisher, provider or original manufacturer of such products or services. #PARTY A NAME# is not responsible for fulfilment of any Third-Party warranty or for problems attributable to the use of Third-Party Products. #PARTY A NAME# does not warrant that any Third-Party Product will function in any specific configuration or will function to produce any particular result, even if the specific configuration or the result has been discussed with #PARTY A NAME#. All Third-Party Products are provided by #PARTY A NAME# on an “as is” basis.

8.5 Other than as stated above in this clause 6 #PARTY A NAME# has no liability with respect to Third Party Services and Products.

## 9 END USER AGREEMENTS

9.1 Without limiting the provisions of Clauses 7 or 8 above, the Customer agrees to be bound by the terms of any end user licence agreement that #PARTY A NAME# makes known to the Customer during the course of the term. #PARTY A NAME# reserves the right, in its sole discretion to suspend or terminate the provision of the applicable Managed Service to the Customer in response to Customer’s breach of any applicable end user licence agreement and #PARTY A NAME# will have no liability to any party as a result of any such suspension or termination. The end user licence agreement details the only liability that #PARTY A NAME# will have to the Customer (or any associated end users) regarding the provision of Third-Party Products and Services associated with the Managed Service.

9.2 if the Services include the provision of any software to the Customer or any associated End Users then except as expressly set out in this Contract, the Customer (and any of its associated End Users) must:

- (1) not copy the Software except where such copying is incidental to normal and approved use of the Software or where it is necessary for the purpose of back-up or operational security.
- (2) not transfer, sell, rent, lease, sub-license, loan, charge, encumber, translate, merge, adapt, vary or modify the Software nor use it on behalf of or make it available to any other person.
- (3) not make any alterations to, or modifications of, the whole or any part of the Software, nor permit the Software or any part of any of it to be combined with, or become incorporated in, any other software.

- (4) not disassemble, decompile, reverse engineer, attempt to make error corrections, or create derivative works based on the whole, or any part, of the Software, nor attempt to do any such things except to the extent that (by virtue of section 296A of the Copyright, Designs and Patents Act 1988) such actions cannot be prohibited because they are essential for the purpose of achieving inter-operability of the Software with another software program, and provided that the information obtained by the Customer during such activities: a. is used only for the purpose of achieving inter-operability of the Software with another software program; and b. is not unnecessarily disclosed or communicated to any third party without prior written consent; and c. is not used to create any software which is substantially similar to any of the Software;
- (5) keep any back-up copies of the Software secure and maintain accurate and up-to-date records of the number and locations of all such copies of the Software and take steps to prevent unauthorized copying.
- (6) supervise and control use of the Software and ensure that access to the Software is limited to those of the Customer's employees, contractors, representatives, agents, third parties who either have a need to know or who are engaged in the rightful use of the Software and that such employees use the Software only in accordance with the terms of this Agreement.
- (7) include the licensor's copyright notice on all entire and partial copies the Customer makes of the Software on any medium; and
- (8) not provide, or otherwise make available, the Software in any form, in whole or in part (including, but not limited to, program listings, object and source program listings, object code and source code) to any person without #PARTY A NAME#'s express prior written consent.

## 10 LIMITED WARRANTY

10.1 Any warranties given by #PARTY A NAME# to the Customer in relation to the Managed Services shall not apply to the extent of any non-conformance which is caused by any use of the Managed Services contrary to #PARTY A NAME#'s instructions, or any modification or alteration of the Managed Services made by the Customer or an End User or by any third party which has not been endorsed by #PARTY A NAME#.

10.2 The Customer acknowledges that the use of the Managed Services may not be without interruption and may not be free of errors and that the existence of minor errors or interruptions shall not constitute a breach of this Agreement.

10.3 Except for those warranties that cannot be excluded by local law, all other conditions, warranties or other terms which might have effect between the parties or be implied or incorporated into this Agreement or any collateral contract, whether by statute, common law or otherwise, are hereby excluded, including any implied conditions, warranties or other terms as to satisfactory quality, fitness for purpose or the use of reasonable skill and care.

## 11 HIGH RISK APPLICATIONS

11.1 The Customer acknowledges and agrees that the Managed Services have been designed and tested by #PARTY A NAME# or its suppliers for use in ordinary business environments and not for use in any high-risk applications, including the operation of nuclear facilities, aircraft navigation, air traffic control, emergency communications systems, life support machines, weapons systems, or any other application where the failure, interruption, inadequacy or malfunction of any Managed Service can reasonably be expected to result in death, personal injury, severe property damage or severe environmental harm (High-Risk Applications). The Managed Services are not fault-tolerant and are not designed or intended for use in, and you shall not use any Managed Services in, any hazardous environments requiring fail-safe performance or in any High-Risk Applications. The Customer understands and agrees that no warranties or assurances are made by #PARTY A NAME# or its suppliers that the Managed Services are suitable for any High-Risk Applications and the Customer shall indemnify #PARTY A NAME# from and against any and all claims made by third parties arising out of or in connection with any such High-Risk Applications, or any other application of the Managed Services that violates the terms and conditions of this Agreement