

## General Terms and Conditions of Business of TÜV Rheinland Cert GmbH

### 1. Scope of application

- 1.1 The following terms and conditions apply for the services agreed including information, deliveries and the like, as well as for ancillary services rendered in executing orders and other ancillary obligations.
- 1.2 Any general terms and conditions of the Client, including any conditions of purchase, are not applicable and are hereby excluded. The Client's contractual conditions do not form part of the contract even if TÜV Rheinland Cert GmbH – hereinafter referred to as the "Contractor" – does not expressly contradict them.
- 1.3 Insofar as "accreditation bodies" are referred to in these General Terms and Conditions, this term also includes authorising and recognising organisations, whilst the terms "accreditation specifications", "accreditation requirements" and "accreditation procedures" correspondingly apply to the specifications and procedures of the authorizing or recognizing organizations.

### 2. Test material: Transportation risk and storage

- 2.1 The risk and the cost of freight and transport of documents or test material to and from the Contractor and the cost of necessary waste management measures shall be borne by the Client.
- 2.2 Test material which has been destroyed or has otherwise become worthless is to be disposed of by the Contractor (who will charge for this) unless otherwise agreed.
- 2.3 Test material which has not been destroyed is to be kept by the Contractor for four weeks after the completion of the test. If a longer retention period is required, the Contractor will charge a reasonable storage fee. During storage, the Contractor will be liable only to the level of care that it takes in its own affairs.

### 3. Offers, creation and duration of contracts

- 3.1 All Contractor offers are subject to change unless otherwise agreed.
- 3.2 The contract comes into existence by way of a written instruction to the Contractor by the Client on the basis of the Contractor's offer, and runs for the agreed duration as per the Contractor's offer. The contract duration will be extended by the period provided for in the offer, if it is not terminated by one of the parties in writing six months before expiry.

### 4. Scope of services

- 4.1 The Contractor examines and certifies systems and products of manufacturers and service providers on the basis of a national or international regulations with accreditation, authorization or recognition ("accredited certification procedure"), according to national or international standards without accreditation ("standard certification") and provides his own additional, independent certification services ("in-house certificates").
- 4.2 The agreed services will be performed in accordance with generally accepted codes of practice and in compliance with applicable regulations at the time of conclusion of the contract. Furthermore, the Contractor is entitled to determine the method and the nature of the examination itself at his own discretion, unless otherwise agreed in writing or if mandatory provisions require a specific approach.
- 4.3 The Contractor will perform accredited certification procedures according to the contractually agreed standard or the regulations referred to therein, including the respective generally applicable accreditation standards specific to the certification standards, the certification standards, and all guidelines, as well as the accreditation requirements of the relevant accreditation body. If the audit reveals that more audit time is required due to the accreditation requirements, the Client must bear the additional costs incurred, insofar as the Contractor is not responsible for these costs through its own fault. Standard certifications are carried out according to the relevant national or international standards. Certification projects for issuing in-house certificates are carried out according to the specific rules established by the Contractor.

### 5. Time limits / due dates for services

- 5.1 The contractually agreed time limits and due dates for services are based on estimates of the scope of work which in turn are based on the information provided by the Client. They are only binding if they are confirmed in writing as such by the Contractor.
- 5.2 Insofar as time limits have been agreed as binding, they will begin when the Client has submitted all necessary documents to the Contractor. This similarly applies to agreed due dates, which are extended by the length of any delay for which the Contractor is not responsible, without the explicit consent of the Client.

### 6. Invoicing and acceptance

- 6.1 If, in issuing an order, the scope of services is not specified in writing, invoicing will be on a time and material basis. If no remuneration is agreed in writing, invoicing will occur according to the Contractor's price list valid at the time of performance.
- 6.2 Invoicing for the services will be based on the stage of completion, unless otherwise agreed. 80 % of the agreed amount will be invoiced after performance on site (i.e. after the audit), and the remaining 20 %, as well as travel and associated costs, after the entire process is completed.

- 6.3 The contracting parties expect that acceptance of the services provided by the Contractor will not generally be possible if these are works, meaning that the completion of the work will instead take the place of acceptance.
- 6.4 If, in an individual case, acceptance is required, this is deemed to have occurred two weeks after completion and handover of the work, unless the Client expressly refuses acceptance within that time. The Contractor will expressly point this out at the beginning of the time limit.

### 7. Payment / costs / offsetting

- 7.1 All invoice amounts are due immediately without deduction upon receipt of the invoice. Discounts will not be granted.
- 7.2 The payments are to be made, stating the invoice number and client number, to the bank account of the Contractor indicated on the invoice.
- 7.3 In case of default, the Contractor is entitled to claim an interest rate of 8 % above the base rate of the Deutsche Bundesbank. At the same time, the assertion of further damages is reserved.
- 7.4 If the Client is delayed in settling the invoice, despite a reasonable extension, the Contractor may withdraw from the contract, withdraw the certificate, claim damages for non-performance and refuse the further performance of the order.
- 7.5 The provisions of Section 7.4 also apply to unpaid checks, the suspension of payments, the opening of insolvency proceedings against the Client or the rejection of the opening of insolvency proceedings due to a lack of assets.
- 7.6 Objections to Contractor invoices are to be made in writing within 2 weeks of receipt of the invoice.
- 7.7 The Contractor is entitled to require a reasonable advance payment.
- 7.8 If the Client cancels or postpones an audit date within two weeks of the agreed date which he has confirmed, the Contractor is entitled, even if no service has been rendered, to immediately charge 15 % of the remaining contract value as compensation.
- 7.9 The provisions of Section 7.8 apply accordingly if the timeframe for auditing / performance by the Contractor, as provided for within the scope of a certification procedure, could not be realized by the Client, resulting in the certificate being withdrawn (for example, in conducting a monitoring audit).
- 7.10 Furthermore the Contractor is entitled invoice for 10 % of the order value as compensation if a commissioned performance is not called upon within a year of it being commissioned.
- 7.11 The Contractor is entitled, in the event of increased overheads and/or delivery costs, to raise prices at the beginning of the month. This is done by written notice, sent 1 month (amendment period) before the intended entry into force. If the price increase per contractual year does not exceed 5 %, the Client will have no special right of termination as a result of this. In the event of a price increase of more than 5 % per contractual year, the Client is entitled to terminate the contract at the end of the amendment period. Otherwise, the new prices will be deemed to have been agreed as of the end of the amendment period.

- 7.12 Contractor claims can only be offset with undisputed or legally established claims.

### 8. Confidentiality

- 8.1 "Confidential Information" for the purposes of this agreement means all information, documents, photos, drawings, know-how, data, samples, and project document handed over, transmitted or disclosed in any other way during the term of this agreement by one party (the "disclosing party") to the other party (the "receiving party"). This includes copies of this information in paper or electronic form.
- 8.2 All Confidential Information transmitted in written form must be provided with a reference to its confidentiality by the disclosing party prior to disclosure to the receiving party; this also applies to Confidential Information sent via e-mail. An appropriate prior warning is to be given before the oral transmission of Confidential Information.
- 8.3 All Confidential Information communicated pursuant to this agreement by the disclosing party to the receiving party or distributed in any way,
  - a) may be used by the receiving party only for the fulfilment of the purpose defined above, provided there is no deviating express written agreement with the disclosing party,
  - b) may not be reproduced, distributed, published or transmitted in any other form by the receiving party, with the exception of Confidential Information which must be necessarily passed on to regulatory authorities and/or accreditation bodies of the Contractor in the course of the accreditation process,
  - c) must be kept confidential by the receiving party in the same manner as it would treat its own confidential information, but no less carefully than in accordance with objectively necessary care.
- 8.4 The receiving party will distribute the Confidential Information from the disclosing party only to those employees who need it to perform services within the scope of the purpose of this agreement. The receiving party will

