

General Terms and Conditions HMH, s. r. o.

1 General

- 1.1. The scope, quantity, quality, functionality and technical specifications of any goods, equipment, documentation, software, work or services (collectively referred to as "**Services**") to be provided by **HMH, s.r.o.**, with its registered seat at Galvaniho 7/D, Bratislava - mestská časť Ružinov 821 04, Slovak Republic, Company Identification No.: 31 356 273, registered in the Commercial Register of the City Court Bratislava III, Section: Sro, File No.: 5576/B (hereinafter as the "**HMH**") are exclusively defined as the case may be either in the order confirmation issued by HMH or the Contract signed by the Customer and HMH.
- 1.2. The offer letter from HMH together with these terms and conditions and those other documents expressly identified in the offer letter as forming part of the contract shall together constitute the entire agreement between the parties (the "**Contract**"). Any terms and conditions of the Customer shall apply only where expressly accepted in writing by HMH.
- 1.3. Works which are not explicitly described in the Contract are not included in the scope of the Services. Unless explicitly agreed otherwise, operating materials, consumables, spare and wearing parts shall not be included in the remuneration for the Services.

2 Rights of Use

- 2.1. Except as expressly otherwise agreed in this Contract, as between the parties all intellectual and industrial property rights in the Services, in all documents provided by HMH in connection with this Contract (the "**Documents**") and in all software, hardware, know-how ("**IPR**") and other things provided with or as part of the Services and the Documents shall be the exclusive property of and vest in HMH. The Customer shall not reverse engineer, decompile, or reproduce the Services or goods delivered in connection with such Services or parts thereof and shall ensure that third parties will not reverse engineer, decompile, or reproduce the Services or goods delivered in connection with such Services or parts thereof in each case to the extent mandatory law does not prohibit such limitation.
- 2.2. The Customer may use the Documents unmodified and to the extent necessary for operation and routine maintenance of the Service Objects by the Customer's own personnel, unless explicitly agreed otherwise in writing by HMH.
- 2.3. If the Services include HMH software, such software is licensed under the license terms contained in the software documentation, the software itself or in the attached license terms (in each case the "**Applicable license conditions**"), which shall prevail over this Clause 2. The software is issued in object code without source codes. The license hereunder only grants the non-exclusive right to use the software as described in the applicable license conditions or, if no such terms are provided, for the purpose of operation and routine maintenance of the Services.
- 2.4. The Services may contain software and technology from third-party providers, including open-source software licensed by third parties ("**Third-Party Technology**") under separate terms ("**Third-Party Provider Terms**"). HMH shall indicate the Third-Party Technology and Third-Party Provider Terms in the software documentation, in source code supplied (if any), in the additional supplementary terms and/or in the "Readme_OSS" or similar files insofar as HMH is required to do so. If the Third-Party Provider Terms require that HMH provide Third-Party Technologies in the form of source code, HMH shall do so on request and on reimbursement of its reasonable expenses for so doing.
- 2.5. The Third-Party Technology may contain open-source software components ("**OSS Components**") and/or components that are not open-source software ("**Commercial Software**"). HMH describes in the "Readme_OSS" or similar files whether Third-Party Technology is OSS Components or Commercial Software. The Customer is entitled to use OSS Components in accordance with the respective applicable open source software license conditions ("**OSS Conditions**"), which OSS Conditions shall prevail over

the Contract in respect of the OSS Components. These OSS Conditions shall have priority also in relation to the software in the Services or parts thereof insofar as the OSS Conditions grant the Customer certain rights of use on the basis of the connection of OSS Components with the software.

- 2.6. If the software contains Commercial Software that is subject to Third-Party Provider Terms ("**Commercial Terms**"), these Commercial Terms shall apply to the liability of the third-party provider in relation to the Customer. These Commercial Terms shall govern the licensing relationship between the third-party provider and the Customer entirely in respect of the Commercial Software insofar as the Commercial Terms specified are expressly identified in the Contract as applying with exclusive effect. If Commercial Terms are specified for the Commercial Software contained in the software in a separate license sheet for the software or in the "Pass-Through Information" section of the Readme_OSS file with the addition "Separate Third-Party Licensor Terms", the Commercial Terms shall additionally apply between HMH and the Customer. The Commercial Terms shall have priority over the Contract in the event of contradictions. In terms of the liability of HMH to the Customer, the Contract shall apply in each case.
- 2.7. The rights granted in Clause 2 shall be transferable to a third party only together with the transfer of ownership of all of the Service Objects to that third party.
- 2.8. Without prejudice to the Customer's intellectual property rights and subject to compliance with applicable law, HMH and its Affiliates may for its own business purposes collect, use, modify, and copy any data received in connection with the Services.

3 Prices and Terms of Payment

- 3.1. Unless agreed otherwise in writing, prices exclude insurance and any other additional charges (such as inspections by third parties). The price payable by the Customer for the Services under this Contract shall be referred to in this Contract as the "**Contract Price**".
- 3.2. The Customer shall bear all incidental costs, e.g. travel expenses, daily allowances, in addition to the Contract Price.
- 3.3. The Contract Price is exclusive of any indirect taxes (such as property, license, sales, use, value added or similar tax) and/or any duties, customs or public charges related to the Contract. The Customer agrees to pay to reimburse HMH for any taxes, customs, duties or other public charges levied on HMH in relation to the Services. All payments shall be made to HMH' bank account without deduction (e.g. deduction of withholding tax) within 30 days after issuance of the invoice. If the Customer is required to make a deduction by law, the sum payable shall be increased so that HMH receives a net amount equal to the amount it would have received without such deduction. The Customer shall provide to HMH tax receipts from the relevant tax authorities in connection with the payments in due course.
- 3.4. Without prejudice to any other rights it may have, HMH may charge interest at 9 percentage points above the current base lending rate of the European Central Bank on any overdue payments.
- 3.5. Each party must pay all sums that it owes to the other party under this Contract free and clear without any set-off, counterclaim, deduction or withholding of any kind, save as agreed otherwise in writing or as may be required by law.

4 Rights and Obligations of HMH

- 4.1. HMH begins with the Services within a reasonable period of time and performs the Services during its normal service hours (Monday to Friday, 8.00 a.m. to 5.00 p.m. except for national and/or local holidays) or during the specifically agreed service hours, unless otherwise agreed in writing or stated in the Contract.
- 4.2. HMH reserves the right to execute the Services using a different, but technically equivalent method to that set out in the Contract, provided that any such modification does not materially change the agreed characteristics/specifications of the Services to the detriment of the Customer.

- 4.3. HMH is entitled to subcontract Services to subcontractors. If HMH commissions subcontractors, HMH remains responsible for these subcontractors within the scope of the statutory regulations.

Unless otherwise stated in this Contract, HMH shall not have any responsibility for Customer's scheduling, planning, project-management, quality programs, health, safety, security or environmental management and for any resulting time extension or cost-overflow with the Services.

HMH shall be responsible for obtaining any work permits required by its personnel. HMH shall only use suitably qualified and experienced personnel and shall have the right to replace any of its personnel at any time with equivalent personnel.

- 4.4. Upon HMH' request, the Customer shall inform the HMH personnel in time of all their obligations towards the local authorities (such as police registration, etc.) and shall assist such personnel in their dealings with the local authorities. Customer shall provide HMH all support reasonably required in the procurement of entry, residence and working permits.

Any impossibility or delay in obtaining the necessary entry residence or working permits which is not solely attributable to HMH shall not constitute a breach of HMH' contractual obligations and HMH shall be entitled to an adjustment in deadlines for performance.

- 4.5. To the extent the Services include supervision, HMH' only obligation is to provide correct instructions and it shall not be liable for the performance of third parties or Customer's personnel.

5 Delay

- 5.1. Any agreed dates for performance of the Services or any part of them shall be extended by a reasonable period of time if and to the extent that HMH is delayed or impeded in the performance of its obligations by any third party or by the failure of the Customer to perform its obligations. This includes without limitation the delivery of required documents (such as necessary permits and approvals), timely performance of any work to be undertaken by the Customer or any third party appointed by the Customer, and compliance with the terms of payment.
- 5.2. If HMH does not meet any binding dates solely due to the fault of HMH, the Customer shall be entitled to liquidated damages amounting to 0,5% of the price of the delayed part of the Services per complete week of delay, in which the Customer suffered loss as a result of such delay. Liquidated damages payable in case of delay shall be limited to 5 % of the price of the delayed part of the Services. If Services are provided on basis of a flat rate fee, the value of the service fee applicable to one month shall be used for calculating such liquidated damages and the maximum amount of liquidated damages.
- 5.3. Any other liability of HMH and any claims, rights and remedies of the Customer in case of delay except as expressly stipulated in this Clause 4 and in Clause 16.2 a) below shall be excluded, to the extent permissible by law.
- 5.4. If the Customer, the Customer's contractors, or any other third party put in charge by the Customer causes a delay to the provision of the Services, the Customer shall reimburse HMH all additional costs and expenses incurred due to such delay.

6 Force Majeure

- 6.1. A **"Force Majeure Event"** means any event which is beyond the reasonable control of a party or its subcontractors, which could not have been prevented by good industry practice and which results in a party, (the **"Affected Party"**) being unable to perform or being delayed in performing in whole or in part its obligations under this Contract. Force Majeure Events include, among others, acts of war, riot, civil commotion, terrorism, natural disaster, epidemic, strikes, lock-outs, attacks on HMH' IT systems (such as virus attacks, hacker attacks), non-issuance of licenses, permits or approvals, or any other act or failure to act by any public authority, or embargos or any other trade sanctions.

- 6.2. If a Force Majeure Event occurs, the Affected Party will be deemed not to be in breach of its obligations under the Contract for so long as and to the extent necessary to overcome the effects of the Force Majeure Event.
- 6.3. The Affected Party shall notify the other party as soon as reasonably practicable of the Force Majeure Event and of its affected obligations.
- 6.4. If one or more Force Majeure Events and their effect last for a period of 180 days in aggregate either party may terminate the Contract by giving to the other a written notice of termination with regard to the part of the Services not yet provided. With regard to the part of the Services not yet provided, HMH shall be entitled to reimbursement from the Customer of its unavoidable costs related to such termination.

7 Obligations of the Customer

- 7.1. The Customer shall apply for and obtain all necessary licenses, permits and approvals required for commissioning, acceptance and use of the Services.
- 7.2. The Customer shall do all that is required for HMH to commence the performance of the Services in time and to carry out the Services in an uninterrupted manner. In particular, the Customer shall at its cost:
 - i. support HMH in problem analysis to the extent necessary, e.g. providing incident reports and error messages.
 - ii. Coordinate third parties commissioned by the Customer.
 - iii. provide up to date documents, drawings of and information about the Service Objects before commencement of the Services and without specific request by HMH. HMH shall be entitled to use the Customer's documents for the provision of the Services and make them available to HMH' subcontractors providing Services.
 - iv. provide current data back-up of the current software version, including the stored data and the system parameters on an appropriate data carrier as well as the provision of a copy of the respective data carrier. Execution of data retrieval if necessary.
 - v. obtain of any permits, approvals, consents or authorizations from any relevant authority, except to the extent that these can only be obtained by HMH.
 - vi. bear costs related to the transportation of the Service Objects to HMH if the Services are conducted at HMH' premises, the Customer.
- 7.3. If and to the extent the Services will be performed at the Customer's premises, the Customer shall at its cost additionally:
 - i. provide unrestricted access to the Service Objects, timely performance of all preparatory work and establishment of the required operating conditions and infrastructural requirements necessary for the performance of the Services (e.g. internet access, electricity and telephone).
 - ii. provide briefings and trainings, including provision of information regarding relevant hazards for humans and machines resulting from the provision of Services, as well as regarding the applicable safety regulations of Customer.
 - iii. ensure and monitor that the Service Objects are in a safe condition so that there are no risks for humans or machines during the performance of the Services. The Customer shall ensure that the Service Objects are disconnected from the mains during the performance of the Services. The switching authorization for the Service Objects and the respective responsibility always remains with the Customer. The same applies to the implementation of other required operational and legal safety measures, as well as to the provision of (special) protective clothing and devices as well as the provision of security and escort personnel to escort the service technicians in accordance with the requirements of work safety, and upon HMH' request, the provision of a second person required for accident prevention.

- iv. provide suitably qualified personnel during the performance of the Services with the necessary experience and know-how to operate the Service Objects. Furthermore, the personnel must be able to make and implement any necessary decisions concerning the Services. Unqualified personnel may be rejected by HMM and shall be replaced at the Customer's cost.
 - v. provide technical resources and auxiliary equipment (e.g. ladders, scaffolding, lifting devices, special tools as well as on-site transportation) with the required operating personnel as well as the operating and production resources and materials and consumables necessary for the performance of the Services.
 - vi. provide power and water supplies together with the necessary connections up to the required location on site as well as heating and general lighting and, if necessary, air-conditioning and ventilation.
 - vii. be responsible for adequate safety precautions on site against theft, damage, destruction and other adverse factors. Material lost or damaged shall be replaced or repaired at the Customer's cost.
- 7.4. If Services cannot be performed in the required manner or can only be performed upon delay on grounds for which HMM is not responsible, particularly because the Customer has not performed or timely performed its general or special duties of cooperation or the Customer has culpably missed an agreed deadline, HMM may separately charge to the Customer the additional expenses incurred, including all waiting periods. Agreed-upon dates and deadlines shall be prolonged to a reasonable extent.
- 7.5. The Customer is solely responsible for the conception, implementation and maintenance of a holistic, state-of-the-art security concept to protect its enterprise, plants, systems, machines and networks (including any part of the Services) against Cyberthreats. "Cyberthreat" means any circumstance or event with the potential to adversely impact the Customer's plants, systems, machines and networks (including any part of the Services) via unauthorized access, destruction, disclosure and/or modification of information, denial of service attacks or comparable scenarios. Such concept should inter alia include:
- a) installation of Updates as soon as they are available in accordance with the installation instructions given by HMM and using the latest versions (this might include the purchase of upgrades of hardware and software by the Customer). "Update" means any software which primarily contains a correction of software errors in any part of the Services, an Update that fixes a vulnerability ("Patch") and/or minor enhancements or improvements of any part of the Services, but does not contain significant new features. Use of versions that are no longer supported, and failure to install the latest Updates may increase Customer's exposure to Cyberthreats;
 - b) complying with security advisories, installing Patches and implementing other related measures, published, among others, under new.siemens.com/global/en/products/services/cert.html#SecurityPublications;
 - c) regular vulnerability scanning, and testing, provided however, that (i) it is not performed while the Service Objects are in use, (ii) the system configuration and security level of any part of the Services are not modified; and (iii) if vulnerabilities are identified by the Customer, the Customer shall align with HMM, shall not refuse acceptance of the Services if HMM classifies the vulnerability to be irrelevant, and shall not disclose the vulnerability without the prior written consent from HMM;
 - d) Implementing and maintaining a state-of-the-art password policy;
 - e) only connecting the Customer's systems, machines and components as well as any part of the Services to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (e.g. firewalls, network client authentication and/or network segmentation) are in place and the manufacturers' guidelines are fulfilled;
 - f) minimizing the risk of a malware infection (e.g. through content of USB-storage media and other removable storage devices connected to any part of the Services) through malware scanners or other appropriate means.

- 7.6. The Customer acknowledges that Services on site may generate and/or uncover hazardous waste which is subject to specific legal or regulatory requirements under applicable laws “hazardous materials” or “hazardous waste”.
- 7.7. If HMM discovers hazardous materials like asbestos, environmentally hazardous substances, geological or geothermal conditions, archaeological findings or any other local conditions which adversely affect the Services, the Customer shall be liable for any required remediation and also reimburse HMM for any additional costs and expenses. HMM shall also be entitled to a reasonable extension of time. The Customer shall, at its expense, provide containers complying with all legal and regulatory requirements and shall handle, store and dispose of hazardous waste in accordance with the applicable laws.
- 7.8. The Customer shall be responsible for the collection and disposal of the waste electrical and electronic equipment and industrial batteries at the end of their use phase at its own expense according to the law at the place of use.
- 7.9. HMM shall comply with the Customer’s site rules and regulations when performing Services on the Customer’s premises provided that the Customer informs HMM, in writing, of all relevant site rules and regulations in force at the premises within a reasonable period of time prior to performance of the Services.

The Services shall not be carried out in unhealthy or dangerous surroundings. All the necessary safety and precautionary measures shall have been taken by the Customer, at no cost to HMM, before Services commence and shall be maintained by the Customer during HMM’ performance of the Services.

- 7.10. The Customer shall inform HMM prior to the execution of any Services about potential health or safety risks which may originate from the Customer’s plant or equipment or may exist at Customer’s site, including but not limited to hazardous materials which may exist in addition to those already specifically addressed in the Contract or which may be generated or released in the course of the Services (“**HS Risks**”).

If a potential health or safety risk arises, then, without limiting its other rights and remedies, HMM may suspend its work until the respective health or safety risk has been permanently eliminated, or protective and preventive measures required by HMM have been taken by the Customer.

The Customer shall reimburse HMM all additional costs incurred by any special protective as deemed necessary by HMM to deal with existing HS Risks and preventive measures as well as costs resulting from the suspension. The contractual schedules and time limits shall be adjusted accordingly.

The Customer is responsible for the health and safety conditions on site, shall comply with any applicable laws and shall implement and conduct a risk assessment of potential hazards for the health and safety of the personnel on site, measures to control such risks (including suitable safety and working regulations for the work on site, emergency and evacuation procedures, and effective medical aid systems and resources), and potentially necessary corrective measures. Prior to their performance of any activity on site, Customer shall provide HMM’ and its subsuppliers’ personnel with the required safety and working regulations and related trainings. If HMM provides Customer with a safety and health document for the site, the Customer shall comply with the regulations contained therein, including provided updates.

The Customer is responsible for ensuring that the site, including the ambient air and all parts of the plant HMM’ employees or subcontractors may come in contact with, are free of asbestos. The ambient air shall be deemed free of asbestos, if the airborne asbestos fiber concentration does not exceed 1,000 fibers/m³ measured with SEM or 10,000 fibers/m³ measured with PCM. Upon request by HMM, the Customer shall certify these conditions by a licensed and independent institute. HMM shall be entitled to perform corresponding measurements.

In case aforementioned parts or ambient air is not free of asbestos or as long as the permanent absence of asbestos is not ensured, HMM may, without limiting its other rights and remedies, suspend any work in affected areas and reject any delivery of asbestos-containing parts to its factory or workshop until it is certified by a licensed and independent institute that the site and the parts are free of asbestos. The costs of such certification and/or other expenses related to on site asbestos shall be borne by the

Customer. HMH may nevertheless agree to perform certain limited scope of work under defined protection measures to the extent determined by HMH. HMH shall be entitled to compensation for any additional cost incurred and to an equitable adjustment to the schedule.

All local transportation, provided or arranged by the Customer shall be booked with companies which are certified in terms of quality and safety. Local cars used for crew transportation shall be safe, in a good state of maintenance, equipped with safety belts, headrests, airbags, and where required, 4-wheel drive. The drivers shall be experienced and have good company records. When required by the country, special guidance, protection, special or spare tires and safety measures shall be arranged by Customer.

Basic Customer HSE work location requirements are: fenced-in work area; controlled entrance; first-aid staff and equipment; plant gas and fire alarm system; site emergency plan; full time CU HSE coordinator; sanitary provisions and canteen facilities; good house-keeping and waste control; permit-to-work system and regular site inspections; personal protection equipment; hoisting, fire-fighting, electrical and hydraulic equipment; to be yearly inspected and in good working order.

In case of waste creation during Customer's activity, the generator of the waste is responsible for dealing with it in compliance with the effective legislation.

- 7.11. For any portion of the Services performed by HMH and/or its subcontractors on a time basis, the Customer shall confirm HMH on a weekly basis of the hours worked by HMH' and/or its subcontractors' personnel.
- 7.12. HMH is entitled to provide the Services via remote access through a secure communications platform, including but not limited to software updates.

The Customer shall provide at its own expense an internet connection (e.g. wired or wireless broadband connections via DSL, UMTS or LTE) that meets the technical requirements of a remote connection.

The Customer shall grant HMH access to the components or equipment that is to be serviced under this Contract ("Service Objects") via remote access. If contractually agreed with the Customer, the Customer shall activate and accept each remote access of HMH. To carry out a remote service, an instructed service employee of the Customer who is familiar with the Customer's Service Objects and production system must be present on site.

The Customer shall satisfy itself that the security measures proposed by HMH in respect of remote access as envisaged under the Contract is compatible with the Customer's operating environment, its security requirements and internal policies.

The Customer shall remain responsible for the security of its systems and Service Objects, and the hardware and software located thereon, including the immediate installation of updates and patches. Insofar as the Customer provides its own remote platform or a remote platform hosted by a third party ("Customer-Specific Remote Platform") for remote access, this shall constitute a necessary provision.

The Customer shall ensure the availability of this Customer-Specific Remote Platform for the provision of the remote service by HMH. Customer is solely responsible for the Customer-Specific Remote Platform, in particular for the security, freedom from viruses, and data integrity, as well as the security of its systems, people, and machines. HMH assumes no liability for the IT security of the remote access via the Customer-Specific Remote Platform and may refuse its use if the remote access provided by this remote platform does not comply with HMH' IT security requirements.

8 Changes to the Services, Variations

- 8.1. Either party may at any time request in writing changes, modifications or additions to the scope of the Services (hereinafter referred to as "**Variation**"). Upon receipt of a Variation request, HMH shall provide the Customer with a written quotation for the requested Variation, specifying the effects of the requested Variation on the Contract, including any necessary adjustment of the Contract Price, time schedules and agreed dates, scope of the Services and any other affected provisions of the Contract.

If the Customer wishes to proceed with a requested Variation on the basis of a HMH Variation quotation, the Customer shall notify HMH thereof in writing within 14 days of receipt of such Variation quotation. HMH is not obliged to give effect to the Variation until it has been agreed in writing by the parties.

- 8.2. If applicable laws, rules and regulations, engineering standards and codes of practice, and decisions or guidance issued by courts or public authorities are amended or added to after the date of Contract signature, HMH shall be entitled to an adjustment of the Contract, including inter alia an adjustment of the Contract Price to reflect any additional costs to be incurred by HMH, the time schedules and scope of Services, as necessary in order to compensate for any adverse effects or additional requirements deriving from such changes.

9 Acceptance and Risk of Accidental Damage

- 9.1. Unless otherwise agreed in writing, an acceptance of the Services is not required. Where the parties have agreed on an acceptance in writing, the Customer shall declare acceptance within 1 week of completion of performance of the Services by HMH, or of the notice of completion, whichever is earlier.

The Customer is not entitled to refuse acceptance due to non-significant defects. Acceptance shall be deemed to have occurred within 1 week of completion of performance by HMH or if the Service Objects have been put into operation.

- 9.2. All costs and expenses of the Customer and any third parties (other than those of HMH' own personnel or contractors) incurred in connection with inspections, tests, approvals, acceptance procedures etc. shall be borne by the Customer.
- 9.3. The Customer shall bear the risk of accidental damage to or loss of the Services and the Serviced Objects. Goods and materials included in the Services are delivered EXW (Incoterms 2020).

10 Defects Liability

- 10.1. HMH shall be liable for the proper performance of the Services in accordance with this Contract. If HMH delivers materials and goods in connection with the Services, HMH shall be liable to the Customer for any non-conformity with express terms of this Contract resulting from circumstances existing at the time of the transfer of risk.
- 10.2. The Customer shall immediately notify HMH in writing of any defective Services or defective materials and goods without undue delay. The Customer's claims in respect of defects shall be excluded for any apparent defects if the Customer has failed to do so.

Upon such written notification, HMH, HMH shall be given a reasonable period of time and opportunity to re-perform the Services and/or, at its option, repair or replace defective materials or goods. Where possible HMH is entitled to rectify the defect by means of remote access. For this purpose, the Customer shall at no charge to HMH

- a) provide HMH with the documentation and information which is necessary for the rectification of a defect,
- b) grant HMH working access to the defective Services, material, or goods,
- c) undertake any necessary disassembly and re-assembly,
- d) provide access to operation and maintenance data, and
- e) for defects that occur in the software: ensure that HMH has available to it the necessary hardware and software as well as the necessary operating conditions with suitable personnel.
- f) Upon HMH' request, the Customer shall ensure that the title to the replaced parts/items shall pass to HMH.

- 10.3. The defects liability period for any part of the Services shall expire 12 months after provision of the defective Services or acceptance if agreed. For materials and goods, the defects liability period shall expire 12 months after the transfer or risk.

For re-performed Services and replaced or repaired materials and goods, the defects liability period is 6 months from the date of re-performance, replacement, or repair, if the original defects liability period expires earlier. In any event, the defects liability period shall end no later than 24 months from the beginning of the original defects liability period.

- 10.4. There shall be no warranty claim for insignificant deviations from the agreed quality, of only minor impairments of usability, for normal wear and tear, or impairments due to improper or negligent handling, or from incorrect changes or incorrect maintenance work or incorrect extension of the Services via interfaces by the Customer or any third party, unsuitable and/or an unsuitable operating environment both not equipment provided by HMH under this Contract, for claims due to any external risks not expressly assumed by HMH under this Contract or, non-reproducible software. In addition, software errors are only deemed a defect if the defect occurs in the most current software version at the given time.
- 10.5. HMH does not warrant or guarantee that any part of the Services will be secure from Cyberthreats and does not contain any vulnerability. If software is defective, HMH shall only be obliged to provide the Customer with an updated version of the software in which the defect has been remedied when HMH can be reasonably expected to provide such updated version or, if HMH is only licensee, such updated version is reasonably available from HMH's licensor. If the software has been modified or individually developed by HMH, HMH shall in addition provide the Customer with a workaround or other interim error correcting solution until the provision of an updated version of the software in which the defect is remedied, if such workaround or interim solution is feasible at reasonable expense and if otherwise the Customer's business operations would be stopped or substantially impeded. Defects will only be remedied in the latest software version provided under this Contract. Potential claims of the Customer in relation to an earlier software version shall not be affected, provided that the Customer legitimately uses a license in relation to an earlier version of the software (because the Customer has been given the option to exercise the right of use in relation to the earlier version). HMH shall not be liable for software defects if the software is provided free of license fee and/or for validation purposes such as, e.g., trial or demo licenses or as additional programs with application examples attached to the Services.
- 10.6. If and to the extent the Customer has acquired a subscription, HMH shall during the agreed term provide and maintain the Services in a state suitable for use as contractually agreed and shall remedy reported Defects in the Services in accordance with section 10.2.. This obligation to maintain shall not include adaptation of the Services to changed conditions of use or technical and functional developments such as changes in the Customer's IT environment, specifically including changes to the hardware or operating system or the establishment of compatibility with new data formats. "Subscription" means a time-limited access to use certain software as part of the Services through prepayment or subsequent payment (e.g. rental license, software subscription). Clause 10.3. shall not apply.
- 10.7. If HMH re-performs allegedly defective Services and it is ultimately not established that the Services were defective, the Customer shall pay HMH for such re-performance.
- 10.8. Any other liability of HMH and any claims, rights and remedies of the Customer in case of defective Services or defects, shall be excluded except as expressly stipulated in this Clause 10 or, in case HMH failed at least three times in remedying/re-performing, in Clause 16.2 b). All warranties, representations, conditions, and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this Contract.

11 Intellectual Property Rights

- 11.1. If a third party asserts legitimate claims against the Customer that the Services infringe an IPR owned by such third party, then subject to the following provisions of this Clause 11, HMH shall, at its option and expense, either

- a) obtain a right to use the relevant IPR in connection with the Services or;
- b) modify the works forming part of the Services so as not to infringe the relevant IPR; or
- c) replace the infringing part of the Services.

If, in the opinion of HMH, none of the foregoing is reasonably possible, HMH may take back the relevant part of the Services and reimburse the price for such part.

11.2. HMH' obligations in Clause 11.1 are subject to the following conditions:

- a) the Customer has immediately notified HMH in writing of the third party's claim and furnished HMH with a copy of each communication, notice or other action relating to the alleged infringement,
- b) the Customer does not acknowledge an infringement and provides HMH with the authority, information and assistance reasonably required by HMH to defend or settle such claim, and
- c) HMH is given sole control of the defence (including the right to select counsel), and the sole right to settle such claim.

If the Customer ceases to use the works forming part of the Services or any relevant portion thereof, it shall notify the third party in writing that this cessation of use is not an admission of IPR infringement.

11.3. Any claims of the Customer shall be excluded if the Customer (including its agents, employees or contractors) is responsible for the IPR infringement. The Customer shall be deemed responsible for the claimed IPR infringement if, without limitation, it was caused by (i) specific demands of the Customer, (ii) use of the works forming part of the Services for a purpose or in a manner not foreseeable by HMH, (iii) a modification of the works forming part of the Services by the Customer, or (iv) use of the works forming part of the Services in connection with other equipment.

11.4. This Clause 11 sets forth HMH's entire liability for infringement of third party IPRs. Any other claims, rights and remedies of the Customer shall be excluded.

12 Liability

12.1. Unless explicitly stipulated in this Contract, this Clause shall exclusively govern the liability of HMH for damages, costs and expenditures, regardless of the legal theory upon which it is based, including, but not limited to liability in Contract, in tort (including negligence), misrepresentation, indemnity, under warranty or otherwise.

12.2. HMH shall be liable for bodily injuries and for intentional acts or omissions pursuant to the applicable law.

12.3. HMH shall in no event be liable, whether pursuant to any indemnity or in contract, tort (including negligence and statutory duty) or otherwise for loss of profit or revenue, loss of production, interruption of operations or loss of use, cost of capital, loss of interest, loss of information and/or data, for claims arising from Customer's contracts with third parties, or for any indirect or consequential damage.

12.4. HMH' total liability, whether pursuant to any indemnity or in contract, tort (including negligence and breach of statutory duty) or otherwise arising by reason of or in connection with the Contract shall not exceed 50% of the Contract Price, if a lump sum has been agreed, or 50% of the fees paid in the 12 months preceding the month in which the claim arose if no lump sum has been agreed.

12.5. Any limitations of liability set forth in this Contract shall also apply for the benefit of HMH' Affiliates, subcontractors, employees, agents or any other person acting for HMH.

12.6. Any and all liability of HMH under this Contract shall cease with the expiry of the defects liability period of the Services.

12.7. Any rights, and remedies of the Customer against HMH that are not expressly stipulated in the Contract shall be excluded.

13 Assignment and Sub-contracting

- 13.1. The Customer may not assign this Contract or any part thereof without HMH' prior written approval.
- 13.2. HMH may transfer, assign or novate the Contract or any part of it to an affiliated company ("Affiliate"), being any legal entity ("Company") which directly or indirectly is controlled by HMH, controls HMH or is controlled by a Company which directly or indirectly controls HMH.
- 13.3. HMH shall further be entitled to assign the whole Contract or a part of it to any third party, in the event of a sale or other transfer of the business or a part of the business of HMH to a third party.
- 13.4. HMH may sub-contract parts (but not all) of the Services.

14 Confidentiality, Data Protection

- 14.1. The parties shall use any documents, know-how, data or other information provided by the other party ("**Information**") exclusively for the purpose of this Contract and keep the same confidential subject to the following. The parties may disclose Information to employees of the receiving party and to third parties who reasonably need to know such Information for the purpose of the Contract provided such employees and third parties are bound by equivalent confidentiality obligations. The party disclosing Information shall be held liable for a breach of such obligations by its employees or a third party.
- 14.2. This confidentiality obligation shall not apply to Information which
 - a) is or becomes part of the public domain other than by fault of the receiving party;
 - b) is disclosed to the receiving party in good faith by a third party who is entitled to make such disclosure;
 - c) is developed independently by the receiving party without reliance on Information;
 - d) was known to the receiving party prior to its disclosure by the other party; or
 - e) is required to be disclosed by law (subject to the receiving party's obligation to notify the disclosing party in a timely manner of such requirement).
- 14.3. The Customer shall only be entitled to take photographs or videos or to otherwise record the performance of the Services with HMH' prior consent. In addition, only personnel of the Customer who operate the plant shall be entitled to be present during the carrying out of the Services by HMH.
- 14.4. This confidentiality obligation shall survive the expiration or termination of this Contract.
- 14.5. HMH and the Customer shall comply with the statutory provisions relating to protection of personal data. The Customer is obliged to create the prerequisites required by law (e.g. to obtain declaration of consents) to enable HMH to perform the Services without any breach of law. The Customer is advised to take appropriate measures – as far as possible – to prevent access of HMH to personal data or trade secrets of the Customer while providing the Services. In the event that it cannot be prevented that HMH is granted access to personal data of the Customer, the Customer is obliged to inform HMH in due time before the Services are performed. The Customer and HMH shall then agree on the actions to be taken.

15 Suspension

- 15.1. HMH may suspend performance of its obligations under the Contract, if (i) the Customer is in delay with any payment or in providing any payment security required under this Contract for more than 30 days or (ii) the Customer fails to perform those of its obligations necessary for HMH to perform the Services, or (iii) the Customer otherwise materially breaches the Contract.
- 15.2. If HMH suspends the Contract in accordance with Clause 15.1 or in the event the Customer suspends the Contract without the express written agreement of HMH, the Customer shall become immediately liable to pay HMH for all parts of the Services already provided. The Customer shall further reimburse HMH

all reasonable additional costs and expenses incurred as a result of such suspension (e.g. payments to subcontractors, cost of waiting time, demobilization and remobilization, etc.). Any contractual dates shall be extended for a reasonable period to overcome the effects of the suspension.

16 Termination

- 16.1. Either party may terminate this Contract with immediate effect by written notice, if the other party becomes bankrupt or insolvent, has a receiving order made against it or compounds with its creditors, or carries on business under a receiver, trustee or manager for the benefit of its creditors or goes into liquidation.
- 16.2. Save as provided under Clause 6.4 and Clause 16.1, the Customer may terminate the Contract only in the circumstances set out below and in each case upon 14 days written notice to HMH:
- a) in the event of delay, if the maximum liquidated damages under Clause 5.2 are payable, a reasonable additional period of time for performance of the Services has been granted to HMH and has expired, and within that time HMH has not provided a commitment to pay further liquidated damages exceeding the before-mentioned maximum liquidated damages in respect of the continuing period of delay, or
 - b) upon 14 days written notice in the event HMH has materially breached the Contract and has not remedied the breach within a reasonable period after receiving a written notification of the breach from the Customer.
- 16.3. Any termination by the Customer shall not affect those parts of the Services already performed in accordance with the Contract prior to termination. In the event of termination of the Contract in accordance with Clause 16.2, the Customer shall remain liable to pay HMH for all parts of the Services already performed prior to termination. In the event of termination of the Contract in accordance with 16.2 a) and 16.2.b) the Customer shall be entitled to compensation for the reasonable costs incurred in excess of the Contract Price if it has had the defective Services completed by a third party. For the avoidance of doubt, Clause 12 shall apply in case of termination.
- 16.4. Notwithstanding any other rights it may have under this Contract, HMH may terminate the Contract
- a) if the Customer comes under the direct or indirect control of any competitor of HMH, or
 - b) if the Customer materially breached the Contract and has not remedied the breach within a reasonable period after a notification by HMH or is in delay in making any payment or in providing any payment security required under this Contract for more than 60 days; or
 - c) if the Contract has been suspended for more than 60 days.
- 16.5. In the event of termination by HMH, HMH shall be entitled to recover from the Customer the Contract Price less any saved or avoided expenditure and any additional cost and expenses incurred by HMH due to such termination.

17 Dispute Resolution, Applicable Law

- 17.1. The Contract and any dispute or claim arising out of, or in connection with, it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the substantive laws of Slovakia excluding the choice of law rules.. The UN Convention on Contracts for the International Sale of Goods shall not apply.
- 17.2. All disputes arising out of or in connection with the Contract including any question regarding the termination or any subsequent amendment of the Contract shall be finally settled in accordance with the Rules of Arbitration of the International Chamber of Commerce ("ICC"). If the value of the total matter in dispute, including the value of any counterclaims, is € 1million or above, the expedited procedure provisions of the Rules shall not apply and the arbitral tribunal shall consist of three arbitrators. If the tribunal consists of three arbitrators, each party shall nominate one arbitrator for confirmation by the

ICC. Both arbitrators shall agree on the third arbitrator, within 30 days after their appointment. Should the two arbitrators fail to reach agreement on the third arbitrator within the thirty-day period, the ICC shall select and appoint the third arbitrator.

- 17.3. The seat of arbitration shall be Bratislava, Slovakia. The language to be used in the arbitration proceeding shall be Slovak. Any order for the production or disclosure of documents shall be limited to the documents on which each party specifically relies in its submission(s).
- 17.4. Consolidation of arbitrations pending under the Rules of Arbitration of the ICC into a single arbitration shall only be possible if all parties have agreed to consolidation.
- 17.5. Upon request of a party, the arbitral tribunal shall order any claiming or counterclaiming party to provide security for the legal and other costs of any other party related to that claim or counterclaim, by way of bank guarantee or in any other manner and upon such terms as the arbitral tribunal considers appropriate.

18 Export Regulations

- 18.1. The Customer shall comply with all applicable sanctions, embargoes and (re-)export control laws and regulations, and, in any event, with those of the European Union, the United States of America and any locally applicable jurisdiction(s) (collectively “**Export Regulation**”).
- 18.2. Prior to any transaction by the Customer concerning the Services (including maintenance, technical support and/or technology) to a third party, the Customer shall check and certify by appropriate measures that:
 - a) the Customer’s use, transfer, or distribution of the Services, the brokering of contracts or the provision of other economic resources in connection with the Services will not be in violation of any Export Regulations, also taking into account any prohibitions to circumvent these (e.g., by undue diversion);
 - b) the Services are not intended or provided for prohibited or unauthorized non-civilian purposes (e.g. armaments, nuclear technology, weapons, or any other usage in the field of defense and military);
 - c) the Customer has screened all direct and indirect parties involved in the receipt, use, transfer, or distribution of the Services against all applicable restricted party lists of the Export Regulations concerning trading with entities, persons and organizations listed therein; and
 - d) the Services within the scope of items-related restrictions, as specified in the respective Annexes to the Export Regulations will not, unless permitted by the Export Regulations, be (i) exported, directly or indirectly (e.g., via Eurasian Economic Union (EAEU) countries), to Russia or Belarus, or (ii) resold to any third party business partner that does not take a prior commitment not to export the Services to Russia or Belarus.
- 18.3. Semiconductor development . Customer will not, without HMH’s prior written consent, use goods to develop or produce integrated circuits at any advanced semiconductor fabrication facility located in the Peoples Republic of China and further restricted locations meeting the criteria specified in the U.S. Export Administration Regulations, 15 C.F.R. 744.23.
- 18.4. The Customer shall not, unless permitted by the Export Regulations or respective governmental licenses or approvals, (i) download, install, access or use the software, cloud services and/or documentation from or in any location prohibited by or subject to comprehensive sanctions or subject to license requirements according to the Export Regulations; (ii) grant access to, transfer, (re-)export (including any ‘deemed (re-)exports’), or otherwise make available the software, cloud services and/or documentation to any entity, person, or organization identified on a restricted party list of the Export Regulations, or owned or controlled by a listed party; (iii) use the software, cloud services and/or documentation for any purpose prohibited by the Export Regulations (e.g. use in connection with armaments, nuclear technology or weapons); (iv) upload to a cloud services platform any content unless it is non-controlled (e.g. in the EU: AL = N; in the U.S.: ECCN = N or EAR99); (v) facilitate any of the

aforementioned activities by any entity, person, or organization to whom the Customer grants access, transfers or otherwise makes available the software or cloud services and/or documentation (collectively "User(s)").

- 18.5. The Customer shall provide any User(s) with all information necessary to ensure compliance with the Export Regulations. The Customer shall (i) be responsible for the use of cloud services by any User; (ii) procure to pass on all of the Customer's obligations under this Clause 18 to each User; (iii) ensure that all Users comply with the Customer's obligations under this Clause 18. Should the Customer become aware of any violation of its obligations under this Clause 18, the Customer shall immediately terminate the relevant User's access to the cloud services.
- 18.6. Upon request by HMH, the Customer shall promptly provide HMH with all information pertaining to User(s), the intended use, and the location of use of the Services. The Customer will notify HMH prior to the Customer disclosing any information to HMH that is defense-related or requires controlled or special data handling pursuant to applicable government regulations, and will use the disclosure tools and methods specified by HMH.
- 18.7. The Customer will indemnify and hold harmless HMH, its affiliates, subcontractors, and their representatives against any claims, damages, fines and costs (including attorney's fees and expenses) relating in any way to the Customer's noncompliance with this Clause 18 including the Customer's and its third party business partners' violation or alleged violation of any Export Regulations and the Customer will compensate HMH for all losses and expenses resulting thereof.

19 Miscellaneous

- 19.1. Nothing in this Contract shall be deemed to create an employment relationship between HMH and the Customer or any of their personnel or subcontractors.
- 19.2. The Customer is not entitled to issue instructions to HMH's employees. HMH is free to select and allocate the personnel deployed for the performance of the Services. HMH alone shall pay for all compensation and social benefits of its employees.
- 19.3. HMH shall not be obligated to fulfill this Contract if such fulfillment is prevented by any impediments arising out of national or international foreign trade or customs requirements or any embargoes or other sanctions. The Customer acknowledges that HMH may be obliged under the Export Regulations to limit or suspend access by the Customer and/or User(s) to software and/or cloud services.
- 19.4. If any provision of this Contract is prohibited or declared invalid or unenforceable by a court of competent jurisdiction, this shall not affect the validity or enforceability of any other provision. The parties shall use their reasonable efforts to substitute such provision by a legal, valid or enforceable one with the same or a similar result.
- 19.5. Termination notices or amendments to this Contract (including any waiver of the written form requirement), other notices, as well as the Contract itself, must be executed either in writing or by electronic signature, using a software tool for electronic signatures.
- 19.6. No delay or omission by either party in exercising any right, power or remedy provided by law or under this Contract shall affect, impair or operate as a waiver of such right, power or remedy.
- 19.7. This Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Each party acknowledges that in entering into this Contract it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in this Contract.
- 19.8. This Contract is drawn up in the English language. If this Contract is translated into Slovak language, the Slovak language text shall prevail. Otherwise, the English language text shall prevail in any event.

In Bratislava on 1. April 2024