

SECTION A - TERMS AND CONDITIONS

TERMS AND CONDITIONS

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1. Definitions and Interpretation

1.1 The definitions and rules of interpretation set out in Schedule 1 (Definitions and Interpretation) apply to the Contract.

2. MAM Obligations

2.1 MAM's obligations to provide the Customer with the Products and Services in consideration of the Charges shall be subject to the Contract Terms.

2.2 MAM shall use reasonable endeavours to supply the Products and/or Services (including any Deliverables) to the Customer in accordance with any dates specified in the Quotation or otherwise agreed in writing by the parties, but any such dates shall be estimates only. Any delay in the delivery of the Products and/or Services (including any Deliverables) shall not entitle the Customer to:

- (a) refuse to take delivery of the Products and/or Deliverables;
- (b) claim damages; or
- (c) terminate the Contract or the supply of the Products and/or Services.

2.3 MAM shall use reasonable endeavours to ensure that, while on the Customer Premises, MAM Personnel who enter such premises with the authority of MAM for the purpose of, or in connection with, the Contract, adhere to the Customer's reasonable security procedures and health and safety regulations, as are brought to the notice of MAM Personnel by the Customer before the Contract Date. To the extent any such procedures and regulations conflict with the Contract Terms, the Contract Terms shall prevail. The Customer may, acting reasonably, remove or refuse admission to any person who is, or has been, in material breach of such procedures and regulations on providing MAM with evidence of such material breach.

2.4 MAM shall, when accessing the Customer Systems, comply with the Customer's reasonable security requirements as are notified to and agreed by MAM before the Contract Date.

3. Customer Obligations

3.1 The Customer shall, at its own expense:

- (a) co-operate and collaborate with MAM to enable MAM to carry out its obligations under the Contract;
- (b) promptly provide MAM with any information and data and provide such personnel assistance, as MAM may reasonably require from time to time to enable MAM to carry out its obligations under the Contract;
- (c) provide MAM Personnel with access during MAM Normal Working Hours to the Customer Premises, together with adequate free working space and such other facilities including all suitable computer hardware, software, cabling, equipment and power and telecommunications, as is necessary for MAM to comply with its obligations under the Contract;
- (d) provide MAM with remote and direct access to the Customer Systems as is necessary for MAM to carry out its obligations and exercise its rights under the Contract;
- (e) comply with (and not do anything which would cause MAM to breach) all applicable laws, statutes, regulations and codes in force from time to time;
- (f) comply with the Mandatory InspHPolicies;

(g) inform MAM in writing of all health and safety rules and regulations and any other reasonable security requirements that apply to the Customer's Premises as soon as reasonably practicable and in any event before the Contract Date;

(h) keep full and up to date back-up and security copies of the data processed through use of the Software, unless MAM is contracted to provide such a service to the Customer;

(i) promptly obtain, maintain and provide to MAM all required consents, licences, permits and approvals necessary for MAM and MAM Personnel to access, use and/or modify (including creating derivative works) the Customer's or a third party's software, hardware, firmware and other products provided by and used by the Customer, MAM or MAM Personnel in the receipt or provision of the Services without infringing the ownership or licence rights (including Intellectual Property Rights) of the providers or owners of such products; and

(j) comply with its obligations in the Contract including the terms of the Quotation, these Terms and Conditions and the Additional Applicable Terms.

3.2 The Customer accepts responsibility for the selection of the Products and Services to achieve the intended results and acknowledges that the Products have not been developed to meet the individual requirements of the Customer.

3.3 The Customer shall ensure that the Customer Systems are in good working order, suitable for the purposes for which they are used and conform to all relevant United Kingdom standards or requirements and accepts responsibility for any failure in the performance of MAM's obligations to the extent that the Customer Systems do not meet or exceed any specific specifications notified by MAM from time to time.

3.4 Except as expressly and specifically provided in the Contract, the Customer assumes sole responsibility for results obtained from the use of the Products and Services by the Customer and for conclusions drawn from such use.

4. Charges and Payment

4.1 The Charges for the Products and Services shall be as specified in the Quotation or calculated in accordance with the Quotation and these Terms and Conditions. MAM shall be entitled to require the payment of a deposit, in respect of any of the Products and/or Services. The Charges are exclusive of the costs of packaging, insurance, carriage and installation which shall be paid by the Customer.

4.2 The Customer shall pay the Charges in accordance with the Payment Terms and these Terms and Conditions.

4.3 All Charges are exclusive of sales and value added tax (VAT) and any other applicable taxes, which, if applicable will be paid by the Customer in addition to the Charges at the rates for the time being prescribed by law, at the same time as payment is due for the Charges.

4.4 Unless specified otherwise in the Quotation or in writing by MAM, the Services shall be provided on the basis of the MAM Rates. Where the Services are provided on the basis of the MAM Rates:

(a) the Charges payable for the Services shall be calculated in accordance with the MAM Rates;

(b) the MAM Rates are calculated on the basis of a six (6) hour working day on weekdays (excluding weekends and public holidays);

(c) if a task is completed in less than six (6) hours, the full day rate will be charged;

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- (d) MAM reserves the right to levy an additional charge for a working day that exceeds six (6) hours at MAM' applicable prevailing hourly rate; and
- (e) rates will be quoted separately on request for work on weekends and public holidays.
- 4.5** Services provided are exclusive of expenses incurred by MAM Personnel including travelling expenses, hotel costs, subsistence and any associated expenses ("Expenses"), which MAM shall be entitled to charge to the Customer in accordance with its standard expenses policy which is available on request.
- 4.6** MAM will invoice the Customer the Charges in accordance with the Payment Terms together with any VAT and other taxes due in respect thereof. The Customer shall pay each invoice submitted by MAM within thirty (30) days of the date of the invoice (or as otherwise expressly provided in the Payment Terms or the Quotation) in full and cleared funds by wire transfer to MAM' bank account specified in the Quotation or otherwise nominated in writing by MAM from time to time.
- 4.7** If the Customer disputes the correctness of any amount invoiced, it shall notify MAM of its reasons for disputing the invoice as soon as reasonably practicable and may withhold payment of the disputed sum. If the dispute relates to part of an invoice, the Customer shall pay the undisputed sum in accordance with this Clause 4.
- 4.8** If MAM disputes that the Customer is entitled to withhold payment of the disputed sum, MAM may refer the matter for resolution in accordance with the Dispute Resolution Procedure. MAM shall be entitled to any additional amounts which the Dispute Resolution Procedure determines are due to MAM.
- 4.9** The Customer irrevocably authorises MAM to apply any payment received from the Customer against any part of any outstanding sums due and payable by the Customer to MAM, as MAM may elect.
- 4.10** The Customer shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law or as permitted in accordance with Clause 4.7). MAM may at any time, without limiting any other rights or remedies it may have, set off any amount owing to it by the Customer against any amount payable by MAM to the Customer.
- 4.11** Without prejudice to MAM' other rights and remedies:
- (a) if the Customer fails to pay any amounts payable under the Contract by the due date, MAM reserves the right to claim interest on the overdue amount at the rate of 4% per annum above the Bank of England base rate from time to time. Such interest will accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment (except that MAM shall not be entitled to charge interest on late payments disputed and withheld by the Customer in accordance with this Clause 4, unless the amount not paid is subsequently determined in accordance with the Dispute Resolution Procedure to be validly due to MAM);
- (b) in the event of late or non-payment by the Customer; (i) Customer's licence to use and access MAM Software provided on a SaaS and /or Subscription Licence basis is terminated; and (ii) MAM may serve notice to suspend, and then suspend the performance of all or any of its Services and obligations under the Contract and such termination of the Customer's licence and or suspension of MAM Services and obligations may remain in force until all overdue payments, including interest, are received by MAM in full; and
- (c) where the Customer interrupts, delays, requests to postpone or cancels a booking for, the provision of any Services which consist of the provision of MAM Personnel or third party resources, on less than twenty-one (21) days' notice prior to the agreed start date for the provision of the relevant Services, MAM shall be entitled to charge, on the basis of the MAM Rates, for the time allocated for the provision of such Services, and which it has not, in good faith, been able to resell to any other customer to mitigate its losses.
- 4.12** All sums payable to MAM under this Contract shall become due immediately on its termination, despite any other provision. This Clause is without prejudice to any right to claim interest under the law or any such right under this Contract. Furthermore, where the Quotation included Services charged on a time and materials basis and discounted from the MAM Rates, then on termination all such Services shall become chargeable at the MAM Rates.
- 4.13** All Charges due and payable by the Customer on a periodic basis may be varied by MAM upon two (2) months' prior written notice to the Customer. Such variations will not take place more than once per calendar year. The Customer will be deemed to have accepted such variations unless the Customer gives written notice to the contrary to MAM not less than one (1) month before the new Charges come into effect, in which case the parties, acting reasonably, shall discuss the variations.
- 5. Confidentiality**
- 5.1** Each party shall keep the Confidential Information of the other party strictly confidential and neither party shall disclose during or after the Term, without the other party's prior written consent, any Confidential Information belonging to the other party except as permitted by Clause 5.2.
- 5.2** The restrictions in this Clause shall not prevent the disclosure of Confidential Information:
- (a) to the receiving party's employees, officers, representatives, advisers, suppliers, consultants or sub-contractors who need to know such information for the purposes of carrying out the receiving party's obligations or exercising its rights under this Contract, subject to the receiving party ensuring that its employees, officers, representatives, advisers, suppliers, consultants or sub-contractors to whom it discloses the disclosing party's Confidential Information are subject to an equivalent standard of obligations as set out in this Clause. The receiving party shall procure that any such employee, officer, representative, adviser, supplier, consultant or sub-contractor complies with such obligations and the receiving party shall be responsible to the disclosing party in respect of any disclosure or use of the disclosing party's Confidential Information by any such person to whom disclosure is made;
- (b) in the event that the disclosing party has consented to such disclosure in writing;
- (c) in the proper performance of MAM' obligations under this Contract;
- (d) which is in, or has become part of, the public domain other than as a result of any breach of this Contract;
- (e) which was in its written records prior to the date when the parties commenced discussions with a view to entering into the Contract and was not subject to any existing confidentiality obligations;
- (f) which was independently disclosed to it by a third party without breaching any obligation of confidence; or

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- (g) if required under any applicable law, or by order of a court or governmental body or authority of competent jurisdiction.
- 5.3 Without prejudice to MAM' rights in Clause 7.4, neither party shall use the other party's Confidential Information for any purpose other than to exercise its rights under or perform its obligations under this Contract.
- 5.4 The provisions of this Clause 5 will remain in full force and effect notwithstanding the expiry or termination of this Contract.
- ### 6. Data Protection
- 6.1 For the purposes of this Clause and the Contract, the terms Data Subject, Data Processor, Data Controller, Process, Personal Data Breach and Personal Data shall have the meanings set out in the Data Protection Act 2018 and the EU General Data Protection Regulation ("GDPR") together "Applicable Data Protection Law".
- 6.2 All Personal Data supplied to MAM, or otherwise obtained by it, in connection with the Contract (the "Customer Personal Data") is processed by MAM, as Data Processor on behalf of the Customer and the Customer is the Data Controller of the Customer Personal Data.
- 6.3 MAM will Process Customer Personal Data only on documented instructions from the Data Controller, including with regard to transfers of Customer Personal Data to a third country or an international organisation, unless required to do so by Applicable Data Protection Law; in such case, MAM shall inform the Customer of that legal requirement before processing unless the Applicable Data Protection Law prohibits such information on grounds of public interest.
- 6.4 Unless otherwise specified, Customer agrees that for the purposes of Clause 6.3, the Contract represents the Customer's documented instructions and hereby instructs MAM to Process Customer Personal Data to the extent and in such a manner as is reasonably necessary to provide the Services in accordance with this Contract; and/or (ii) as is required by any Applicable Data Protection Law.
- 6.5 Customer acknowledges that MAM when fulfilling its obligations under the Contract may need to transfer Customer Personal Data outside of the European Economic Area and Customer hereby gives its consent for MAM to make such transfers provided that the following conditions are fulfilled:
- (a) MAM has provided appropriate safeguards in relation to the transfer;
 - (b) The Data Subject has enforceable rights and effective legal remedies;
 - (c) MAM complies with its obligations under Applicable Data Protection Law by providing an adequate level of protection to any Customer Personal Data that is transferred; and
 - (d) MAM complies with reasonable instructions notified to it in advance by with respect to the processing of Customer Personal Data.
- 6.6 Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing, MAM agrees to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk, including protecting against accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to Customer Personal Data transmitted, stored or otherwise Processed.
- 6.7 MAM shall notify the Customer without undue delay after becoming aware of a Personal Data Breach.
- 6.8 MAM shall ensure that persons who are processing Customer Personal Data under the Contract are informed of the confidential nature of the Customer Personal Data and have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- 6.9 MAM shall make available to the Customer all information necessary to demonstrate MAM compliance with MAM's obligations laid down in this Clause 6 and on reasonable notice of not less than 20 (twenty days) written notice at Customer expense allow for and contribute to audits, including inspections, conducted by the Customer or another auditor mandated by the Customer provided that such audit or inspection shall occur no more than once per year during the term of the Contract and subject to any Customer auditor signing obligations of confidentiality towards MAM in the MAM Non-Disclosure Agreement.
- 6.10 Customer consents to MAM appointing processors in order to carry out its obligations under this Contract provided that MAM appoints such processors on terms providing equivalent protection in relation to Customer Personal Data to those set out in this Clause 6 and MAM shall remain fully liable to the Customer for the performance of that other processor's obligations. MAM agrees to inform Customer of any intended changes to the appointed processors.
- 6.11 At the written direction of the Customer, MAM shall delete or return all Customer Personal Data to the Customer at the end of the Contract unless the Applicable Data Protection Law requires the storage of Customer Personal Data.
- 6.12 Taking into account the nature of the processing, assist the Customer by appropriate technical and organisational measures, insofar as this is possible, MAM shall, at the Customer's expense, assist the Customer with the fulfilment of the Customer's obligations to respond to requests for exercising the Data Subject rights laid down in Chapter III GDPR that the Customer and/or MAM may receive under this Contract.
- 6.13 MAM shall assist the Customer at the Customer's expense in ensuring Customer's compliance with the obligations pursuant to Articles 32 to 36 GDPR taking into account the nature of the processing and the information available to MAM.
- 6.14 As the Data Controller, the Customer shall comply with its requirements under Applicable Data Protection Law and warrants that it has collected the Customer Personal Data lawfully in accordance with the Applicable Data Protection Law and has the necessary appropriate consents and notices in place to enable lawful transfer of Customer Personal Data to MAM for the purposes of the Contract.
- ### 7. Intellectual Property Rights
- 7.1 All Intellectual Property Rights in and to the Software, the Materials and the Deliverables and all Intellectual Property Rights in the Services and all materials connected with or developed or produced by or on behalf of MAM in the course of providing the Services are owned by or shall be owned by MAM or its licensors and this Contract shall not operate to assign any title, interest or Intellectual Property Rights in such Software, Materials, Deliverables or any other materials connected with or developed or produced by or on behalf of MAM in the course of providing the Services.
- 7.2 MAM hereby grants to the Customer for the Term (or the provision of the relevant Service if shorter) a non-exclusive, revocable, royalty-free, non-transferrable licence to use such of MAM' Intellectual Property Rights which are necessary for the Customer to enjoy the benefit of any Deliverables (excluding Software) in accordance with the Contract Terms.

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- 7.3** The Customer hereby grants to MAM for the Term (or the provision of the relevant Service if shorter) an irrevocable, non-transferrable, non-exclusive, royalty-free licence to use, copy, modify, improve, enhance and make derivative works of the Customer's Intellectual Property Rights solely to the extent necessary for MAM to comply with its obligations under this Contract.
- 7.4** The Customer acknowledges that MAM is entitled to incorporate any Development into the MAM Software and use, distribute or license the use of or copying of any of the Software, the Materials and/or the Deliverables to any other party at any time.
- 7.5** The Customer shall have no rights in or to the Software, the Materials, the Deliverables or other materials connected with or developed or produced by or on behalf of MAM in the course of providing the Services other than the right to use or receive the benefit of them in accordance with the Contract Terms.
- 7.6** The Customer shall do, and execute or arrange for the doing and executing of, each necessary act, document and thing that MAM may consider necessary or desirable to perfect the right, title and interest of MAM in and to the Intellectual Property Rights in the Software, Materials, Deliverables and any other materials connected with or developed or produced by or on behalf of MAM in the course of providing the Services.
- 7.7** The Customer shall not (and shall procure that its staff and contractors shall not) do anything or cause anything to be done which would prejudice MAM's Intellectual Property Rights in and to the Software, the Materials and the Deliverables.
- 7.8** The Customer shall not remove, obscure or change any notice concerning Intellectual Property Rights in or on any of the Software, Materials or Deliverables or otherwise, including any statements concerning the confidential nature of the Software.
- 7.9** The Customer acknowledges that MAM may require the limited use of certain Customer branding (and the Customer shall supply the same to MAM):
- (a) in order to be able to provide any Services in accordance with the Contract; and
 - (b) for the purpose of marketing, subject to the Customer's consent (such consent not to be unreasonably withheld or delayed).
- 7.10** To the extent the Customer supplies any trade marks, branding or logos to MAM for the purposes of Clause 7.9, the Customer warrants that it owns, or is licensed to use and sub-license to MAM for such purposes, any such trade marks, branding or logos.
- 7.11** The Customer hereby grants MAM a non-exclusive, non-transferable and revocable licence to use the Customer's name, logo and any trade marks or branding supplied by the Customer to MAM pursuant to Clause 7.9 for the duration of the term of the relevant Service for the purpose detailed in Clause 7.9(a) and where consent is given for the purpose detailed in Clause 7.9(b), for the duration of the Contract and thereafter.
- 7.12** MAM shall not acquire any goodwill or any rights, title or interest in or to the Customer's name, logo and any other trade marks and branding supplied by the Customer to MAM pursuant to Clause 7.9 and all such rights, title and interest shall vest in and remain with the Customer.
- (a) it has the requisite power and authority required by any relevant law or otherwise to enter into this Contract and to carry out its obligations under this Contract and that the execution and performance of this Contract has been duly authorised by the required corporate action by MAM;
 - (b) the Software (other than any Additional Third Party Software) shall conform to any applicable Product Description or V4 Specification in all material respects for a period of 90 days from the Contract Date ("Warranty Period"); and
 - (c) all Services will be performed using reasonable skill and care.
- 8.2** MAM does not warrant that the use or operation of the Software or Services will be uninterrupted or error-free.
- 8.3** The Customer acknowledges that the only warranties in relation to the Additional Third Party Software, Hardware or the supply thereof are those provided by the third party supplier(s) of the same for the Customer's benefit, and that to the extent that any of such warranties are given to MAM, it will use its reasonable endeavours to pass on the benefit of such warranties to the Customer.
- 8.4** MAM shall not be liable for any Software's or Service's failure to comply with any warranty set out in Clause 8.1 if:
- (a) such failure occurs because the Customer failed to follow MAM's instructions (whether oral or written) for the storage, commissioning, installation, use or maintenance of the Software or (if there are none) good trade practice regarding the same;
 - (b) a defect occurs as a result of MAM following any design or specification supplied by the Customer;
 - (c) the Customer alters or repairs the Software without MAM's written consent;
 - (d) a defect occurs as a result of wilful damage, negligence, or abnormal storage or working conditions by or caused by the Customer;
 - (e) the failure results from a breach by the Customer of a term of this Contract; or
 - (f) the failure results from changes made to the Software or Services which, in MAM's reasonable opinion, are required to ensure they comply with applicable statutory or regulatory requirements.
- 8.5** Subject to Clause 8.4, if the Customer notifies MAM in writing during the Warranty Period of any failure of the Software to conform with any of the warranties in Clause 8.1, MAM shall, at MAM's option, do one of the following (which shall constitute the Customer's sole and exclusive remedy for any breach of such warranty):
- (a) repair the Software;
 - (b) replace the Software; or
 - (c) terminate the provision of the relevant Software (including any licence) and related Services immediately by notice in writing to the Customer and refund any of the Charges for such Software and Services paid by the Customer as at the date of termination (less a reasonable sum in respect of the Customer's use of the Software and Services to the date of termination).

8. Warranties

- 8.1** MAM warrants that:

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8.6 Subject to Clause 8.4, if the Services do not conform with the warranty in Clause 8.1(c), MAM shall, at its expense, use reasonable endeavours to correct any such non-conformance promptly or provide the Customer with an alternative means of accomplishing the desired performance. Such correction or substitution constitutes the Customer's sole and exclusive remedy for any breach of such warranty.

8.7 The Customer hereby undertakes, warrants and represents to MAM that:

- (a) it has the requisite power and authority required by any relevant law or otherwise to enter into this Contract and to carry out its obligations under this Contract and that the execution and performance of this Contract has been duly authorised by the required corporate action by the Customer;
- (b) the Customer Representatives and Senior Customer Representative have full capacity to carry out their functions and to exercise the powers and authorities delegated to them;
- (c) it and its officers, employees, agents, contractors and representatives that shall do anything on its behalf, in relation to the selection of MAM as the supplier or the performance of its obligations under the Contract, have not taken, and will not take, in the name of, for the account of or on behalf of MAM any actions in furtherance of (and have not omitted to and will not omit to take any action preventing) any act or omission in each case, which constitutes a breach of any Anti-Corruption Legislation;
- (d) it has the authority to grant any rights to be granted to MAM under this Contract, including the right to provide any and all software, hardware, information, data (including Customer Data) and other materials to MAM as indicated in the Contract and for the same to be used by MAM in the provision of the Services;
- (e) it will comply with and use the Services in accordance with the Contract Terms and all applicable laws, and shall not do any act that shall infringe the rights of any third party including the publishing or transmission of any materials contrary to relevant laws;
- (f) it will not do anything that causes MAM to breach any applicable laws; and
- (g) MAM' use in the provision of the Services of any materials, including any hardware or software, supplied by the Customer to MAM for use in the provision of the Services or otherwise in connection with the Contract, shall not cause MAM to infringe the rights, including any Intellectual Property Rights, of any third party,

and the parties acknowledge and agree that any breach of this Clause 8.7 shall constitute a material breach of a term for the purposes of Clause 11.2(a).

9. Indemnities

9.1 MAM shall defend, indemnify and hold harmless the Customer against any damages and costs awarded by a court and actually paid by the Customer, or agreed to in settlement by MAM, in respect of any claim or action that the possession or use of the Software (other than Additional Third Party Software) by the Customer in accordance with the Contract Terms infringes the UK Intellectual Property Rights of a third party (an "IPR Claim"), provided that the Customer:

- (a) gives notice to MAM of an IPR Claim immediately upon becoming aware of the IPR Claim or potential IPR Claim;

- (b) gives MAM the sole control and conduct of the defence and all related settlement negotiations in respect of an IPR Claim and does not at any time admit liability or otherwise settle or compromise or attempt to settle or compromise an IPR Claim except in accordance with MAM' written instructions; and

- (c) acts in accordance with MAM' instructions and gives MAM all such assistance, documents and information as MAM reasonably requires in relation to the conduct of the defence or settlement of such Claim (and MAM shall reimburse the Customer its reasonable costs incurred in complying with the provisions of this Clause 9.1(c)).

9.2 MAM shall have no liability to the Customer in respect of an IPR Claim if the same results from:

- (a) any breach of the Customer's obligations or any restrictions placed on the Customer under the Contract (including under the Licence Terms) or the Customer's negligence or wilful misconduct;
- (b) the use of any Software which is contrary to express written instructions provided by MAM to the Customer or which is outside the ordinary course of business;
- (c) use of the Software (or any part thereof) after MAM has provided a modification or replacement of the same;
- (d) modifications made to the Software without MAM' prior written consent;
- (e) implementation of any Business Requirements, or other detailed, written requirements or specifications provided by the Customer for any Developments; or
- (f) the combination, operation, or use of any Software with other Intellectual Property Rights, services or products not supplied by MAM wherein the infringement would not have occurred but for such combination, operation or use.

9.3 In the event that the Software (other than Additional Third Party Software) infringes the Intellectual Property Rights of a third party, MAM shall be entitled at its own expense and option either to:

- (a) procure the right for the Customer to continue using the Software (other than and Additional Third Party Software);
- (b) make such alterations, modifications or adjustments to the Software (other than Additional Third Party Software) (or part thereof) so that it becomes non-infringing without incurring a material diminution in performance or function; and/or
- (c) replace the Software (other than Additional Third Party Software) (or part thereof) with non-infringing substitutes without incurring a material diminution in performance or function.

9.4 If MAM in its reasonable judgement is not able to exercise any of the options set out at Clause 9.3 above then MAM, without prejudice to any other rights or remedies it may have hereunder or at law, shall be entitled to terminate the Contract by thirty (30) days' notice to the Customer and the Customer shall, in full and final satisfaction of such termination, be entitled to a refund of the Charges it has paid in respect of the Software (other than Additional Third Party Software) as at the date of termination (less a reasonable sum in respect of the Customer's use of the Software (other than Additional Third Party Software) up to and including the date of termination).

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- 9.5** Clause 9.1 shall not apply to the extent that any IPR Claim arises directly or indirectly through the possession or use of any Additional Third Party Software, or through the breach of any Third Party Terms by the Customer. MAM, if requested, shall attempt to procure for the Customer the benefit of any intellectual property indemnity from a supplier of MAM that applies to the Hardware, any Additional Third Party Software.
- 9.6** Clauses 9.1 – 9.5 (inclusive) constitutes the Customer's exclusive remedy and MAM's only liability in respect of IPR Claims.
- 9.7** Nothing in this Clause 9 shall restrict or limit the Customer's general obligation at law to mitigate a loss it may suffer or incur as a result of an event that may give rise to an IPR Claim.
- 9.8** The Customer shall indemnify, defend and hold harmless MAM (who shall have no duty to mitigate its loss) in respect of any and all costs, awards, claims, losses, damages, liabilities, expenses (including all reasonable legal fees and costs), interest or demands incurred or suffered by or made against it whether, wholly or in part, resulting directly or indirectly from, or connected in any way with the Customer's use of any Additional Third Party Software other than in accordance with the Contract Terms or the relevant Third Party Terms (as applicable), whether or not foreseeable at the date of entering this Contract.
- 9.9** In the event that there is or is alleged to be a 'relevant transfer' of employees ("Transferred Employees") for the purposes of the Regulations from the Customer (or any incumbent supplier) to MAM under the Contract, the Customer shall indemnify, defend and hold harmless MAM (who shall have no duty to mitigate its loss) in respect of any and all costs, awards, claims, losses, damages, liabilities, expenses (including all reasonable legal fees and costs), interest or demands incurred or suffered by or made against it whether, wholly or in part, resulting directly or indirectly from, or connected in any way with any of the matters listed below, whether or not foreseeable at the date of entering this Contract:
- (a) any act or omission of the Customer in relation to any Transferred Employee occurring in any period before transfer of the Transferred Employees to the employment of MAM, including claims for breach of contract, loss of office, unfair dismissal (including constructive dismissal), redundancy payments, protective awards, discrimination, loss of or a change in earnings or benefits or otherwise (and all costs and expenses thereof) and any other matter relating to his or her employment in the period before transfer save to the extent that it arises out of MAM's failure to comply with regulation 13 of the Regulations;
 - (b) any failure by the Customer to comply with its obligations to inform and/or consult with the Transferred Employees and/or their appropriate representatives for the purposes of regulation 13 of the Regulations save where such failure arises as a result of an act or omission of MAM;
 - (c) any person other than a Transferred Employee bringing any claim against MAM in connection with his or her employment with the Customer or the alleged transfer or termination thereof; and
 - (d) any termination of the employment or engagement of a Transferred Employee.

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10. Limits of Liability

10.1 THE PARTIES' ATTENTION IS IN PARTICULAR DRAWN TO THE PROVISIONS OF THIS CLAUSE 10 AND EACH PARTY ACKNOWLEDGES TO THE OTHER THAT THE LIMITATIONS AND EXCLUSIONS CONTAINED IN THIS CLAUSE ARE REASONABLE HAVING REGARD TO THE SUBJECT MATTER, PROVISIONS AND VALUE OF THE CONTRACT.

10.2 Nothing in this Contract limits or excludes a party's liability for:

- (a) death or personal injury arising out of its negligence;
- (b) fraud or fraudulent misrepresentation committed by that party;
- (c) any breach of terms implied by section 2 of the Supply of Goods and Services Act 1982 or section 12 of the Sale of Goods Act 1979; or
- (d) any matter for which it would be unlawful for a party to exclude liability.

10.3 Subject to Clause 10.2 and except to the extent expressly provided otherwise in the Contract, neither party shall have any liability, whether in contract, tort (including negligence), for breach of statutory duty, misrepresentation (whether innocent or negligent) or otherwise, arising under or in connection with the Contract, for:

- (a) loss of revenue or profits;
- (b) loss of anticipated savings;
- (c) loss of goodwill or injury to reputation;
- (d) loss of business opportunity; or
- (e) any special, indirect or consequential losses of any kind whatsoever and however caused,

in each case regardless of whether the party knew or had reason to know of the possibility of the loss or damage in question.

10.4 Subject to Clause 10.2, the total liability of each party under or in connection with the Contract for all loss of or damage to any tangible property of the other party resulting from negligence shall be three million pounds sterling (£3,000,000) in respect of all such claims in aggregate.

10.5 Subject to Clause 10.2 and other than in respect of the liability limited pursuant to Clause 10.4, MAM's total liability, whether in contract, tort (including negligence), for breach of statutory duty, misrepresentation (whether innocent or negligent) or otherwise, arising from or in connection with the supply, provision, acquisition or receipt of a Product or Service under the Contract shall not exceed an amount equivalent to the Charges paid for the Product or Service that is the subject of the claim in the prior twelve (12) months, provided at all times that MAM's total liability for all claims in aggregate, whether in contract, tort (including negligence), for breach of statutory duty, misrepresentation (whether innocent or negligent) or otherwise arising under or in connection with the Contract, will not exceed one million pounds sterling (£1,000,000).

10.6 Subject to Clause 10.2 and without prejudice to its other rights and remedies under the Contract, MAM shall not have any liability, whether in contract, tort (including negligence), for breach of statutory duty, misrepresentation (whether innocent or negligent) or otherwise, arising under or in connection with the Contract, for:

- (a) any breach of the Customer's obligations or any restrictions placed on the Customer under the Contract (including under the Licence Terms);
- (b) the Customer's use of a Release or Version of any of the Software which is no longer supported by MAM;

- (c) any error or omissions in any information, instructions or scripts provided to MAM by the Customer in connection with the Services, or any actions taken by MAM at the Customer's direction;
- (d) any loss, destruction, alteration or unauthorised disclosure of Customer Data caused by any third party except those third parties sub-contracted by MAM to perform services related to Customer Data maintenance and back-up;
- (e) loss arising from or related to any inaccuracies, inconsistencies or errors in any Additional Third Party Software;
- (f) loss or damage to Customer Data, unless MAM provides Services for the storage and management of Customer Data to the Customer under the Contract, in which case in the event of any loss or damage to Customer Data as a result of MAM's breach of the relevant agreed data back-up processes, MAM's sole liability and the Customer's sole and exclusive remedy shall be for MAM to use reasonable endeavours at its own cost to promptly restore or correct the lost or damaged Customer Data from the latest backup of such Customer Data;
- (g) any delay in delivery beyond any estimated dates, including performance of its obligations under Clause 2.2; and/or
- (h) any delay in performing or failure to perform its obligations under this Contract as a result of compliance with Clause 2.3.

10.7 Nothing in the Contract shall limit the Customer's obligation to pay the Charges due and payable to MAM under the Contract.

10.8 Except as expressly provided otherwise in the Contract, all conditions, warranties and terms whether express or implied by statute, common law or otherwise are hereby expressly excluded to the fullest extent permitted by law, including without limitation any implied term that any Product and/or Service is or will be of any particular quality or provided to any particular standard (satisfactory or otherwise), fit for any particular purpose (whether made known to MAM or not), conform to any particular description or that the use or operation of the Software will be uninterrupted or error-free.

10.9 Nothing in this Clause 10 will affect either party's right to terminate the Contract in accordance with its terms or any entitlement of either party to injunctive relief.

11. Term and Termination

11.1 The Contract shall come into force on the Contract Date and shall continue in force until the last to expire of each relevant "term" for the Products and Services as set out in the Quotation (as may be amended or extended in writing by the parties), or if none for the term set out in the Additional Applicable Terms or if none, until the completion of the supply or provision of the applicable Product or Service pursuant to the Contract (with the exception of perpetual licences) ("Term").

11.2 Either party may terminate the Contract with immediate effect by notice in writing to the other party if:

- (a) the other party commits a material breach of the Contract, which is either incapable of remedy (other than as to time of performance) or, if capable of remedy, the party in default fails to remedy the breach within thirty (30) days of receiving notice to do so from the other party; or

SECTION A - TERMS AND CONDITIONS

- (b) the other party becomes insolvent, enters into liquidation, whether voluntary or compulsory, passes a resolution for its winding up, has a receiver or administrator appointed over the whole or any part of its assets, makes any composition or arrangement with its creditors, takes or suffers any similar action in consequence of debt, ceases or threatens to cease to carry on business or (being an individual) is the subject of a bankruptcy petition or order.
- 11.3** MAM may terminate the Contract with immediate effect by notice in writing to the Customer if:
- (a) the Customer commits a breach of any of the Licence Terms, which is either incapable of remedy or, if capable of remedy, the Customer fails to remedy the breach within thirty (30) days of receiving notice to do so from MAM;
- (b) the Customer is in persistent breach of the Contract (and for the purpose of this Clause, a persistent breach means either: (i) a series of two or more defaults by the Customer which are incapable of remedy and which taken together amount to a material breach; or (ii) a series of two or more defaults by the Customer which are capable of remedy but which are not remedied within thirty (30) days of written notice from MAM specifying the defaults and requiring the same to be remedied); or
- (c) the Customer fails to pay any amount due and payable under the Contract on the due date for payment and remains in default not less than thirty (30) days after being notified in writing to make such payment.
- 11.4** Where MAM has a right to terminate the Contract for cause, it may instead at its option, terminate only the provision of the Product(s) and/or Service(s) in relation to which the breach has occurred and the provisions of Clause 12 shall apply in respect of the relevant Product(s) and/or Service(s). Except where otherwise expressly provided in the Contract, and without prejudice to any right of either party to terminate the Contract in its entirety, termination of a Product(s) and/or Service(s) (as the case may be) in accordance with this Clause or in accordance with the terms of any Additional Applicable Terms shall not affect the remainder of the Contract (nor the other licences, Products and/or Services provided under it), which shall continue in full force and effect.
- 11.5** Without limiting its other rights or remedies, MAM may suspend the provision of the Products and/or Services under the Contract if the Customer becomes subject to any of the events listed in Clause 11.2(b), or MAM reasonably believes that the Customer is about to become subject to any of them.
- 11.6** The Customer acknowledges that MAM may take such steps as are reasonably required (which may include accessing the Customer Systems in order to amend the licence file) to enable MAM to exercise its rights and remedies under the Contract, including the termination or suspension of any Products and/or Services.
- 12. Consequences of Termination**
- 12.1** Subject to Clause 12.2 and Clause 12.3, on expiry or termination of the Contract for any reason:
- (a) the Customer shall immediately pay to MAM any Charges and other sums due and payable to MAM under the Contract;
- (b) the Customer shall return all of MAM's equipment and materials, failing which MAM may enter the relevant premises and take possession of them (and until such time, the Customer shall be solely responsible for their safe-keeping);
- (c) the Customer shall cease all use of the Software, the Deliverables and the Materials and MAM shall be entitled to, and is authorised by the Customer to, take all steps necessary to effect the cessation of use of the Software;
- (d) all licences granted under or in connection with this Contract shall immediately terminate;
- (e) except as otherwise expressly provided in the Contract, MAM shall immediately cease provision of the Services;
- (f) the Customer shall (at MAM's election) return to MAM or permanently destroy (or make unusable if destruction is not possible) all copies of the Software (including all back up copies), the Deliverables, the Materials and any equipment, property or other items belonging to MAM (including the deletion of the same from the Customer Systems and associated storage means). The Customer shall certify its compliance with this Clause 12.1(f) to MAM by way of written communication signed by a director of the Customer;
- (g) the Customer shall return to MAM, or at MAM's election destroy, all copies of documents and materials containing, reflecting, incorporating or based on MAM's Confidential Information. The Customer shall certify its compliance with this Clause 12.1(g) to MAM by way of written communication signed by a director of the Customer; and
- (h) MAM shall, at the Customer's request, return to the Customer (or at MAM's election destroy) all copies of documents and materials containing, reflecting, incorporating or based on the Customer's Confidential Information and the Customer shall reimburse MAM for all costs of returning or destroying such documents and materials on the basis of the MAM Rates.
- 12.2** If a party is required by any law, regulation, or government or regulatory body to retain any data, documents or materials (including Customer Data) which it would otherwise be obliged to return or destroy under this Contract, it shall notify the other party in writing of such retention, giving details of the documents or materials that it must retain.
- 12.3** Where the term of the licences granted pursuant to Clause 2 of Section B (Software) is perpetual, such licences shall survive expiry or termination of the Contract (subject to the applicable Licence Terms and Clause 11.3(a)) unless MAM terminates the Contract or such licence(s) and the provision of any affected Products and/or Services for cause, in which case all rights granted to the Customer in accordance with such licences shall immediately cease and the provisions of Clause 12.1 shall apply.
- 12.4** Expiry or termination of the Contract for any reason shall be without prejudice to the accrued rights and remedies of each party existing at expiry or termination, including any claim either party may have against the other for breach or non-performance of the Contract and shall not affect any provision of the Contract which is expressly or by implication intended to come into effect on, or to continue in effect after such expiry or termination, including Clause 5 (Confidentiality), Clause 7 (Intellectual Property Rights), Clause 9 (Indemnities), Clause 10 (Limits of Liability), Clause 12 (Consequences of Termination), Clause 15 (Audit), Clause 17 (Force Majeure), Clause 18 (Third Party Rights), Clause 19 (Miscellaneous Provisions), Clause 2 of Section B (Software) (where the licence survives expiry or termination of the Contract), Clauses 5, 6, 7, 8 and 9 of Section B (Software) (where the licence survives expiry or termination of the Contract).

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- 12.5** Termination or expiry of this Contract shall not affect any of either party's rights, remedies, obligations or liabilities available under the Contract that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of this Contract which existed at or before the date of termination or expiry.

SECTION A - TERMS AND CONDITIONS

13. Change

- 13.1** If a Product to be delivered by MAM is no longer readily available or is in short supply at the agreed time of delivery, MAM may substitute another product in its place. The substituted product will have at least equivalent performance and function and will be provided at no additional cost to the Customer.
- 13.2** MAM may:
- (a) make changes to the Services and/or Products; or
 - (b) modify the MAM Systems, its network, system configurations or routing configuration,
- provided that such changes do not have a material adverse effect on MAM' obligations under this Contract, its provision of the Services and/or Products or any relevant service level arrangements. If in MAM' reasonable opinion such a change constitutes a material change, MAM will provide thirty (30) days' prior written notice to the Customer of such material change.
- 13.3** Notwithstanding any other provision, MAM may from time to time and without notice, change the Products and/or Services in order to comply with any applicable health, safety, security or other statutory or legal requirements. MAM shall inform the Customer as soon as reasonably practicable after any such changes have been made.
- 13.4** If MAM considers that a requested product and/or service does not qualify as part of any Product and/or Service, the request will be discussed with the Customer and MAM may supply a quote for the cost of the excluded work. If MAM agrees to undertake the service, MAM shall be entitled to charge and the Customer shall pay for the work done on the basis of the MAM Rates or, where applicable, as specified in a quotation.
- 13.5** Save as expressly provided otherwise in this Contract, if either party wishes to change the scope or execution of the Products and/or Services, it shall submit details of the requested change to the other party in writing ("Change Request").
- 13.6** If MAM originates a Change Request, it shall provide, with the Change Request, written details of the impact which the proposed change will have on: the Products and/or Services, the existing Charges, any relevant timetable and any Contract Terms.
- 13.7** If the Customer originates a Change Request, MAM shall, as soon as reasonably practicable after receiving the Change Request, provide a written estimate to the Customer setting out the likely time required to implement the proposed change and details of the impact which the proposed change will have on: the Products and/or Services, the existing Charges, any relevant timetable and any Contract Terms.
- 13.8** Save as expressly provided otherwise in this Contract, unless both parties consent to a Change Request, there shall be no change to the Products and/or Services or any other terms of this Contract.
- 13.9** If either party is unwilling to accept a Change Request suggested by the other, then the other party may require the disagreement to be dealt with in accordance with the Dispute Resolution Procedure.
- 13.10** MAM may charge for the time it spends on dealing with Change Requests originating from the Customer on the basis of the MAM Rates in accordance with Clause 4.

14. Governance and Personnel

- 14.1** The Customer will nominate Customer Representatives (being up to five named individuals or as otherwise agreed in writing with MAM) and a Senior Customer Representative and will notify MAM, in writing, of the identity and contact details of the Customer Representatives and Senior Customer Representative and of any replacements from time to time.
- 14.2** The Senior Customer Representative will:
- (a) ensure that the contacts for MAM are nominated;
 - (b) be an escalation point for members of the Customer's personnel for issues relating to the Products and/or Services;
 - (c) be the escalation point for MAM; and
 - (d) take strategic decisions regarding the use of the Products and/or Services.
- 14.3** The parties will hold periodic review meetings at a frequency to be agreed between the parties to monitor and review the performance of the Contract, to discuss any issues relating to the Services and jointly agree any necessary actions to be taken thereafter. Such meetings will be attended by the Senior Customer Representative and a senior representative from MAM.
- 14.4** MAM will maintain relevant contact and information pertaining to the Customer. In the event that Customer employees are no longer responsible or authorised to be contacted by MAM, it will be the responsibility of the Customer to notify MAM.
- 14.5** If the parties have agreed that a named person shall provide any or all of the Services, MAM may replace such person with one or more other persons with equivalent qualifications and experience.
- ### 15. Audit
- 15.1** The Customer shall, during the Term and for a period of twelve (12) months following its expiry or termination for any reason, permit MAM to inspect and have remote or physical access to the Customer Systems and access to any Customer Premises on or at which the Software is being or has been kept or used and/or the Services are or have been supplied or received, and have access to any records kept in connection with the Contract, for the purposes of ensuring that the Customer is complying or has complied with the terms of this Contract, provided that MAM provides reasonable advance notice to the Customer of such inspections, which shall take place at reasonable times, save where MAM reasonably believes that there has been unauthorised use of the Software and/or the Services in which case MAM may conduct such an inspection remotely immediately upon giving notice to the Customer. Where such an audit finds that the Customer is in breach of any of the Contract Terms, the Customer shall pay the costs of the audit.
- 15.2** Without prejudice to MAM' other rights and remedies, the Customer shall pay for broadening the scope of the licences or other rights granted under this Contract (or any other contract between the parties) to cover any unauthorised use of the Products and/or Services, being an amount equal to the Charges which MAM would have levied (in accordance with its normal commercial terms then current) had it licensed any such unauthorised use on the date when such use commenced together with interest at the rate provided for in Clause 4.11, from such date to the date of payment.

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16. Relief

16.1 If MAM' performance of any of its obligations under the Contract is prevented or delayed by any act or omission of the Customer or its officers, employees, agents, consultants or third party contractors or by Customer failure to perform or any delay in performing any of its relevant obligations ("Customer Failure"):

- (a) MAM shall, without prejudice its other rights and remedies:
 - (i) have the right to suspend supply of the relevant Products and/or Services until the Customer remedies the Customer Failure; (ii) have the right to rely on the Customer Failure to relieve it from the performance of any of its obligations to the extent the Customer Failure prevents or delays MAM' performance of any of its obligations; and (iii) be given a corresponding extension of any timetable for performance of its obligations;
- (b) MAM shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from such prevention or delay; and
- (c) notwithstanding Clause 10.3, the Customer shall reimburse MAM on written demand for any costs or losses (including loss of opportunity to deploy resources elsewhere) sustained or incurred by MAM arising directly or indirectly from the Customer Failure.

16.2 The parties acknowledge that the planned time of completion of the Services is dependent on the Customer:

- (a) fulfilling its obligations under the Contract in a timely manner; and
- (b) co-operating with MAM and providing such assistance as is reasonably required by MAM.

17. Force Majeure

17.1 Neither party shall be responsible for a failure to fulfil its obligations under the Contract to the extent that any such failure results from a Force Majeure Event. Neither party shall have any liability as a result of any such non-performance, delay or termination as a result of a Force Majeure Event and the time for performance of such obligations shall be extended accordingly. If such Force Majeure Event continues for more than three (3) months, either party may terminate the provision of the affected Product(s) and/or Service(s) forthwith by notice to the other.

18. Third Party Rights

18.1 Save as provided in Clauses 18.2 and 18.3, no person will have the right to enforce or require the enforcement of any provision of the Contract as a third party beneficiary including pursuant to the Contracts (Rights of Third Parties) Act 1999. The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under the Contract are not subject to the consent of any person that is not a party to the Contract.

18.2 All references to MAM in Clause 10 shall, for the purposes of Clause 10 only, be treated as including all Affiliates of MAM and all employees, sub-contractors and suppliers of MAM and its Affiliates, all of whom shall have the benefit of the exclusions and limitations of liability set out in Clause 10. It is agreed that it is intended to confer a benefit on MAM and its Affiliates and their employees, sub-contractors and suppliers, by extending to them the benefit of the exclusions and limitations of liability set out in Clause 10, provided that the rights of such persons under the Contract shall only be enforceable by MAM on their behalf (but MAM shall owe no duty to them to enforce such rights and it may conduct or compromise any relevant proceedings as it sees fit).

18.3 Not used. e:

19. Miscellaneous Provisions

19.1 All notices given to the other party under or in connection with this Contract shall be in writing and shall be either: (a) delivered by hand; or (b) sent by first class post or other next working day delivery service providing proof of postage or delivery, to the address set out in the Quotation or to such other address as a party may designate by notice to the other party from time to time. Any such notice will be deemed to have been served, if by hand, when delivered on signature of a delivery receipt; or if by first class post or other next working day delivery service, by 9.00 am on the second Business Day after posting or at the time recorded by the delivery service.

19.2 No variation of this Contract shall be binding on the parties unless agreed in writing by an authorised representative of each party.

19.3 The Contract constitutes the entire agreement and understanding between the parties in respect of the subject matter of the Contract and supersedes all prior contracts, arrangements, representations, quotations and understandings in respect of the same subject matter, whether oral or written, between the parties.

19.4 Each of the parties acknowledges and agrees that in entering into the Contract it does not rely on, and will have no remedy in respect of, any statement, representation, warranty or assurance (whether negligently or innocently made) of any person (whether party to the Contract or not) other than as expressly set out in the Contract. Each party waives all rights and remedies against the other in respect of any such statement, warranty or representation or assurance except in respect of any statement, warranty, representation or assurance expressly made in the Contract.

19.5 If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this Clause shall not affect the validity and enforceability of the rest of the Contract.

19.6 A waiver of any right or remedy under this Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any of its rights or remedies under the Contract or at law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

19.7 The Customer may not assign, transfer, charge, subcontract, or deal in any other manner with the Contract (in whole or in part) or any or all of its rights and/or obligations under the Contract without the prior written consent of MAM. MAM may freely subcontract, assign, transfer, charge or deal in any other manner with any or all of its rights and/or obligations under the Contract, provided in the case of assignment that it gives written notice of the same to the Customer. For the avoidance of doubt, MAM shall remain liable for any acts or omissions of its subcontractors.

19.8 Each party agrees that during the Term and for one (1) year following the expiry or termination of the Contract, it will not directly or indirectly solicit (or seek to attempt to solicit or permit any Affiliate to solicit), the employment of any person who is employed by the other party in the course of the provision or receipt of the Products and/or Services or any of them. This does not prohibit either party from considering any application for employment submitted on an unsolicited basis or in response to a general advertisement of employment opportunities.

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- 19.9** Each party will do and execute, or arrange for the doing and executing of, each necessary act, document and thing reasonably within its power to implement and give effect to the Contract Terms, at its own cost.
- 19.10** The Contract may be executed in any number of counterparts, each of which is an original and all of which evidence the same agreement between the parties.
- 19.11** Nothing in the Contract creates a joint venture or partnership between the parties. The Contract will not create an agency relationship between the parties and neither party has any authority to, and will not, act, make representations or contract on behalf of the other party.
- 19.12** In the event of a dispute between the parties arising out of or in connection with the Contract or the performance, validity or enforceability of it ("Dispute") then the Chief Executive Officer (or equivalent) of each of the parties shall meet with the objective of achieving a resolution before implementing the dispute resolution procedure set out in Clauses 19.13 – 19.15.
- 19.13** If the Dispute is not resolved by the parties in accordance with Clause 19.12 for any reason, either party may refer the Dispute to mediation in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure. Unless otherwise agreed by the parties, the mediator will be nominated by CEDR Solve. To initiate the mediation, a party must serve notice in writing ("ADR notice") to the other party, requesting a mediation. A copy of the ADR notice should be sent to CEDR Solve. The mediation will start not later than thirty (30) days after the date of the ADR notice.
- 19.14** The commencement of mediation shall not prevent the parties commencing or continuing court proceedings in relation to the Dispute under Clause 19.17, which Clause shall apply at all times.
- 19.15** If the Dispute is not resolved within sixty (60) days after service of the ADR notice, or either party fails to participate or to continue to participate in the mediation before the expiration of such period, or the mediation terminates before the expiration of such period, the Dispute shall be finally resolved by the Courts of England in accordance with Clause 19.17.
- 19.16** 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 laws of England.
- 19.17** Each party irrevocably agrees that the Courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Contract or its subject matter or formation (including non-contractual disputes or claims).

Schedule 1 - Definitions and Interpretation

1.1 In the Contract, unless the context otherwise requires, the following expressions shall have the following meanings:

"**Additional Applicable Terms**" has the meaning given to that term in the Quotation;

"**Additional Third Party Software**" means any software proprietary to a third party other than any of the MAM Software specified in the Quotation or which may be supplied by MAM to the Customer from time to time pursuant to Section B (Software) and which is not embedded in any of the MAM Software;

"**Affiliates**" means in respect of an undertaking, an undertaking which, from time to time, is its subsidiary undertaking or parent undertaking or a subsidiary undertaking of that parent undertaking (and the terms "subsidiary undertaking" and "parent undertaking" have the meanings set out in s.1162 and schedule 4 of the Companies Act 2006);

"**Anti-Corruption Legislation**" means the Bribery Act 2010 and any other applicable laws and regulations prohibiting public or commercial bribery, extortion, kickbacks or other unlawful or improper means of conducting business;

"**Authorised User**" means a person authorised by the Customer to access and use the MAM Software and/or Managed Services (as applicable);

"**Business Days**" means Monday to Friday except public holidays in England and Wales;

"**Business Requirements**" means the Customer's documented business requirements in relation to a Development, as agreed by the parties;

"**Charges**" means the charges for the Products and Services set out in and/or calculated in accordance with the Quotation and these Terms and Conditions, including any deposit and Expenses;

"**Confidential Information**" means all information relating to MAM or the Customer and their respective Affiliates, suppliers, agents, customers and contractors, in any form or medium which is secret or otherwise not publicly available (either in its entirety or in part including the configuration or assembly of its components) including commercial, financial, marketing, or technical information, know-how, trade secrets, business methods and other information (including without limitation the content of the Contract and, in respect of MAM' Confidential Information, information in or relating to the Software (including for the avoidance of doubt, any Developments)) in any form or medium whether disclosed orally or in writing or before or after the date of the Quotation, together with any reproductions of such information in any form or medium or any part(s) of such information;

"**Consultancy Services**" means implementation, installation, consultancy, training, programme and project management and/or other services specified in the Quotation;

"**Contract**" has the meaning given to that term in the Quotation;

"**Contract Date**" has the meaning given to that term in the Quotation;

"**Contract Terms**" has the meaning given to that term in the Quotation;

"**Customer**" means the party specified as such in the Quotation;

"**Customer Data**" means any data and information which is provided by the Customer to MAM in relation to the Contract including personal data, any data or records and information relating to the Customer or its operations, facilities, personnel and assets that is processed by MAM on behalf of the Customer in relation to the Contract, in each case in whatever form that data and information may exist and of whatever nature;

"**Customer Personal Data**" has the meaning given to that term in Clause 6;

"**Customer Portal**" means the portal through which the Customer can log a support call and access relevant information in respect of a Managed Service;

"**Customer Premises**" means the Customer's and/or its Affiliates' premises and/or other premises where the Products and/or Services are supplied or received, subject to change by agreement of the parties in writing from time to time;

"**Customer Representative**" means a member of the Customer's personnel appointed by the Customer to act as contact between the parties;

"**Customer Systems**" means those telecommunications systems, computer programs, software, computer and communications networks, hardware, firmware, servers, devices, related equipment, databases, the tangible media on which they are recorded and their supporting documentation, operated or used by the Customer (excluding the Products and the MAM Systems);

"**Data Conversion Services**" means the services specified as such in the Quotation and provided by MAM to assist the Customer to convert the Customer's data into a format suitable for use with the relevant Software;

"**Deliverables**" means any output of the Services (in whatever form) including any and all Developments, Materials, Specifications and all other deliverables which are produced by or on behalf of MAM pursuant to the Contract;

"**Delivery**" means completion of delivery of the Hardware in accordance with Clause 2.1 or Clause 2.2 of Section E;

"**Development**" means modifications and/or developments of the MAM Core Software and/or the MAM Other Software (including any accompanying help files) and related Materials, developed by MAM pursuant to the Development Services or otherwise;

"**Development Services**" means the services specified in the Quotation to develop a Development for the Customer on a non-exclusive basis;

"**Dispute Resolution Procedure**" means the dispute resolution procedure set out at Clauses 19.12 to 19.15 (inclusive);

"**Existing Agreement**" has the meaning given to that term in the Quotation;

"**Expenses**" has the meaning given to that term in Clause 4.5;

"**Force Majeure Event**" means any circumstance not within a party's reasonable control including: (a) acts of God, flood, drought, earthquake or other natural disaster; (b) epidemic or pandemic; (c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or

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breaking off of diplomatic relations; (d) nuclear, chemical or biological contamination, or sonic boom; (e) any law or any action taken by a government or public authority, including imposing an export or import restriction, quota or prohibition, or failing to grant a necessary licence or consent; (f) collapse of buildings, fire, explosion or accident; (g) any labour or trade dispute, strikes, industrial action or lockouts (other than in each case by the party seeking to rely on this Clause, or companies in the same group as that party); (h) non-performance by suppliers or subcontractors (other than by companies in the same group as the party seeking to rely on this Clause); and (i) interruption or failure of utility service.

"**Hardware**" means the items specified as such in the Quotation;

"**Hardware Support Services**" means the maintenance services to be provided by MAM for the Supported Hardware in accordance with the terms of Section E and the Contract Terms;

"**Installation Site**" means the location(s) at which the Hardware is to be installed as agreed in writing by the parties;

"**Intellectual Property Rights**" means all patents, trade marks, service marks, registered designs, utility models, design right, goodwill, database rights, copyright, trade secrets and other confidential information, know-how, and all other rights of a similar or corresponding nature in any part of the world, whether registered or not or capable of registration or not and including the right to apply for and all applications for any of the foregoing rights, the right to claim priority and any renewals, extensions or restorations, and divisional, continuation and reissued applications of the foregoing rights;

"**MAM**" means MAM Software Limited (company number 01797213) whose registered office is Units 5 6 7 Maple Park Maple Court, Tankersley, Barnsley, South Yorkshire, S75 3DP;

"**MAM Core Software**" means the software programmes specified as such in the applicable Product Description;

"**MAM' Normal Working Hours**" means Monday to Friday inclusive (excluding public holidays) from 08h00 to 18h00;

"**MAM Other Software**" means the software programmes specified as such in the applicable Product Description;

"**MAM Personnel**" means MAM' officers, employees, agents, consultants, contractors and sub-contractors (and their officers, employees, agents, consultants, contractors and sub-contractors);

"**MAM Rates**" means MAM' standard daily rates applicable at the time a Service is provided to the Customer, available on request and as amended from time to time;

"**MAM Service Partner**" means a 3rd party sub-contractor who MAM appoint to provide a Managed Service;

"**MAM Software**" means the MAM Core Software, MAM Other Software, the Developments and any Third Party Software/Databases;

"**MAM Systems**" means all telecommunications systems, software, computer programs, computer and communications networks, hardware, firmware, servers, devices, cabling and related equipment, databases, the tangible media on which they are recorded and their supporting documentation, including input and output format, program listings and narrative descriptions owned or licensed to MAM or any of its Affiliates and which are

used in the provision of the Products and/or Services, but not including any Customer Systems;

"**Licence Terms**" means the provisions of Clauses 5 and 18 of Section A, Clauses 2, 3, 5, 6, 7 and 8 of Section B (Software) and any Third Party Terms.

"**Managed Services**" means any of the managed services specified in the Quotation and described in the Managed Services: Service Description (each individually a "**Managed Service**");

"**Managed Services Process, Procedure and Responsibilities Document**" means the document which describes the support, maintenance and management services provided by the relevant MAM Managed Services team and the corresponding responsibilities of the Customer;

"**Managed Services: Service Description**" means the document setting out the service descriptions and service level arrangements for the Managed Services;

"**Mandatory Policies**" means MAM' bribery policy and health and safety policy (for when on MAM premises) which are available on the Customer Portal and as may be amended by MAM from time to time;

"**Materials**" means any documentation including all operating, instruction, training and user materials and guides, procedures and technical literature, flow diagrams, file descriptions, reports, instructions, information, data and other materials (in whatever form and in any medium) produced or provided by MAM in supplying the Products and/or Services or carrying out its other obligations pursuant to the Contract;

"**Open Source**" means any computer program, including any modification, improvement, derivative work, release or correction, governed by the terms and conditions of a licence compliant with the Open Source Initiative ("**OSI**") principles defined in the following website : <http://www.opensource.org/docs/definition.php>, and/or certified by the OSI (cf. list of such licenses in <http://www.opensource.org/licenses/>);

"**Payment Terms**" has the meaning given to that term in the Quotation;

"**Products**" means the Software and/or Hardware specified in the Quotation;

"**Product Description**" means a document describing certain Products provided by MAM to the Customer as signposted in the Quotation;

"**Professional Services**" means Development Services, Data Conversion Services and Consultancy Services;

"**Quotation**" means the quotation for the supply of Products which forms part of this Contract including its attachments (if any) and any documents incorporated by reference therein;

"**Regulations**" means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended from time to time or any other legislation enacted to give effect to Council Directive 2001/23/EC (as such directive is amended, consolidated or replaced from time to time) in the United Kingdom;

"**Release**" means a subset of a Version of the MAM Core Software or the MAM Other Software (as applicable) denoted by the number after the point in the version number;

SECTION A - TERMS AND CONDITIONS

"**Senior Customer Representative**" means a senior member of the Customer personnel with sufficient authority to make important decisions and contractually bind the Customer on matters relating to the Products;

"**Service Credits**" has the meaning given to that term in the Managed Services: Service Description;

"**Service Description**" means a document describing certain Services provided by MAM to the Customer as signposted in the Quotation;

"**Service Level Agreement**" means a document detailing the service levels associated with various Services to be supplied by MAM to the Customer under the Contract as signposted in the Quotation;

"**Services**" means the services specified in the Quotation;

"**Software**" means the MAM Software and the Additional Third Party Software;

"**Software as a Service**" or "**SaaS**" means access to all or part of the Software provided to the Customer through a virtual portal hosted by or on behalf of MAM;

"**Software Support Services**" means the services to be provided by MAM in support of the Supported Software in accordance with Section B, the relevant Service Level Agreement for Software Support Services and the Contract Terms;

"**Specification**" means a set of instructions to address the Business Requirements in relation to the functionality of the MAM Software which forms the basis for a particular Development;

"**Supported Hardware**" means the Hardware to be supported by the Hardware Support Services as specified in the Quotation or otherwise agreed by the parties in writing from time to time;

"**Supported Software**" means the Software to be supported by the Software Support Services as specified in the Quotation or otherwise agreed by the parties in writing from time to time;

"**Term**" has the meaning given to that term in Clause 11.1;

"**Terms and Conditions**" has the meaning given to that term in the Quotation;

"**Third Party Software/Databases**" means any third party-owned software and/or databases which are embedded in any of the MAM Core Software, MAM Other Software, and/or the Developments;

"**Third Party Terms**" means the terms and conditions of use for the applicable Additional Third Party Software which may either be the third party licensor's terms and conditions of use or third party terms between MAM and the Customer which form part of this Contract;

"**Use Data**" means the traffic and other statistical or analytical data derived from monitoring use and usage patterns in respect of any of the Managed Services;

"**User**" means a single, unique device with a maximum of two logged on sessions concurrently connected to the MAM Core Software;

"**V4 Specification**" means a Specification approved by the Customer in accordance with Clause 3.1(d) of Section D;

"**Version**" means a version of the MAM Core Software or the MAM Other Software (as applicable) denoted by the number before the point in the version number.

- (a) "the parties" shall unless otherwise expressly stated, be construed as references to MAM and the Customer, and the term "party" shall be construed accordingly;
- (b) a statutory provision, includes a reference to the statutory provision as modified or re-enacted from time to time and any subordinate legislation made pursuant to the statutory provision;
- (c) persons or entities, includes a reference to natural persons, any body corporate, unincorporated association, trust, partnership or other entity or organisation;
- (d) a person or entity, includes a reference to that person's or entity's successors or assigns;
- (e) the Contract or any other document, includes a reference to the Contract or that document as amended from time to time;
- (f) a "Clause", unless the context otherwise requires, is a reference to a Clause in the relevant Section in which it is referenced;
- (g) "writing" or "in writing" may include email communications; and
- (h) the singular includes the plural and vice versa, unless the context otherwise requires and words importing gender include every gender.

1.3 The headings and contents table in the Contract are for convenience only shall not affect the interpretation of the Contract.

1.4 Whenever the words "other", "include", "includes", "including" or "in particular" (or similar derivatives) are used in the Contract, they are deemed to be followed by the words "without limitation".

1.2 In the Contract a reference to: