

REDACTED



Intellectual
Property
Office

Intellectual Property Office
Concept House
Cardiff Road
NP10 8QQ

Advanced 365 Limited

REDA
CTED

C2939 - Provision of COPS License & Support Renewal

Further to our recent requirement for the above procurement, I am writing to advise that the procurement is now complete.

I am pleased to inform you that your quotation Q-755455 has been accepted.

This letter sets out the services on which you agree to provide to the Intellectual Property Office and the terms and conditions that apply to this purchase.

Purchase Order Number

PO-3009658

Product Description

END USER: INTELLECTUAL PROPERTY OFFICE			Invoicing Terms
Description	Metric	QTY	uency
Other App Mod >			
Modern Systems Product	Per User	1	
Development Tooling	Fixed Fee	As per licence	al
Perl Runtime	Fixed Fee	As per licence	al
TPMS Web or Thin Client	Fixed Fee	As per licence	al
TPMS Server	Fixed Fee	As per licence	al

FEES AND PAYMENT PROFILE (QUOTE SUMMARY)

Fees	
<i>Notes: Unless expressly stated otherwise in writing, all Professional Service expenses, subsistence or accommodation costs incurred by any member of the Force will be chargeable at Our then current rates. Further, unless expressly provided otherwise, the Fees do not include value added tax. Taxes will be listed on Our invoice and payable by You in addition to the Fees.</i>	
Fees	
Software Maintenance	
TOTAL	

Order Value

£13,090.00 exclusive of VAT

Payment Information

Invoices must be submitted to REDACTED

All invoices must quote the purchase order number PO-3009658 and contract number C2939.

Invoices will be paid within 30 days from date of receiving a valid invoice quoting both the purchase order number and the contract number and a breakdown of goods/services being provided.

By signing this award letter, the IPO are agreeing the Advanced 365 Limited Terms and Conditions(attached below)

Yours Sincerely,

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Contracting_Authority_Signature

REDACTED

Supplier_Signature

REDACTED

This Master Agreement is entered into between the entity from Our Group listed on the Order Form (“**We**”, “**Our**” or “**Us**”) and the customer identified in the signature block in the Order Form (“**You**” or “**Your**”). The Effective Date of this Master Agreement shall be the Effective Date in the Order Form. The parties agree to the following:

1. DEFINITIONS.

“**Applicable Law**”: means the laws of England and Wales and any EU regulations retained under the terms of the European Union (Withdrawal) Act 2020.

“**Anti-Bribery Laws**”: any and all applicable statutes, statutory instruments, bye-laws, orders, directives, treaties, decrees and laws which relate to the anti-bribery and/or anti-corruption, including the Bribery Act 2010 (“Bribery Act”) and any subsequent amendment or statute replacing the Bribery Act.

“**Controller**”: has the meaning set out in the Data Protection Legislation.

“**Customer Data**”: any data and information that You or Your users provides, generates, transfers or makes available to Us under the Agreement, whether printed, electronic, or in some other format, including Personal Data.

“**Customer Portal**”: the website or other access point provided from time to time by which You generally access Support from Us.

“**Bespoke Modifications**”: custom software source code developed by Us to an agreed specification, which includes but is not limited to customised configurations, displays, formats and reports.

“**Data Protection Legislation**”: means the Data Protection Act 2018 (“DPA”) and the retained EU law version of the General Data Protection Regulation ((EU) 2016/679) (“UK GDPR”), as amended or replaced.

“**Data Subject**”: has the meaning set out in the Data Protection Legislation.

“**Documentation**”: the user instructions, release notes, manuals and on-line help files in the form generally made available by Us, regarding the use of the applicable Software or Services, as updated by Us from time to time.

“**Hardware**”: computer hardware, equipment and utilities supplied by Us pursuant to an Order Form.

“**Hosting Services**”: the hosting of Your licence to the Software by Us or Our hosting providers from a server farm that is comprised of application, data and remote access servers.

“**Intellectual Property**”: any and all intellectual property rights, recognised in any country or jurisdiction in the world, now or hereafter existing, and whether or not perfected, filed or recorded, including without limitation inventions, technology, patents rights (including patent applications and disclosures), copyrights, trade secrets, trademarks, service marks, trade dress, database rights, methodologies, procedures, processes, know-how, tools, utilities, techniques, various concepts, ideas, methods, models, templates, software, source code, algorithms, the generalised features of the structure, sequence and organisation of software, user interfaces and screen designs, general purpose consulting and software tools, utilities and routines, and logic, coherence and methods of operation of systems, training methodology and materials, which We have created, acquired or otherwise has rights in, and may, in connection with the performance of Services hereunder, create, employ, provide, modify, create, acquire or otherwise obtain rights in.

“**Licence Metrics**”: the limitation on the usage of each of the Software or SaaS Services as designated and/or defined in the applicable Order Form by a term such as the number of concurrent users, named users, CPUs and the like. Common Licence Metrics for Us with definitions are as follows:

“**Concurrent Users**”: the total number of users that can access the system at any one time.

“**Fee Earner**”: a Fee Earner includes Partners, Solicitors, Legal Executives, Paralegals, Assistant Solicitors, Trainees, Associates and any other personnel whose time is charged against client work. Fee Earners may be employed either directly or indirectly by You on a part-time or full-time basis to carry out work for Your clients irrespective of the office location of the Fee Earner.

“**Named Users**”: total number of users that can use the system based on licences provided to named individuals.

“**Employee Records Per Annum**”: a metric used in human capital management to identify the total number of employees processed within the relevant system.

“**Site**”: No limits on usage by user numbers. Limited to a single instance of the Software unless otherwise agreed.

“**Server**”: licence is granted per server.

“**PC**”: licence is granted per personal computer or terminal.

“**Per Item/Invoice/Transaction**”: Charges are made per item/invoice/transaction, to reflect volume metrics. Number of items/invoices/transactions not known at point of order.

“**(Pre-Paid) Per Item/Invoice/Transaction**”: Charges are made per item/invoice/transaction, to reflect volume metrics. A pre-agreed number of items/invoices/transactions set out in the Order Form and paid in advance.

“**Licensed Materials**”: Software, training materials, and/or any deliverables under Professional Services and Services collectively.

“**Our Group**” means Advanced Computer Software Group Limited (CRN 05965280) and any majority owned subsidiary thereof.

“**Our Software**”: software product in machine readable object code (not source code) owned by Us, the Documentation for such product, and any Updates thereto. “Our Software” excludes Third Party Products.

“**Personal Data**”: has the meaning set out in the Data Protection Legislation.

“**Personal Data Breach**”: has the meaning set out in the Data Protection Legislation.

“**Processor**”: has the meaning set out in the Data Protection Legislation.

“**Professional Services**”: data conversion, implementation, site planning, configuration, integration and deployment of the Software or SaaS Services, Bespoke Modification development, training, project management and other consulting services.

“**Security Measures**”: the technical and organisational measures provided by the Processor as standard with its relevant Software or Services.

“**Services**”: means collectively any services offered by Us in an Attachment (defined in clause 2.1 below) which include but are not limited (i) Professional Services; (ii) Support, (iii) Hosting Services, (iv) SaaS Services, (v) Payroll Managed Services, and (vi) any additional services such as SimpliCTy IT Managed Services, Mobile Network Services, ECM Services and/or SMS Services which are provided pursuant to an Attachment (all as defined in the relevant Attachment).

“**Software**”: Our Software, Bespoke Modifications and Third Party Product software that You procure from Us, collectively.

“**SaaS Services**”: the provision of the Software as a service which is hosted by Us or Our hosting providers and which is accessed by You and Your users via the internet and associated off-line components.

“**Sub-processor**”: any third party appointed to process Personal Data on Our behalf related to the Agreement.

“**Support Services**” or “**Support**”: (i) for supported Software, the technical assistance for the level of assistance selected by You, and provision of Updates if and when available, (ii) for supported Hardware, the technical assistance with supported hardware indicated on the Order Form, for the level of assistance You selected. Support is provided subject to the terms of Our Support Policies (as may be amended by Us from time to time) in effect at the time the Support services are provided. The current version of Our Support Policies can be found on Our Customer Portal or are available on request (“**Support Policies**”).

“**Third Party EULA**” or “**EULA**”: the end user licence agreement (if any) which governs Your use of or access to the applicable Third Party Product. This may take the form of a document which is published by the third party supplier and accompanies the Third Party Product that You procure from Us, or any terms determined by the relevant third party supplier on which We are entitled to sub-license the Third Party Product to You. Common EULAs may be found at <https://www.oneadvanced.com/collateral-terms/>. Where a Third Party Product uses and/or processes Personal Data third party data processing terms may apply in addition to the Data Protection provisions of this Agreement and/or the applicable EULA. It is Your responsibility to ensure You are aware of, and comply with, any third data processing terms which apply to any Third Party Products.

"Third Party Product": software in object code form, database, service or content, including Documentation, updates and enhancements thereto if any, owned by an entity other than Us.

"Updates": a new version of Software, if and when developed after the effective date of the Order Form, which We make generally available to Our customers as part of Software Support services. Updates include bug fixes, patches, error corrections, minor and major releases, non-new platform changes, or modifications or revisions to the Software that enhance existing performance. Updates exclude new products, modules or functionality for which We generally charge a separate fee.

2. PURPOSE AND SCOPE.

2.1. Master Agreement and Incorporation of Attachments. This Master Agreement establishes the general terms and conditions to which the parties have agreed in order to facilitate the licensing of software, other products and/or the provision of services. Additional product or service-specific terms and conditions are set forth in one or more **"Attachments"**. All references to the **"Master Agreement"** shall mean this document, exclusive of Attachments and Order Forms. All references to the **"Agreement"** shall include this Master Agreement, the Order Form and all Attachments, and Order Forms executed by the parties. The parties may execute, from time to time, additional Attachments, Order Forms or other exhibits under the terms of this Master Agreement.

2.2. Incorporation of Order Forms. **"Order Form"** means the document(s), regardless of actual name, executed by the parties which incorporates by reference the terms of this Master Agreement and applicable Attachments, and describes order-specific information, such as description of products or services ordered, Licence Metrics, fees, and milestones. At any time after execution of the initial Order Form, You may purchase additional products or services or otherwise expand the scope of existing licences, upon Our receipt and acceptance of a new Order Form specifying the foregoing.

2.3. Incorporation of EULAs. Pursuant to clause 11.17, Your use of any Third Party Products that You procure from Us hereunder may be subject to, and You shall comply with, the Agreement and any applicable Third Party EULAs, if any.

3. FINANCIAL TERMS.

3.1. Fees and Payment Terms. Fees and payment terms are specified in the applicable Order Form. Unless expressly provided otherwise, the prices in the Agreement do not include value added tax or any similar taxes, levies or duties. Prices do not include reasonable travel and accommodation expenses we incur in connection with Services we perform at Your site, which shall be charged to You at actual cost. We may increase the fees for Services at any time upon 30 days written notice. Unless otherwise specified in the Order Form, payment of all undisputed fees is due 30 days after the invoice date. Any bona fide disputed fees shall be resolved in accordance with the provisions of clause 10 hereof. We reserve the right to charge interest on undisputed past due amounts under the Late Payment of Commercial Debts (Interest) Act 1998. In the event of Your payment default, We will be entitled to suspend any or all Services upon 10 days written notice to You and/or to modify the payment terms, and to request full payment before any additional performance is rendered by Us. Notwithstanding Our rights in this clause 3 or clause 9 of this Master Agreement, **(a)** We shall be entitled to collect all past and current amounts due and owing, and to accelerate all future amounts to be due, such that all remaining periodic payments for the then-current term of the applicable Order Form are immediately due and owing, and **(b)** You shall be responsible to pay any collection expenses (including reasonable legal fees) incurred by Us. Unless expressly provided otherwise, fees paid or payable for Software or Services other than Professional Services are not contingent under any circumstances upon the performance of any Professional Services or any services by any third party. Payment of fees is under no circumstances subject or conditioned by the delivery of future products or functionality. You are not entitled to any set off, counter claim, deduction or withholding (other than any deduction or withholding of tax as required by law).

3.2. Licence Metrics. All fees are based on the Licence Metrics purchased. Additional Licence Metrics and associated Support must be purchased and shall be invoiced to You in the event actual use exceeds the licensed quantity, at Our then-current fees. For the avoidance of doubt, We will bill You based on

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and You will be deemed to have purchased the higher of (i) the Licence Metrics set forth in the Order Form or (ii) actual usage (**"Purchased Quantity"**), regardless of submission or not of an Order Form. You may not decrease the Purchased Quantity during the Initial Term or any Renewal Term and there shall be no fee adjustments or refunds for any decreases in usage.

3.3. Payment Agents. Where We agree with You for payment of the fees (or any portion thereof) to be made by a third party including but not limited to finance providers (the **"Payment Agent"**), You will provide Us with sufficient, clear details of the Payment Agent, so as to facilitate appropriate invoicing. This will include the amount(s) to be paid (the **"Financed Charges"**), the Payment Agent's legal name and company number, the billing address, and relevant contact(s). Subject to receipt of all required information in a timely fashion, We will invoice the Payment Agent for the Financed Charges, and the Payment Agent will pay Us on Your behalf. Any amounts due under the Agreement which are not part of the Financed Charges will be billed directly to You. In the event of non-payment by the Payment Agent, We shall invoice You for the full amount. For the avoidance of doubt, Our acceptance of payment from the Payment Agent does not grant the Payment Agent any rights under the Agreement.

4. CONFIDENTIALITY.

4.1. Defined. By virtue of the Agreement, the parties may be exposed to or be provided with certain confidential and proprietary information of the other party or third parties, including but not limited to information designated as confidential in writing or information which ought to be in good faith considered confidential and proprietary to the disclosing party (**"Confidential Information"**). Confidential Information of Ours and/or Our licensors includes but is not limited to the terms and conditions (but not the existence) of the Agreement, including without limitation all Order Forms, all trade secrets, software, source code, database, licence keys, information about the Software or Services, object code, specifications, documentation, business plans, customer lists and customer-related information, financial information, proposals, budgets as well as results of testing and benchmarking of the Licensed Materials, product roadmap, data and other information of Ours and Our licensors relating to or embodied therein.

4.2. Non-Disclosure. Each party will protect the other party's Confidential Information from unauthorised dissemination and use the same degree of care that each such party uses to protect its own confidential information, but in no event less than a reasonable amount of care. Neither party will use Confidential Information of the other party for purposes other than those necessary to directly further the purposes of the Agreement. Neither party will disclose to third parties Confidential Information without prior written consent of the other party. Information shall not be considered Confidential Information to the extent, but only to the extent, that the receiving party can establish that such information **(i)** is or becomes generally known or available to the public through no fault of the receiving party; **(ii)** was lawfully in the receiving party's possession before receipt from the disclosing party without a duty of confidentiality; **(iii)** is lawfully obtained from a third party who has the right to make such disclosure on a non-confidential basis; or **(iv)** has been independently developed by one party without reference to any Confidential Information of the other. We or Our affiliates (which for the avoidance of doubt includes Our Group) may use and distribute, for any lawful purposes outside of the Agreement, Customer Data and any other data that You provide to Us, provided always that such data is aggregated anonymous, and de-identified. We and Our licensors or suppliers may monitor the usage, performance and operation of the Licensed Materials using electronic, remote and other means to access Your systems and without notice to You.

4.3. Required Disclosure. The receiving party may disclose Confidential Information of the disclosing party if it is required by law to do so, provided the receiving party gives the disclosing party prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at the disclosing party's cost, if the disclosing party wishes to contest the disclosure.

5. DATA PROTECTION.

5.1 Controller and Processor. Each party shall comply with the Data Protection Legislation. The parties acknowledge that, for the purposes of the

Agreement and to the extent that We are required to process Personal Data supplied by or on behalf of You ("**Your Personal Data**"), You shall be the Controller and We shall be the Processor. You will ensure that You are entitled to transfer Your Personal Data to Us so that We (or any member of Our Group involved in the provision of Services to You as a Sub-processor) may lawfully use, process and transfer Your Personal Data in accordance with the Agreement on Your behalf. You will ensure that relevant third parties have been informed of, and given their consent to such use, processing and transfer as required by all Data Protection Legislation. We will ensure that We only process Your Personal Data in accordance with the terms of the Agreement and any lawful instructions given by You from time to time unless We are required to do otherwise by Applicable Law.

5.2 Security Measures. Each party shall put in place appropriate Security Measures against unauthorised or unlawful processing of Your Personal Data or its accidental loss, destruction or damage save that nothing shall oblige Us to provide any back-up or security services (otherwise than as agreed in writing as part of the Services) or put in place measures which are any more robust or onerous than those which We implement in respect of our own Personal Data. You confirm that our Security Measures are appropriate to protect against an event of Personal Data loss taking into account (i) the nature of the Personal Data to be protected (ii) the harm that might result from a loss of such Personal Data (iii) the state of technology available; and (iv) the cost of implementing any additional measures to the standard Security Measures. You acknowledge that We as the Processor may not be in a position to assess what Security Measures are appropriate to Your Personal Data (since the Personal Data is collected and processed for the purposes of the Controller's and not the Processor's business). You as the Controller may select chargeable services for additional security measures which exceed the standard Security Measures provided by Us as the Processor.

5.3 Sub-processors. We may use Sub-processors within our Group and within the United Kingdom to assist us to provide certain Services to You. Where this occurs we will ensure that they comply in full with the terms of the Agreement and We are liable for any non-compliance by any Sub-processor in relation to the obligations under the Agreement and/or the Data Protection Legislation. Before allowing any Sub-processor outside Our Group to process any Personal Data related to this Agreement, We will give You (i) at least 30 calendar days' notice in writing of the intended Sub-processor and processing; (ii) confirmation that there is a written agreement in place with the Sub-processor which give effect to the terms set out in this clause 5 such that they apply to the Sub-processor; (iii) such information regarding the Sub-processor as You may reasonably require. You may at any time revert to us and request changes that you consider appropriate. We are liable for any non-compliance by any Sub-processor in relation to their obligations under the Data Protection Legislation.

5.4 Transfer outside UK or EEA. We will not transfer Personal Data outside of the EEA unless Your prior written consent has been obtained and the relevant conditions in the Data Protection Legislation are fulfilled.

You acknowledge that (i) it is technically possible for hosted systems to be accessed by You from outside the UK or EEA (ii) You are responsible for obtaining any necessary consent from Data Subjects in relation to any access by You or licensed third parties to such hosted systems from outside the UK or EEA; and (iii) You are liable for any complaints or claims by Data Subjects or third parties resulting from such access.

We currently provide software development and support services from outside the EEA through part of Our Group, Advanced Business & Healthcare Solutions India Private Ltd, which conforms to all necessary requirements and appropriate safeguards under Applicable Law (including UK GDPR Recital 108). No physical transfer of Personal Data takes place during the provision of such development or support services. Controlled remote access is granted to the staff in India only for the limited purposes of software development and support services. Personal Data will be anonymised wherever reasonably practicable to do so in the timeframes available. Compliance with Applicable Law can be provided in writing You on request in this regard.

5.5 Personnel. We will take reasonable steps to ensure the reliability and

integrity of any of Our personnel who have access to Your Personal Data and ensure that they are informed of the confidential nature of Your Personal Data and do not publish, disclose or divulge any of Your Personal Data to any third party unless directed in writing to do so by You or as otherwise permitted by the Agreement.

5.6 Records and Audit. We will maintain complete and accurate records and information to demonstrate Our compliance with Recital 82 of UK GDPR. We shall allow for audits of Our Data Processing activity by You or Your designated auditor no more than once per annum.

5.7 Notification and Assistance. We will notify You immediately if We: (a) receive a Data Subject Access Request (as defined in the Data Protection Legislation); (b) receive a request to rectify, block or erase any of Your Personal Data; (c) receive any other request, complaint or communication relating to either party's obligations under the Data Protection Legislation; (d) receive any communication from any regulatory authority in connection with Personal Data processed under the Agreement; (e) receive a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Applicable Law; or (f) become aware of any loss of Personal Data.

Taking into account the nature of the processing, We will provide You with full assistance in relation to either party's obligations under the Data Protection Legislation and any complaint, communication or request made under clause 5.7 (and insofar as possible within the timescales reasonably required by You) by promptly providing: full details and copies of the complaint, communication or request assistance as requested by You following any event causing a loss of Personal Data and assistance as requested by You with respect to any request from the Information Commissioners Office in the applicable jurisdiction from time to time.

5.8 Deletion. At Your written direction, We will either delete or return Personal Data (and any copies of it) to You on termination or expiry of this Agreement, within 30 days of receipt of a request to do so, unless We are required by Applicable Law to retain the Personal Data. In the absence of any instruction from You it is agreed that the data will be retained for a period of up to 90 days' and deleted in accordance with the law; without notice.

5.9 General. You acknowledge that We are reliant on You for direction as to the extent to which We are entitled to use and process Your Personal Data. Consequently, We will not be liable for any loss or damage You may suffer in connection with any claim arising from any action or omission by Us, to the extent that such action or omission resulted directly from Your instructions.

6 LIMITED RIGHTS AND OWNERSHIP

6.1 Reservation of Rights. All rights not expressly granted in the Agreement are reserved by Us and Our licensors. You acknowledge that: (i) all Licensed Materials are licensed and not sold; (ii) You acquire only the right to use the Licensed Materials and We and Our licensors shall retain sole and exclusive ownership of and all rights, title, and interest in the Licensed Materials, including without limitation (whether developed by Us, You or a third party) (a) Intellectual Property embodied or associated with the Licensed Materials, (b) Bespoke Modifications, deliverables and work product associated with the Licensed Materials, and (c) all copies and derivative works thereof; and (iii) the Licensed Materials, including the source and object codes, logic and structure, constitute valuable trade secrets of Ours and Our licensors. You agree to secure and protect the Licensed Materials consistent with the maintenance of Our and Our licensors' rights therein, as set forth in this Master Agreement. You agree to execute such further instruments, and take such further actions as We may reasonably request, at Our expense, to apply for, register, perfect, confirm, and protect Our rights.

6.2 Restrictions. You shall not Yourself, or through any affiliate, employee, consultant, contractor, agent or other third party: (i) sell, resell, distribute, host, lease, rent, license or sublicense, in whole or in part, the Licensed Materials; (ii) decipher, decompile, disassemble, reverse assemble, modify, translate, reverse engineer or otherwise attempt to derive source code, algorithms, tags, specifications, architecture, structure or other elements of the Licensed Materials in whole or in part, for competitive purposes or otherwise,

except as and only to the extent expressly permitted by law; (iii) allow access to, provide, divulge or make available the Licensed Materials to any user other than those who have licences to access and all such users must be Your employees or individual contractors; (iv) allow use of the Licensed Materials by others such as Your affiliates or outsourcers without Our prior written consent; (v) write or develop any derivative works based upon the Licensed Materials; (vi) modify, adapt, translate or otherwise make any changes to the Licensed Materials or any part thereof; (vii) use the Licensed Materials to provide processing services to third parties, or otherwise use the same on a 'service bureau' basis; (viii) disclose or publish, without Our prior written consent, performance or capacity statistics or the results of any benchmark test performed on the Licensed Materials; (ix) otherwise use or copy the Licensed Materials except as expressly permitted herein; (x) remove from any Licensed Materials identification, patent, copyright, trademark or other notices or circumvent or disable any security devices functionality or features; or (xi) except as expressly permitted by the Agreement, use the Licensed Materials for hosting purposes.

6.3 Licence Grant by You. You grant to Us a non-exclusive, royalty free licence to use equipment, software, Customer Data or Your other materials solely for the purpose of performing Our obligations under the Agreement.

6.4 Enforcement. You shall (i) ensure that all users of Licensed Materials comply with the terms and conditions of the Agreement, (ii) promptly notify Us of any actual or suspected violation thereof and (iii) cooperate with Us with respect to investigation and enforcement of the Agreement. Any breach of the Agreement by a user or users of the Licensed Materials shall be deemed to be a breach by You.

6.5 No Copying. Unless otherwise specified in an Attachment except as expressly but only to the extent permitted by law, You may not copy or reproduce the Licensed Materials in any manner. We and Our licensors' proprietary notices, including without limitation patents, copyrights and trademarks notices, as well as disclaimer notices must be reproduced on any such authorised copies.

7 INDEMNIFICATION.

7.1 Your Indemnification. We will defend or settle, at Our option and expense, any action, suit or proceeding brought against You that Our Software infringes a third party's patent or copyright, in the United Kingdom, Channel Islands, Isle of Man and all territories in the EU ("**Claim**"). We will indemnify You against all damages and costs finally awarded or those costs and damages agreed to in a monetary settlement of such action, which are attributable exclusively to such Claim, provided that You: (i) promptly give Us written notice of the Claim; (ii) give Us sole control of the defence and settlement of the Claim; (iii) provide Us, at Our expense, with all available information and assistance relating to the Claim and cooperate with Us and Our counsel; (iv) do not compromise or settle such Claim; and (v) are not in material breach of any agreement with Us. We have no obligation to the extent any Claim results from: (a) You or Your users having modified Our Software, procured a modification from an unauthorised source, or used a release other than a current unaltered release of Our Software, if such an infringement would have been avoided by the use of a current unaltered release of Our Software, (b) Third Party Products unless such products have been supplied directly by Us (in which case the indemnity (if any) offered within the provisions of the relevant Third Party EULA shall apply), or (c) the combination, operation or use of Our Software with software or data not provided by Us. If it is adjudicated that an infringement of Our Software by itself and used in accordance with the Agreement infringes any copyright, or patent in the United Kingdom, Channel Islands, Isle of Man and all territories in the EU, We shall, at Our option: (I) procure for You the right to continue using Our Software; or (II) replace or modify the same so it becomes non-infringing or (iii) either party shall be entitled to terminate the Agreement or the applicable Order Form upon written notice to the other party. THIS CLAUSE 7 STATES OUR ENTIRE OBLIGATION TO YOU AND YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY CLAIM OF INFRINGEMENT.

7.2 Our Indemnification. You shall defend Us against any claim, demand, suit, or proceeding made or brought against Us and Our affiliates (which for the avoidance of doubt includes Our Group), Our employees, consultants, contractors and other suppliers (collectively, "**Indemnified Party**") (A) by You

users or (B) by a third party arising out of or related to (i) the Customer Data, (ii) Your or Your users' use of the Licensed Materials in violation of the Agreement, or infringing or misappropriating the rights of a third party or violating applicable law, (iii) Your or Your users' use of Third Party Product in violation of the relevant EULA (whether procured via Us or not), or infringing or misappropriating the rights of a third party or violating applicable law, (iv) Your or Your users use or misuse of the Licensed Materials or Your or Your users use or misuse of the Customer Data (including, without limitation, accessing, providing access, using or distributing the Customer Data), (v) information transmitted by You or Your users using any of the Services; or (vi) breach by You or Your users of applicable laws including without limitation any privacy or security rules, and shall indemnify each Indemnified Party for any damages finally awarded against, and for reasonable legal fees incurred by, the Indemnified Party in connection with any such claim that are specifically attributable to such claim, or those costs and damages agreed to in a monetary settlement of such action; provided that the Indemnified Party (a) promptly gives You written notice of the claim, (b) gives You sole control of the defence and settlement of the claim (provided that You may not settle or defend any Claim unless it unconditionally releases the Indemnified Party of all liability), and (c) provides You all reasonable assistance, at Your cost.

8 DISCLAIMERS AND LIMITATION OF LIABILITY.

8.1 THE WARRANTIES, IF ANY, SET FORTH IN THE ATTACHMENTS ARE IN LIEU OF, AND WE, OUR LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM TO THE MAXIMUM EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING, WITHOUT LIMITATION, (i) ANY WARRANTY THAT LICENSED MATERIALS OR SERVICES ARE ERROR-FREE, SECURE, ACCURATE OR RELIABLE OR WILL OPERATE WITHOUT INTERRUPTION OR THAT ALL ERRORS WILL BE CORRECTED OR WILL COMPLY WITH ANY LAW, RULE OR REGULATION (ii) ANY AND ALL IMPLIED WARRANTIES OF QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT AND (iii) ANY AND ALL IMPLIED WARRANTIES ARISING FROM STATUTE, COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE. NO ADVICE, STATEMENT OR INFORMATION GIVEN BY US, OUR AFFILIATES, OUR GROUP, CONTRACTORS OR EMPLOYEES SHALL CREATE OR CHANGE ANY WARRANTY PROVIDED HEREIN. YOU ACKNOWLEDGE THAT THE LICENSED MATERIALS HAVE NOT BEEN PREPARED TO MEET YOUR INDIVIDUAL REQUIREMENTS AND THAT IT IS THEREFORE YOUR RESPONSIBILITY TO ENSURE THAT THE FACILITIES AND FUNCTIONS DESCRIBED IN THE DOCUMENTATION MEET YOUR REQUIREMENTS. YOU ASSUME ALL RESPONSIBILITY FOR THE SELECTION OF THE SOFTWARE, OTHER PRODUCTS AND SERVICES PROVIDED HEREUNDER TO ACHIEVE YOUR INTENDED RESULTS. .

8.2 You assume sole responsibility and liability for any users' compliance with the terms and conditions of the Agreement. We shall have no liability for any claims, losses or damages arising out of or in connection with Your or any of Your users' use of the Licensed Materials, any third-party products, services, software or web sites that are accessed via links from within the Services.

8.3 Nothing in the Agreement shall in any way exclude or limit Our liability for death or personal injury caused by negligence, or liability for fraudulent misrepresentation, or for any other liability which by law it is not possible to exclude or limit.

8.4 Our liability for the loss or damage to tangible property whether or not the same are under warranty shall be limited in accordance with clause 8.5 below.

8.5 SUBJECT TO CLAUSES 8.1, 8.2, 8.3 and 8.6 OUR TOTAL LIABILITY FOR DIRECT LOSSES IN CONTRACT, TORT, MISREPRESENTATION, BREACH OF STATUTORY DUTY OR OTHERWISE IN CONNECTION WITH THE AGREEMENT OR THE PROVISION OF THE LICENSED MATERIALS, SUPPORT, HARDWARE AND/OR ANY SERVICES FOR ANY AND ALL EVENTS AND/OR CLAIMS ARISING IN ANY YEAR SHALL BE LIMITED TO THE TOTAL CHARGES AND RESULTING SUMS PAID (EXCLUDING VAT AND EXPENSES) BY YOU TO US IN THAT YEAR; FOR THE PURPOSES OF THIS CLAUSE, "**YEAR**" SHALL MEAN A PERIOD OF 12 MONTHS (OR

SHORTER PERIOD IN THE PERIOD IMMEDIATELY PRIOR TO TERMINATION OF THE AGREEMENT) COMMENCING ON THE EFFECTIVE DATE OF THIS MASTER AGREEMENT OR ANY ANNIVERSARY OF SUCH EFFECTIVE DATE.

8.6 IN NO EVENT WILL WE BE LIABLE TO YOU IN CONTRACT, TORT, MISREPRESENTATION OR OTHERWISE, FOR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE, COSTS, EXPENSES OR OTHER CLAIMS FOR CONSEQUENTIAL COMPENSATION WHATSOEVER, NOR FOR ANY DIRECT OR INDIRECT LOSS OF PROFIT, LOSS OF ANTICIPATED PROFITS, LOSS OF REVENUE, LOSS OF ANTICIPATED REVENUE, LOSS OF SAVINGS OR ANTICIPATED SAVINGS, LOSS OF BUSINESS OPPORTUNITY, INCREASES IN COST OF WORKING WHETHER ANTICIPATED OR NOT, LOSS OR CORRUPTION OF DATA, LOSS OF USE OR LOSS OF OPERATING TIME AND ANY COSTS AND EXPENSES ASSOCIATED THEREWITH, LOSS OR DAMAGE TO SOFTWARE OR DATA WHICH IT CONTAINS DURING REPAIR OR UPGRADE WHETHER OR NOT THE SAME ARE UNDER WARRANTY, THE COST OF PURCHASING ELSEWHERE, DEPLETION OF GOODWILL OR REPUTATION OR OTHERWISE WHICH ARISE OUT OF OR IN CONNECTION WITH THE AGREEMENT AND WHETHER OR NOT FORESEEABLE OR MADE KNOWN TO US.

8.7 If You supply any hardware or equipment or Third Party Product and such items impair Your system, cause it to fail, not to operate or not to operate properly in conjunction with Your system, We have no liability hereunder for any such impairment, failure, non-operation or improper operation.

8.8 We will use reasonable endeavours to ensure that the Services are supplied promptly in accordance with any dates as agreed by the parties having regard to the availability of personnel but any delivery dates or times quoted for delivery, commencement or completion of any part of the Services or deliverables will be estimates only and time will not be of the essence.

8.9 THE PARTIES HAVE CONSIDERED THE EXCLUSIONS AND LIMITATIONS OF LIABILITY IN THE AGREEMENT IN THE CONTEXT OF ALL THE CIRCUMSTANCES OF THE TRANSACTION TO WHICH THE AGREEMENT RELATES (INCLUDING THE PARTIES' RESPECTIVE INSURANCE COVER) AND ALL THE FACTORS REFERRED TO IN SCHEDULE 2 OF THE UNFAIR CONTRACTS TERMS ACT 1977. THE PARTIES CONSIDER THAT SUCH EXCLUSIONS AND LIMITATIONS OF LIABILITY ARE FAIR AND REASONABLE AND THAT, BUT FOR SUCH EXCLUSIONS AND LIMITATIONS, THE PARTIES WOULD NOT HAVE ENTERED INTO THE AGREEMENT. FOR THE PURPOSES OF THE UNFAIR CONTRACTS TERMS ACT 1977 EACH PARTY ACKNOWLEDGES AND AGREES THAT EVERY PROVISION OF THE AGREEMENT HAS BEEN THE SUBJECT OF NEGOTIATIONS BETWEEN THE PARTIES, EVEN IF THE WORDS USED IN ANY PROVISION OF THE AGREEMENT HAVE BEEN USED BY A PARTY IN OTHER CONTRACTUAL ARRANGEMENTS AND/OR IN STANDARD FORM CONTRACT DOCUMENTATION USED BY THAT PARTY.

9 TERM AND TERMINATION.

9.1 Term. The term of this Master Agreement shall commence on the Effective Date and shall continue in full force and effect until the expiration or termination of all Attachments and Order Forms, unless otherwise terminated earlier as provided hereunder.

9.2 Termination. Either party may terminate the Agreement including all Attachments and Order Forms executed thereunder immediately upon written notice: (i) in the event that the other party commits a non-remediable material breach of the Agreement, or if the other party fails to remedy any remediable material breach or provide a written plan of remedy acceptable to the non-breaching party within 30 days of being notified in writing of such breach, except for breach of clause 3 which shall have a ten (10) day remedy period; or (ii) if the other party becomes the subject of a voluntary arrangement under section 1 of the Insolvency Act 1986, or is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, or notice has been received of a pending appointment of or the appointment of a receiver, manager, administrator or administrative receiver over all or any part of its undertaking,

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assets or income, intends to pass or has passed a resolution for its winding-up, or has a petition presented to any court for its winding-up or for an administration order, or has ceased or threatened to cease to trade. Where a party has rights to terminate the Agreement, the non-breaching party may at its discretion either terminate the entire Agreement or the applicable Attachment or Order Form, provided however that termination of an Attachment shall automatically terminate all Order Forms executed under such Attachment. Attachments and Order Forms that are not terminated shall continue in full force and effect under the terms of this Master Agreement.

9.3 Following termination of the Agreement or an Attachment (for whatever reason), You shall certify that You have returned or destroyed all copies of the applicable Licensed Materials, and Confidential Information of Ours and acknowledge that Your rights to use the same are relinquished. Termination for any reason shall not excuse Your obligation to pay in full any and all amounts due, nor shall termination by Us result in a refund of fees paid. If We terminate the Agreement for Your non-payment or Your other material breach, You agree to pay to Us the remaining value of the then-current initial or renewal term (that You acknowledge as liquidated damages reflecting a reasonable measure of actual damages and not a penalty) equal to the aggregate recurring fees (as set forth in the Order Form) that will become due during the cancelled portion of such Initial or renewal term.

10 DISPUTE RESOLUTION

10.1 If a complaint or dispute (a "Dispute") arises in connection with the Agreement, then, without prejudice to either party's other rights and remedies, the parties shall first attempt to resolve or settle the Dispute through good faith negotiations between appointed representatives, and if necessary, Disputes that cannot be resolved or settled in the first instance shall be escalated to senior personnel within each party.

10.2 Disputes may be resolved or settled through mediation in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure provided both parties agree to such mediation and the terms applicable to the conduct of such mediation.

10.3 Nothing in this clause 10 shall prevent either party from exercising any rights and remedies that may be available in respect of any breach of the provisions of the Agreement or commencing any court proceedings or arbitration in relation to any Dispute (including making an application for injunctive relief).

11 GENERAL PROVISIONS.

11.1 Suspension. We will be entitled to suspend any or all Services upon 10 days written notice to You in the event You are in material breach of the Agreement.

11.2 Force Majeure. No party shall be liable to the other for any delay or non-performance of its obligations under the Agreement arising from any cause beyond its control, including without limitation strike, lock-out, labour dispute, act of God, war, riot, civil commotion, malicious damage (including virus/hacking attacks or other intentional malicious acts of third parties), compliance with a law or governmental order, rule, regulation or direction, accident, epidemic/pandemic, fire, flood, storm, third party interference, actions or omissions of telecommunication providers (and/or the delay and/or failure of any supplier, sub-contractor and/or carrier arising from any cause beyond their control or caused by any of the above). For the avoidance of doubt, nothing in this clause shall excuse You from any payment obligations under the Agreement. If any such event continues for more than ninety (90) days and provided substantial performance is still impeded either party may terminate the Agreement forthwith by prior written notice without prejudice to the accrued rights of either party.

11.3 Assignment. We may assign, sub-contract or otherwise transfer any of Our rights or obligations under the Agreement without Your consent. You may only assign, sub-contract or otherwise transfer any of Your rights or obligations with Our prior written consent.

11.4 Export. Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Licensed Materials and Hardware (including any integrated software and operating system(s)). You agree that such export laws govern your use of the Licensed Materials (including technical data) and Hardware (including any integrated software and operating system(s)), and you agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). You agree that no data, information, program, Hardware (including any integrated software and operating system(s)) and/or materials resulting from Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical or biological weapons proliferation, or development of missile technology.

11.5 Non-solicitation. During the term of this Master Agreement and for a period of one year following its termination, neither party will solicit for employment or engagement, directly nor through other parties, without the other party's written permission, any individual employed or engaged by the other party. It is agreed however that the solicitation, engagement or hiring of individuals responding to general public marketing and recruiting advertisements and events shall not be a violation of this provision; only active, targeted solicitation is prohibited.

11.6 Compliance. During the term of this Master Agreement and for a period of one year following its termination or expiration, You shall maintain and make available to Us records sufficient to permit Us or an independent auditor retained by Us to verify, upon ten (10) days' written notice, Your full compliance with the terms and requirements of the Agreement. You shall (A) provide any assistance reasonably requested by Us or Our designee in conducting any such audit, including installing and operating audit software, (B) make requested personnel, records, and information available to Us or Our designee, and (C) in all cases, provide such assistance, personnel, records, systems access and information in an expeditious manner to facilitate the timely completion of such compliance verification. Audits shall be performed during regular business hours. If the audit reveals any noncompliance, You shall reimburse Us for the reasonable costs and expenses of such verification process (including, but not limited to the fees of an independent auditor) incurred by Us, and You shall promptly remedy any such noncompliance, including without limitation through the payment of any and all fees owed to Us during the period of noncompliance; provided, however, that the obligations under this subclause do not constitute a waiver of Our termination rights. Additionally, We may at any time, without notice, during the term of this Master Agreement access Your system to assess compliance with the Agreement. You acknowledge that the Software and Services may include a licence manager component to track usage of the Software and/or Services and agree not to impede, disable or otherwise undermine such licence manager's operation.

11.7 Notices. Any notice required to be given pursuant to the Agreement shall unless otherwise stated in it, be in writing, sent to the other party marked for the attention of the person at the address specified on the Order Form (or to such other address as either party may from time to time notify to the other in writing in accordance with this clause). For the purpose of notices to be given by Us in writing, the expression "writing" or "written" shall be deemed to include email communications. A correctly addressed notice sent by first-class post shall be deemed to have been delivered 72 hours after posting, and correctly addressed emails shall be deemed to have been delivered 24 hours after sending.

11.8 Relationship. The Agreement is not intended to create a partnership, franchise, joint venture, agency, or a fiduciary or employment relationship. Neither party may bind the other party or act in a manner which expresses or implies a relationship other than that of independent contractor.

11.9 Invalidity. If any provision of the Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

11.10 Survival. The termination of the Agreement in accordance with clause 9 or its expiry shall not prejudice or affect any rights or liabilities which accrued or thereafter shall accrue to either party, any rights or remedies a party may be

entitled to hereunder or at law nor the coming into or continuance in force of any provision hereof which is expressly or by implication intended to come into or continue in force on after such termination. Clause 11.19 shall survive termination.

11.11 No Waiver. No forbearance or delay by either party in enforcing its rights shall prejudice or restrict the rights of that party and no waiver of any such rights or of any breach of any contractual terms shall be deemed to be a waiver of any other right or of any later breach.

11.12 Entire Agreement. The Agreement constitutes the parties' entire agreement relating to its subject matter. Each party acknowledges that in entering into the Agreement, it has not relied on any representation, undertaking, promise or statement whether oral or in writing which is not expressly set out in the Agreement. The Agreement cancels and supersedes all prior or contemporaneous oral or written communications, agreements, requests for proposals, proposals, conditions, representations, and warranties, or other communication between the parties relating to its subject matter as well as any prior contractual agreements between the parties.

11.13 Variation. No modification to the Agreement will be binding unless in writing and includes a signature by an authorised representative of each party. All pre-printed or standard terms of any of Your purchase order or other business processing document shall have no effect.

11.14 Third Party Rights. The Contracts (Rights of Third Parties) Act 1999 is excluded, by the agreement of the parties to the Agreement, from applying to the Agreement to the maximum extent permitted by law. No term of the Agreement is enforceable by any person who is not a party to it, whether in accordance with such Act or otherwise. This clause shall prevail in the event of any conflict between it and anything else in the Agreement. Notwithstanding the above, the parties acknowledge that all rights and benefits afforded to Us under the Agreement shall apply equally to the owner of the Third Party Product with respect to the Third Party Product You procure from Us, and such third party is an intended third party beneficiary of the Agreement, with respect to the Third Party Product as applicable.

11.15 Counterparts. The Agreement may be executed in any number of counterparts and by the different parties on separate counterparts, each of which, when executed and delivered, shall be an original and all the counterparts together shall constitute one and the same instrument which shall only be deemed executed when counterparts executed by both parties are delivered.

11.16 Governing Law and Jurisdiction. The Agreement shall be construed in accordance with and governed by the law of England and Wales and each party agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

11.17 Order of Precedence. To the extent any terms and conditions of this Master Agreement conflict with the terms and conditions of any Attachment, the provisions of the Attachment shall control unless the Attachment expressly states the intent for this Master Agreement to supersede a specific portion of the Attachment. To the extent any provision of this Master Agreement or Attachment conflict with the provisions of a Third Party EULA, the Third Party EULA will take precedence but only in respect of the relevant Third Party Product. In the event of a conflict between an Order Form and the Agreement, the Order Form shall prevail. The terms of Your purchase order or any other business processing document (if any) shall be superseded and excluded by the terms and conditions of the Agreement and therefore have no effect.

11.18 Anti-Bribery. Each party shall, and shall procure that its officers and employees shall;

11.18.1 comply with all applicable Anti-Bribery Laws;

11.18.2 not offer, promise, give, request, agree to receive, receive or accept a bribe or financial or other advantage or commit any corrupt act; and

11.18.3 have and shall maintain in place throughout the term of the Agreement its own policies and procedures, including adequate procedures

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under the Bribery Act, to ensure compliance with the Anti-Bribery Laws and will enforce them where appropriate.

11.19 Publicity. Notwithstanding clause 4 of this Master Agreement You hereby grant Us a non-exclusive, revocable, right to use Your trademark(s) for the purposes outlined in this clause 11.19, and You agree that We may publish Your company name, Your company logo, make announcement(s) that You are a customer of Ours, and/or make references to Your contract with Us both on Our website and elsewhere in the press/media.

You may withdraw Your consent for this usage at any time by emailing branding.consent@oneadvanced.com (or by post, sending a letter to Our address as shown on the Order Form, clearly addressed to the Marketing Department) with the title "Withdrawn branding consent". You must also clearly

state in the body of Your message a) Your company name as it appears on the Order Form, and b) that You are withdrawing branding consent from Us. On receipt of this message We will use reasonable endeavours to remove Your information and branding from Our website, and We agree not to add Your information into any new material from that date; however You accept that We cannot remove Your information from existing tangible materials or areas where it has been published prior to branding consent being withdrawn (i.e. press releases already published to or issued on a third party website).

Should we wish to quote You, use Your information in a case study, and/or use Your information in any other way not expressly detailed herein for Our promotional/publicity purposes You agree that We may do so, subject to Your prior written consent which may not be unreasonably withheld.

END OF MASTER AGREEMENT

SOFTWARE LICENCE AND SUPPORT ATTACHMENT TO MASTER AGREEMENT

This Attachment is entered into between the entity from Our Group listed on the Order Form ("**We/Us**") and the customer identified in the signature block in the Order Form ("**You/Your**"). The provisions of the Master Agreement between the parties are hereby fully incorporated herein by reference. The Effective Date of this Attachment shall be the Effective Date in the Order Form. The parties agree to the following:

1. DEFINITIONS. Capitalised terms that are not otherwise defined in this Attachment shall have the meaning ascribed to them in the Master Agreement.

"Additional Items" means additional modules, Licence Metrics provided after the initial purchase of Software.

"Certified Operating Environment" or **"COE"** means hardware, operating system, middleware, database products and other software on which We or Our licensors, as applicable, indicate a Software will operate.

"Delivery Date" means (i) for Software that is loaded on Hardware, delivery is when any medium containing substantially all of the Software is provided at the Location and a licence key, if applicable, has been provided by Us; (ii) for physical delivery of Software without Hardware, delivery is the date on which the Software, as contained in a physical media format, is delivered to the common carrier for shipment to You; (iii) for Software electronic delivery, the date on which the Software and licence keys are made available to You.

"Equipment" means hardware on which the Software is installed or Your server for the computer configuration situated at the Location. The Equipment may not include a virtual server environment unless noted on the Order Form.

"Error" means a material failure of a Software to conform to its functional specifications described in the Documentation that is reported by You to and replicable by Us.

"Interface" means a Software module that facilitates the movement of data between a Software interface and a third party system interface.

"Installation Date" means the on the day We notify You in writing that We have completed the installation of the initial Software.

"Licensed Companies" means the company or companies named on the Order Form, each of which is a subsidiary (as such term is defined in s1159 Companies Act 2006) of Yours unless otherwise agreed in writing.

"Support Contacts" means the person(s) authorised by You and registered by You with Us to communicate with Us to request and receive the Support Services. The maximum number of Support Contact(s) is one, unless otherwise agreed in writing with Us. Additional fees apply if You require additional Support Contacts.

2. DELIVERY, INSTALLATION AND ACCEPTANCE.

2.1. Software Delivery. We will deliver to You, after execution and receipt by Us of the applicable Order Form, access to a machine-readable copy of the Software listed in the Order Form, or the relevant licence keys as applicable. We reserve the right to make partial deliveries and to make the Software and Documentation available in electronic format. If You require physical delivery, shipment of Software is F.O.B. Origin and includes one production copy. Delivery dates are good faith estimates.

2.2. Installation. Professional Services from Us are required for installation and deployment of the Software, which You are responsible for procuring from Us. Such Services are subject to the terms of the Professional Services Attachment.

2.3. Acceptance. Acceptance of the Software shall be deemed to take place on the Installation Date, save for any Third Party Product that You procure from Us, acceptance of which shall be deemed to take place on the Delivery Date.

3. LIMITED LICENCE

3.1. Licence Grant. Subject to timely payment of the applicable fees and the terms and conditions of this Attachment and the Master Agreement, including without limitation the provisions of clause 6.2 of the Master Agreement and the Licence Metrics and other restrictions set forth in the Order Form, We grant to You and (if applicable and where noted in the Order Form, the Licensed

Companies), for the Support Term a personal, non-transferable, non-assignable, non-exclusive, indivisible, licence to run and use the Software listed on the Order Form solely on the COE, for Your own business operations as enabled by the licence keys (if applicable), and use the Documentation in connection with such use of the Software. You may use the Software only on the Equipment at the Location within the UK, the Republic of Ireland and/or the Channels Islands. Use on different equipment or at a different location, including those operated by an authorised third party outsourcing/hosting provider, requires Our prior written consent.

3.2. Licence Metrics. Use of the Software is expressly limited to the maximum number of Licence Metrics and the use rights and limitations as set forth in the Order Form. Additional Licence Metrics and associated Support Services must be purchased under an additional Order Form at the pricing and under the licensing model in effect at the time the additional licences and services are added, in the event actual use exceeds the licensed quantities. Support Services related to Additional Items shall be prorated so as to coincide with the remainder of the then-current Support Term.

3.3. Third Party Products.

3.3.1. Where We supply Third Party Products to You (as noted on the Order Form) or Our Software incorporates Third Party Products, You undertake that You shall use the Third Party Products solely in conjunction with Our Software and You shall have no broader use rights with respect to the Third Party Products than You have to Our Software. You acknowledge and accept that it may be necessary for Us to impose certain additional obligations on you in respect of such Third Party Products You procure from Us, therefore, wherever the Order Form details Third Party Products being supplied under the Agreement, You agree to observe the Third Party EULA in addition to the terms of this Attachment.

3.3.2. Where We do not supply any Third Party Product, and Third Party Product(s) is/are required for deployment of Our Software or otherwise are used in connection with Our Software (i.e. You source Third Party Product(s) elsewhere), it is Your responsibility to source and maintain such Third Party Product independently of Us. Further, You shall supply to Us and keep updated any details of the Third Party Product licences such as limits or restrictions, where such limits or restrictions will materially affect any Services provided by Us. In these circumstances, We accept no liability whatsoever in respect of the Third Party Product and You shall fully indemnify Us against all claims, demands, actions, costs, expenses (including but not limited to full legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement of any intellectual property right by Our use of Third Party Product in connection with the Agreement.

3.4. Licensed Companies. You may authorise use of the Software by a Licensed Company, provided (i) such Licensed Company agrees in writing to abide by the terms of the Agreement, and (ii) the combined use of the Software or Services hereunder by You and Licensed Companies shall in no event exceed the Licence Metrics authorised under the applicable Order Form. For the avoidance of doubt, use by a Licensed Company under this provision DOES NOT grant such company a licence to use the Software in their own right, but only by virtue of their relationship with You, Our licensee. On termination of the Agreement or an Order Form between You and Us, all rights granted to Licensed Companies shall also terminate. You hereby guarantee the performance of all terms and obligations of the Agreement by any such

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Licensed Company and agree to comply with any injunction arising out of any breach by a Licensed Company of the Agreement. Any breach of the Agreement by any Licensed Company shall be deemed to be a breach by You, and We will enforce the applicable terms and obligations of the Agreement against You in such circumstances.

3.5. Copies. You may make one copy of the Software solely for back-up and archival purposes. For the avoidance of doubt, back-up and archival purposes under this clause 3.5 do not include use of such copy for standby, failure, disaster recovery, load sharing, testing or similar deployment on a separate machine from the Equipment. You will need to procure additional Licence Metrics from Us to facilitate such activities.

4. SOFTWARE SUPPORT SERVICES

4.1. Scope. Subject to Your timely payment of applicable Support fees, We will provide the Software Support services in accordance with the Support Policies in the maintenance plan indicated in the Order Form during the Support Term. In the event the Support Policies indicate variable maintenance plans (e.g. bronze silver or gold) all licences in Your possession must be supported under the same maintenance plan. Support is provided for all Software; however in respect of Third Party Product(s) that You procure from Us, such service may be amended from time to time to reflect the level of service We receive from the relevant owners/licensors. Support for Bespoke Modifications is subject to payment of additional Support fees, as specified in the Order Form.

4.2. Updates. Subject to Your timely payment of applicable Support fees, You are entitled to receive Updates of Our Software free of charge for the Licence Metrics granted to You. Charges may apply in respect of Third Party Product(s). You are responsible for installing promptly all Updates, or requesting Us to do so on your behalf subject to our Professional Services fees. All Professional Services required to install Updates will be chargeable by Us at the then prevailing day rates. Updates are provided if and when available, and We are under no obligation to develop any future programs or functionality.

4.3. Exclusions. We are under no obligation to provide Support with respect to: (i) Software that has been altered or modified by anyone other than Us or Our licensors; (ii) a release/version for which Support has been discontinued unless expressly agreed in writing; (iii) Software used other than in accordance with the Documentation or other than on a COE; (iv) discrepancies that do not significantly impair or affect the operation of the Software; (v) any systems or programs not supplied by Us.

4.4. Support Term. Support and payment obligations for Support fees start on the Delivery Date and continue through the expiration of the initial term set forth in the Order Form ("Initial Term"). Subject to clause 4.9 where applicable, following the end of the Initial Term, Software Support Services shall automatically renew for a 12 month period and then continuously thereafter in 12 month periods, unless otherwise specified in the Order Form (each a "Renewal Term"), unless either party gives written notice at least 90 days prior to the end of the Term, of its intention to terminate the Service. The Initial Term and any Renewal Terms are collectively referred to as the "Support Term".

4.5. Effect of Support Term Expiration or Termination. In the event that Your Support is not renewed or is otherwise terminated, Your licence to the Software shall automatically terminate. Upon Your request, We may grant You limited, read-only access to certain components of the Software, all of which is subject to the payment of applicable fees and the terms of the Archive Only (RTU) Licence Attachment.

4.6. Support Fees. Support must be paid for all Software and all associated Licence Metrics, including Additional Items. You may not purchase or renew Support for a subset of Your licences only. Fees for Support do not include installation, implementation, training and other Professional Services, such as project management, conversion, report writing, and external systems or Bespoke Modifications (unless noted in writing on the Order Form).

4.7. Software Life Cycle. It is Your responsibility to keep the Software up to date by promptly deploying all Updates We provide or engaging Us to do so on

Your behalf. We reserve the right to suspend provision of Support to You if the Software is not kept up to date, and further We may terminate this Attachment and all licences granted hereunder if the Software is not updated within a reasonable time following suspension. If an Error was corrected or is not present in a more current version of the Software, We shall have no obligation to correct such Errors in prior versions of the Software. We may, at some point in the future, end of life or mature versions of the Software in place of later versions or end of life the Software for substitute software. Details of our Software Life Cycle may be included in Our Support Policies. A copy of the Software Life Cycle is available on request.

4.8. Your Other Responsibilities.

4.8.1. You undertake to ensure that all appropriate users receive initial training services sufficient to enable You to effectively use the Software. Failure to do so could result in additional fees if Support service requests are deemed excessive as a result of insufficient training, at Our discretion.

4.8.2. You shall ensure that Our assigned technical personnel are able to access Your system remotely. You shall be responsible for providing Us access under such security arrangements as agreed between the parties. We alone shall decide whether access to the system is sufficient for Support purposes. The Support service shall be conditional upon You having (i) provided such information and assistance as may be reasonably expected in respect of any malfunction in the Software; (ii) incorporated all Updates issued by Us; (iii) not otherwise changed the Software; and (iv) arranged for appropriate training in the Software for your users You agree to ensure suitably experienced personnel are available to Us if required.

4.8.3. You agree to report all suspected Errors and questions through Your Support Contact(s) to Us. Failure by You to so notify Us within 30 days of Your first becoming aware of the Error in the Software or any incorrect working of the Software shall free Us from all obligations to provide Support Services in respect of such Software. Support Contact(s) are required to undergo Our training courses prior to being confirmed as "Support Contact". Reports will include all pertinent information regarding Your deployment and use of the Software and the circumstances under which the problem occurred. When submitting a service request, a Support Contact should have a baseline understanding of the problem encountered and an ability to reproduce the problem in order to assist Us in diagnosing and triaging the problems. If You make unreasonable, excessive or inappropriate use of the Support, then We may at Our absolute discretion either suspend or charge extra for such Support and invoice You, and You agree to pay, for the additional charges in respect of time spent supplying such Support at the then current rates.

4.9. Fixed Term Licences. Notwithstanding clause 4.4 (Support Term) it is agreed that where any licence is identified as Fixed Term on an Order Form, that licence and all rights granted thereunder shall automatically terminate at the end of the Initial Term. Should You wish to continue to use the Software beyond that date You agree to re-purchase the licences and support at Our then current rates in effect at the time of renewal. For the avoidance of doubt there is no Renewal Term for Fixed Term licences.

5. FEES.

Fees for Software and Support Services and payment terms are specified in the Order Form.

6. WARRANTIES AND DISCLAIMERS.

6.1. Our Software. Without prejudice to the disclaimers included in the Master Agreement, We undertake that, provided it is operated in accordance with Our instructions, Our Software will materially perform in accordance with the Documentation.

We are not responsible for any claimed breach of any warranty set forth in this clause caused by: (i) modifications made to Our Software by anyone other than Us; (ii) the combination, operation or use of Our Software with any items that

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are not part of the COE or the Equipment; (iii) Your failure to use any Updates that We made available to You; (iv) Our adherence to Your specifications or instructions; or (v) You deviating from Our Software operating procedures described in the Documentation.

6.2. Third Party Products. We warrant that We are an authorised distributor of any Third Party Products listed on the Order Form to be supplied to You by Us. We make no warranty with respect to any Third Party Products. Your sole remedy with respect to Third Party Products shall be pursuant to the original licensor's warranty, if any, to Us, to the extent permitted by the original licensor. Third Party Products are made available on an "AS IS, AS AVAILABLE" basis, without warranties or conditions of any kind, whether oral or written, express or implied.

6.3. Interfaces. If We develop and provide any Interface from Our Software to the products or services of a third party, those products and services are not part of the Software, We make no warranties or representations of any kind with respect to those products and services. Only the Interface developed by Us shall form part of Our Software. You assume all risk of loss arising from the use of those products and services.

6.4. For the avoidance of doubt, the warranties disclaimers set forth in the Master Agreement apply.

7. TERM AND TERMINATION.

This Attachment and the licences granted hereunder may be terminated by either party in accordance with clause 9 of the Master Agreement (Term and Termination). The clauses of this Attachment which expressly or impliedly have effect after termination will continue to be enforceable notwithstanding termination. In addition to the foregoing, this Attachment shall automatically terminate upon termination of Your licence to use Our Software. For the avoidance of doubt, the Term set forth above applies to all Licence Metrics purchased by You as of the Effective Date, plus any Additional Items purchased during the Term on a pro-rata basis from the date of purchase.

8. HOSTING SERVICES.

You may obtain from Us Hosting Services as more fully described in the relevant Hosting Services Attachment(s). If You purchase Hosting Services, the provisions of the Hosting Services Attachment(s) apply in addition to the terms of this Attachment. In the event of a conflict between the terms of this Attachment and those of the Hosting Services Attachment(s), the Hosting Services Attachment(s) shall prevail in respect of Hosting Services only.