

Equipment Maintenance Agreement

Record No: [REDACTED]

Customer:	HOME OFFICE
Customer Account No:	[REDACTED]
Contact:	[REDACTED]
Location of Machine:	IDENTITY & PASSPORT OFFICE, GENERAL REGISTER OFFICE, SMEDLEY HYDRO, TRAFALGAR ROAD, SOUTHPORT, PR8 2HH
Location Contact Details	[REDACTED]

Equipment information:

Model:	AS PER ATTACHED SPREAD SHEET - VARIOUS
Serial No:	AS PER ATTACHED SPREAD SHEET - VARIOUS
Length of Agreement:	24 MONTHS AS PER SPREAD SHEET
Start Date: Expiry Date:	AS PER ATTACHED SPREAD SHEET - VARIOUS
Maintenance Call Interval:	TBA BY CUSTOMER

Total Cost: £77,593.10 + VAT (24 MONTHS – 2 x 8850 for 12 months only to bring in line)

FOR AND ON BEHALF OF	FOR AND ON BEHALF OF
Supplier: Genus	Customer: Home Office
Name: [REDACTED]	Name: [REDACTED]
Signature: [REDACTED]	Signature: [REDACTED]
Date: 16/02/23	Date: 28/02/2023



Please sign, take a copy for your records and either post to the address below or email to [REDACTED]

TERMS AND CONDITIONS FOR THE SUPPLY OF HARDWARE RELATED SERVICES

1. APPLICATION:

- a. This contract exists between the "Supplier" J&J Negus Ltd T/A Genus hereby referred to as Genus and the "Customer" referred to on page 1 of this document.
- b. These terms and conditions for the supply of Services (these "Conditions") apply to the provision of services which are provided in relation to the Genus product / installed product as set out in the table on page 1 of this document or such other equipment specifically set out in the service contract ("Services") by Genus or any of its affiliates ("Genus") to the customer named in a service contract ("Customer").
- c. For the purposes of these Conditions, a quotation once accepted shall be deemed to be binding. The quotation, service contract and these Conditions (together the "Contract") govern the supply of services by Genus.
- d. Terms used in these Conditions shall have the meaning as prescribed herein or as set out in the Contract.
- e. If there is a written contract signed by both parties relating to the transaction to which these Conditions apply, the terms and conditions of the signed written agreement shall prevail to the extent they are inconsistent with these Conditions.
- f. Any terms and conditions contained or referred to in any purchase order, acknowledgements, confirmation or other documents issued by Customer shall not be applicable, shall in no way modify these Conditions or bind Genus, and are expressly excluded unless Genus has expressly agreed in writing to their inclusion. If applicable, special terms of business are set out in Genus catalogues, price lists, or other literature.
- g. No terms and conditions which may be implied by trade, custom or practice or course of dealing, will apply to the provision of Services.

2. TERM:

- a. The provision of Services shall commence on (i) the start date as set out in the service contract; or (ii) where no date is specified, a date to be mutually agreed between the parties following acceptance of the quotation.
- b. The provision of Services shall continue in force until (i) the end date as set out in a service contract; or (ii) until completion of the Services in the case of Services rendered on a time and materials basis pursuant to a quotation, unless and until terminated in accordance with these Conditions (the "Term").
- c. Where the service contract is indicated as "Evergreen" the date on which the Contract begins shall be known as the "Anniversary Date". In such circumstances, the Contract shall automatically renew for a period of 12 months on each and every Anniversary Date unless the Customer provides written notice of termination at least 30 days prior to the Anniversary Date. Customer will receive a written reminder of renewal, along with any price changes at least one month prior to the Anniversary Date.

3. SUPPLY OF SERVICES:

- a. Genus shall supply the Services to the Customer at the service location set out in the service contract.
- b. Genus shall use all reasonable endeavours to meet any performance dates specified in a service contract, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.
- c. Genus shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement and/or which do not materially affect the nature or quality of the Services, and Genus shall notify the Customer in any such event.
- d. In the event additional equipment is added to the Customer portfolio, additional Services will be provided at the then current rates of Genus.
- e. Genus reserves the right to inspect the Product and charge the Customer for any parts and labour required to place the Product in an operating condition consistent with Genus specifications prior to the commencement of a new Contract.

4. ACCEPTANCE:

Customer shall on request of Genus confirm in writing its acceptance of the Services. In the event that written acceptance is not requested or provided, the Services shall be deemed to have been accepted by Customer 2 days after completion of the Services.

5. SERVICE LIMITATIONS:

- a. Unless specifically set out in the Contract, the following are excluded from the scope of the Services to be rendered by Genus under any service contract: (i) supply and/or installation of consumables; (ii) replacement/modification of the Product to which the Services relate; (iii) software support; (iv) repair or replacement of any Product following the loss of or damage to the Product directly or indirectly caused by or resulting from (a) transportation or relocation of the Product not undertaken by Genus, (b) failure or fluctuation in electrical power or telecommunications, (c) unauthorised repair of the Product, (d) use of non-Genus approved consumables, (e) failure to carry out routine maintenance, (f) fire, water or accident, and/or (g) operation or use of the Product other than in accordance with the manufacturers guidance; (v) replacement parts if no longer available from Genus or equipment manufacturer; (vi) digital print scanner plate glass; (vii) replacement head unit consoles, screen or printer equipment in the first 30 days of the Contract where continuity of the Services has been



broken by Customer for more than 60 days; (viii) repair of Product which is no longer economically viable; and/or (ix) end of life removal or disposal of the Product.

- b. Nothing in this Section shall prevent Genus from providing a cost estimate on a time and materials basis in relation to the matters set out above.

6. CUSTOMER'S OBLIGATIONS:

- a. The Customer shall (i) co-operate with Genus in all matters relating to the Services and provide Genus with such information and materials as Genus may reasonably require and ensure that such information is accurate in all material respects; (ii) where required, designate an authorised person to manage requests relating to the Services; (iii) perform appropriate problem analysis and corrective actions by following trouble shoot instructions and remedial actions as prescribed by Genus; (iv) install any replacement units or parts as soon as possible after receipt and in accordance with Genus' instructions; (v) ensure that all Products and all interconnected Genus components of such Products, whether hardware or software, including mechanically, electronically, or remotely interconnected, is covered by warranty or the same level of service that is provided under these Conditions; (vi) not permit any person other than Genus or a Genus service representative duly certified by Genus to undertake any repair or service of the Product; (vii) notify Genus as soon as possible if any Product is relocated or disposed of; and (viii) undertake daily Customer maintenance of the Product in accordance with the user manual and Genus' reasonable instructions provided from time to time.
- b. Customer agrees to comply with applicable health and safety laws and regulations concerning the Product and the Service Location and shall notify Genus in the event that it becomes aware of any health or safety issues and shall cooperate with Genus in any measures Genus takes or advises to minimise such risks.
- c. Customer shall ensure that any engineers or others carrying out the Services on its premises are able to do so safely and without risk to health.
- d. Customer is hereby on notice that the provision of Services is inherently dangerous and entails certain risks, included but not limited to the risk of fire or electrocution, and Customer agrees to assume all such risk without limitation, notwithstanding who performs the maintenance services.
- e. Customer shall, without prejudice to any other rights of Genus, indemnify Genus for any loss or damage suffered by Genus as a result of Customer's breach of its obligations pursuant to this Section.

7. PRICES:

- a. Genus may vary the prices at any time without notice.
- b. Unless Genus has agreed a fixed price, Services are sold at the then current prices on the date Genus accepts an order.
- c. All prices are exclusive of any applicable VAT.
- d. In the event of significant increases in fuel, transportation or material costs, Genus may on written notice introduce a reasonable surcharge to cover these increased costs.

8. PAYMENT TERMS AND INTEREST:

- a. All quoted fees are based on the assumption that the Product (i) is in good working order as at the start date or other date as agreed as the commencement date of the Services; (ii) has been maintained in accordance with manufacturers recommendations; and (iii) has been and will be subject to reasonable use within a standard 40-hour work week. Genus reserves the right to make additional charges if these assumptions are incorrect.
- b. The contract price is paid annually in advance unless otherwise specified in the Contract.
- c. All other charges, will be invoiced in arrears and become due and payable as specified in the invoice.
- d. Time for payment is of the essence.
- e. Unless otherwise agreed, all payments shall be rendered by electronic funds transfer.
- f. Genus may appropriate any payments received that do not refer to a particular invoice to any outstanding invoice.
- g. Genus may charge interest on any overdue amounts at the interest rate and compensation on any overdue amounts in accordance with permitted laws the Late Payment of Commercial Debts (Interest) Act 1998 (including any Regulations introduced under this Act) from the due date until Genus receives payment.

9. WARRANTY:

- a. Genus warrants that (i) the Services will be provided using reasonable care and skill; (ii) it has the right to provide the Services to the Customer; and (iii) from the date of acceptance of the Services, the Services shall materially correspond with their specification and be free from defects in material and workmanship for the duration of the Contract.
- b. All warranties, conditions or other terms (whether express or implied by statute, common law, arising from conduct or a previous course of dealing, or trade custom or usage) as to quality, fitness for any particular purpose and/or merchantability, are, to the fullest extent permitted by law, excluded from the Contract.
- c. On account of Services claimed to be defective, Customer shall not be entitled to (a) cancel (or withdraw from) the Contract, (b) claim a reduction of the agreed fees for the performance of the defective Services or make payment deductions, or (c) withhold payment of invoices. Subject to any exclusions of Genus' liability for defects pursuant to the Contract, in case of any warranty claim



- by Customer due to the performance of defective Services, Genus shall only be obliged to, at its discretion, repeat performance of the defective services or credit to Customer the full fee paid for the defective Services. In particular, any liability of Genus for minor defects in the Services (i.e. defects not materially impairing the Customer from using (or benefiting from) the respective work products) shall be excluded.
- d. Genus' warranty shall not apply in relation to any defect arising from (i) the acts, omissions, negligence or defaults of the Customer or the Customer's employees, agents or end customers; (ii) failure to comply with operating instructions or other recommendations of Genus as to the storage, handling and/or use of the Services; (iii) wilful damage; (iv) use not in accordance with the purpose for which they were designed; or (v) misuse or alteration or repair of the Services other than by persons authorised by Genus.
 - e. The warranty is not transferable.

10. LIMITATION OF LIABILITY:

- a. If not expressly provided for otherwise in these Conditions, in no event, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise pursuant to the Contract, shall Genus be liable for any loss of profits, anticipated savings, revenue, business, loss or corruption of data, loss of use, loss of goodwill, loss due to delay or any indirect or consequential loss or damage whatsoever or any claims from third parties for such damages.
- b. Genus' liability for breach of the warranty set out in Section 9(1) above, is, at Genus' option, limited to the repair, replacement or crediting of the full price paid for the Services that directly gave rise to the claim.
- c. Subject to (1) and (2), Genus' aggregate liability for all other claims, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise pursuant to the Contract, shall be limited to the net price paid by the Customer for the specific Services giving rise to the claim in the twelve (12) months prior to the date on which the loss or damage occurred.
- d. Nothing in the Contract shall be deemed to exclude or limit Genus' liability in respect of: (i) Loss or damage caused by wilful intent or gross negligence of Genus or Genus' officers, employees, agents or contractors; (ii) Injuries to or death of any person, caused by Genus or Genus' officers, employees, agents or contractors; or (iii) any other liability which cannot be excluded by law.
- e. Any claim for loss or damages, (except a claim for damages arising out of (4)), must be notified to Genus within twelve (12) months as from the date on which the damage was caused, failing which such claim is deemed to be waived.

11. FIRMWARE:

In relation to any Genus firmware supplied as part of the Product ("Firmware"), Genus shall provide updates where possible to correct errors and bugs in the Firmware, in accordance with the response time set out in the Contract. For the purposes of these Conditions, the term "Firmware" does not include software, embedded or otherwise which is provided by a third party in third party hardware ("Third Party Software"). Support for Third Party Software is subject to the terms of a separate agreement between the Customer and the third party supplier. If updates, upgrades or supplements of the Firmware are provided, use is governed by these Conditions, subject to any amendments made by Genus from time to time, unless otherwise notified in writing. For the avoidance of doubt, Genus has no obligation under the Contract to provide support in relation to any ancillary, additional or supporting software which is subject to a separate agreement.

12. INTELLECTUAL PROPERTY:

All intellectual property rights, meaning all inventions, registered designs, design rights, data base rights, copy rights, know-how, trademarks, trade secrets and all other intellectual property rights, and the applications for any of the same and any rights or forms of protection of a similar nature and having equivalent or similar effect to any of them which may subsist anywhere in the world, ("Intellectual Property Rights") in or arising out of or in connection with the Services shall be owned and retained by Genus.

13. INDEMNIFICATION:

- a. Customer shall (i) not cause or permit any third party to cause any damage or endanger the Intellectual Property Rights of Genus; and (ii) without prejudice to any other rights of Genus, indemnify Genus for any loss suffered by Genus by reason of any use by Customer, Customer's employees, agents or customers, of Intellectual Property Rights of Genus other than in accordance with the Contract.
- b. Customer shall without prejudice to any other rights of Genus, indemnify Genus for any loss suffered by Genus, howsoever arising, by reason of Customer's breach of its obligations pursuant to Section 6 above.
- c. In the event of a claim, or notification of an intention to make a claim, which may reasonably be considered likely to give rise to a liability under this indemnity ("Claim"), Customer shall: (i) as soon as reasonably practicable, give written notice of the claim to Genus specifying the nature of the Claim in reasonable detail; and (ii) not make any admission of liability, agreement or compromise in relation to the Claim.
- d. Customer shall not, except with the prior written consent of Genus, consent to entry of any judgment or enter into any settlement that does not include as an unconditional term given by the claimant or plaintiff to Genus and its affiliates a release from all liability and blame with respect to the Claim.

14. SUSPENSION AND TERMINATION:

- a. If Genus' performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation ("Customer Default"), Genus shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations to the extent the Customer Default prevents or delays Genus' performance of any of its obligations.
- b. Genus shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from Genus' failure or delay to perform any of its obligations as set out in the Contract; and the Customer shall reimburse Genus on written demand for any costs or losses sustained or incurred by Genus arising directly or indirectly from the Customer Default.
- c. Where in Genus' reasonable opinion, Product is no longer capable of economic repair or where parts are no longer available, such Product may be removed from the scope of the Contract on written notice to the Customer. In such case, the agreed service fees shall be reduced by the amount which was exclusively allocated to the provision of Services regarding the removed Product.
- d. Without prejudice to its other rights, Genus may terminate the Contract or in its sole discretion suspend performance of the Services immediately by written notice to the Customer in the event that: (i) Customer fails to pay any sums due under and in accordance with the Contract; (ii) Customer breaches any terms of the Contract; (iii) Customer is unable to pay its debts as they fall due, passes a resolution for winding up (other than for the purposes of a solvent amalgamation or reconstruction) or if a court of competent jurisdiction makes an order to that effect, enters into a receivership or liquidation or otherwise ceases to carry on business or an analogous event occurs to Customer in any jurisdiction; (iv) an event pursuant to Section 19 (6) where such event has persisted for more than 14 days; or (v) pursuant to Section 17

15. CONFIDENTIAL INFORMATION:

- a. All non-public, confidential or proprietary information of Genus, including but not limited to, specifications, samples, patterns, designs, plans, drawings, documents, data, business operations, pricing, discounts or rebates, disclosed by Genus in connection with the Contract, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential," shall be deemed to be confidential, to be used solely for the purpose of performing under the Contract and may not be disclosed or copied unless authorized in advance by Genus in writing.
- b. Upon Genus' request, Customer shall promptly return all documents and other materials received from Genus and delete any copies made thereof.
- c. Genus shall be entitled to apply for injunctive relief for any violation of this Section.
- d. This Section does not apply to information that is: (i) in the public domain; (ii) known to Customer at the time of disclosure; (iii) rightfully obtained by Customer on a non-confidential basis from a third party; or (iv) is required to be disclosed by any applicable law or by order of any Court of competent jurisdiction or any government body, agency or regulatory body, provided that the receiving party shall use all reasonable endeavours to give the disclosing party as much written notice of the disclosure as it reasonably can to enable the disclosing party to seek a protective order or other action protecting the confidential information from disclosure.

16. DATA PROTECTION:

- a. Each party will comply with its obligations in terms of laws and regulations relating to the protection or disclosure of personal data, sensitive data or such other data which is deemed to be 'personal' pursuant to applicable data protection law in force from time to time. (2) Each party shall indemnify, defend and hold the other party harmless against claims resulting from or in connection with the indemnifying party's non-observance or insufficient observance of such obligations or any of its obligations in this Section 16.

17. MAJOR BUSINESS CHANGE:

- a. If in the reasonable opinion of Genus there is or is likely to be a major change in the business operations of Genus which has or could have an adverse impact on the viability of the provision of the Services to be supplied to the Customer ('Major Business Change'), Genus shall notify the Customer and Genus and the Customer shall meet and discuss in good faith whether the provisions of any Contract between Genus and the Customer needs to be varied.
- b. In the event that the parties cannot agree in good faith on such contract variations within a period of 30 days of the parties meeting, then either party has the right to terminate the Contract between them.
- c. Unless otherwise agreed by Genus and the Customer in writing, the rights and obligations of the parties which have arisen prior to termination shall not be affected and shall stay in full force and effect. For the avoidance of doubt, with effect from the date of termination, Genus shall have no obligation to supply or deliver any Services under the relevant Contract anymore.
- d. Neither party will be entitled to claim or receive compensation from the other party by reason of the operation of this Section as a consequence of the termination of the Contract pursuant to this Section.

18. ANTI-BRIBERY:

- a. In this Section, Anti-Bribery Laws means any anti-corruption, anti-bribery or anti-kickback laws or regulations of the laws in the country where the Services are being performed (the "Country Laws"), the Bribery Act and/or the FCPA; Associated Person means in relation to any entity, a person who (by reference to all the relevant circumstances) performs Services for or on that entity's behalf in any capacity and

- including, without limitation, employees, agents, subsidiaries, representatives and subcontractors; Bribery Act means the UK Bribery Act 2010 (as amended from time to time); and FCPA means the US Foreign Corrupt Practices Act 1977 (as amended from time to time).
- b. Customer shall not, and shall procure that its Associated Persons do not, in connection with the performance of its obligations under the Contract, engage in any activity which (i) constitutes an offence under Country Laws; (ii) would constitute an offence under the FCPA if it were carried out in the US; or (iii) would constitute an offence under the Bribery Act if it were carried out in the UK.
 - c. Breach of this Section shall constitute a breach not capable of remedy and, without prejudice to any other remedy, entitle Genus to terminate the Contract immediately.
 - d. Customer shall from time to time, at the reasonable request and reasonable cost of Genus: (i) confirm in writing that it has complied with its obligations under this Section and provide any information reasonably requested by Genus in support of such compliance; and (ii) permit Genus to have such access to Customer's books, accounts and records (and to take such copies thereof) as reasonably necessary in order to verify compliance with this Section, and to meet with Customers' personnel as are relevant to the Contract to audit such compliance.
 - e. Customer shall promptly report to Genus in writing upon becoming aware that it or any of its Associated Persons: (i) have received any request or demand for any undue financial or other advantage in connection with the performance of the Contract; or (ii) are the subject of any actual, pending or threatened police, judicial or regulatory investigation or proceedings in relation to any suspected breach of any Anti-Bribery Laws.
 - f. Customer shall indemnify Genus against any losses, liabilities, damages, costs (including but not limited to legal fees) and expenses incurred by, or awarded against Genus as a result of any breach of this Section by Customer.

19. MISCELLANEOUS:

- a. Any notices sent to Genus under these Conditions shall be sent to the attention of the Legal Department at info@genusit.com
- b. Provisions of these Conditions which by their nature should apply beyond their terms, will remain in force after any termination or expiration of these Conditions.
- c. If any term, provision or part thereof of these Conditions is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of these Conditions or invalidate or render unenforceable such term or provision in any other jurisdiction. The invalid or unenforceable provision shall be replaced by a provision which comes closest to the economic effect of the invalid/unenforceable provision.
- d. No waiver by Genus of any of the provisions of these Conditions is effective unless explicitly set forth in writing and signed by Genus.
- e. No failure to exercise, or delay in exercising, any right, remedy, power or privilege arising from these Conditions operates, or may be construed, as a waiver thereof. No single or partial exercise of any right, remedy, power or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.
- f. Neither party shall have any liability for a failure to meet its obligations to the extent that this failure is directly or indirectly due to riot, terrorism, government act or regulation, fire, flood, explosion, machine breakdowns, materials shortages, transportation or working difficulties, accident, or any other event beyond the reasonable control of the affected party and the period of time to fulfil any obligations (save for obligations to make payment) shall be correspondingly extended.
- g. Customer shall not assign, transfer, delegate or subcontract any of its rights or obligations under these Conditions without the prior written consent of Genus. Any purported assignment or delegation in violation of this Section shall be null and void. Genus may at any time assign or transfer any or all of its rights or obligations under these Conditions without Customer's prior written consent to any affiliate or to any person acquiring all or substantially all of Genus' assets.
- h. The Contract is for the sole benefit of the parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer upon any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of the Contract.
- i. The Contract does not and is not intended to give rights, or any right to enforce any of its provisions, to anyone who is not a party to it.
- j. The relationship between the parties is that of independent contractors. Nothing contained in these Conditions or any purchase order shall be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever.
- k. Subject to the terms of any signed written agreement which shall prevail, the Contract constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes and extinguishes any prior drafts, agreements, undertakings, understandings, promises or conditions, whether oral or written, express or implied between the parties relating to such subject matter.
- l. Each party acknowledges to the other that it has not been induced to enter into the Contract nor has it relied upon any representation, promise, assurance, warranty or undertaking (whether in writing or not) by or on behalf of the other party or any other person.
- m. All amounts due to Genus shall be paid in full without any deduction or withholding and the Customer shall not assert any set-off or counterclaim against Genus to justify withholding payment in whole or in part.
- n. Without waiver or limitation of any of its rights or remedies where Genus has incurred any liability to the Customer, whether under the Contract or otherwise, Genus may set off the amount of such liability, including any applicable VAT payable, against any sums owed at any time by the Customer to Genus.
- o. Genus reserves the right to alter or amend the Contract or any special terms generally or for any particular class of Services by written notice to the Customer.



Certificate Number 11658
ISO 9001, ISO 27001

- p. All matters arising out of or relating to the Contract shall be governed by and construed in accordance with the laws of England and Wales, without giving effect to any choice or conflict of law provision or rule. Any legal suit, action or proceeding arising out of or relating to the Contract shall be brought in the English courts located in London, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding. The application of the United Nations Convention for the International Sale of Goods (CISG) is excluded.