CONTENTS

INTRODUCTION

1 APPOINTMENT & STATEMENTS OF WORK

2 TERM

3 CONTRACT GUARANTEE

4 CUSTOMERS OBLIGATIONS

5 SERVICE DELIVERY, DELAY AND RECTIFICATION

6 SUPPLIER: OTHER APPOINTMENTS

7 CUSTOMER: OTHER APPOINTMENTS

8 PERSONNEL

9 VARIATIONS AND CANCELLATIONS

10 APPROVALS AND AUTHORITY

11 PROJECT MANAGEMENT

12 FEES AND INVOICING

13 THIRD PARTY AGENCIES: ASSIGNMENT AND SUB-CONTRACTING

14 DISCOUNTS AND REBATES

15 CONFIDENTIALITY, TRANSPARENCY AND FREEDOM OF INFORMATION

16 SUPPLIER WARRANTIES

17 CUSTOMER WARRANTIES

18 LIABILITY

19 INSURANCE

20 INTELLECTUAL PROPERTY RIGHTS

21 AUDIT

22 ADVERTISING STANDARDS – NOT USED

23 TERMINATION

24 CONSEQUENCES OF TERMINATION

25 FORCE MAJEURE

26 NOTICES

27 STAFF TRANSFER

28 THIRD PARTY RIGHTS

29 DATA PROTECTION, SECURITY AND PUBLICITY

30 RETENTION AND SET OFF