



Foskor (Pty) Ltd

**STANDARD TERMS AND CONDITIONS FOR
PROCUREMENT OF SERVICES**

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WHEREBY THE PARTIES AGREE AS FOLLOWS -

1 INTERPRETATION

In the Agreement (as hereinafter defined) -

- 1.1 unless the context indicates otherwise, reference to one gender shall include the other gender, use of the singular shall include the plural and *vice versa*, and reference to persons or third parties shall include natural as well as legal persons and associations, whether incorporated or otherwise.
- 1.2 the use of the word “including” (or the like) followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s.
- 1.3 unless the context indicates otherwise, any reference to “days” shall be a reference to calendar days.
- 1.4 the expiration or termination of this Agreement shall not affect such of the provisions of this Agreement which expressly provide that they will operate after any such expiration or termination or which by necessity must continue to have effect after such expiration or termination, notwithstanding that the clauses themselves do not expressly provide for this.
- 1.5 the terms of this Agreement having been negotiated, the contra proferentem rule shall not be applied in the interpretation of this Agreement.
- 1.6 if any provision in a definition clause is a substantive provision conferring any right or imposing any obligation on any Party, then, notwithstanding that it is only in the definition clause, effect shall be given to it as if it were a substantive provision in this Agreement.

2 DEFINITIONS

The following words / expressions shall have the meaning(s) respectively set out opposite them, unless it appears otherwise from the context of the Agreement: -

- 2.1 **"Acts"** means the common law, all applicable statutes, statutory instruments, by-laws, regulations, ordinances, orders, rules and other secondary provincial or local legislation, treaties, judicial decisions, directives and codes of practice having force of law in the Republic of South Africa or any other country having jurisdiction over either of the Parties or to the performance of the Services and with which the Parties are bound to comply;
- 2.2 **"Affiliate"** means, with respect to any entity, any other entity which -
- 2.2.1 is a subsidiary or a holding company or a subsidiary of the holding company of such entity. In regard to this definition the terms "subsidiary" and "holding company" shall have the meaning assigned thereto in Section 3 of the Companies Act, 2008 (Act 71 of 2008), provided that they shall also include any foreign entity which, had it been registered in terms of that Act, would fall within the ambit of such term; and/or
- 2.2.2 controls, is controlled by or is under common control with such entity. In regard to this definition the term **"control"** shall include control of any entity through any voting pool or other arrangement, the right to the exercise of voting rights, directly or indirectly, resulting in effective control of any entity and/or control of its management, and/or the right to appoint the majority of the members of the board of directors of any entity;
- 2.3 **"Agreement"** means these Standard Terms and Conditions read together with the Letter of Award and any Annexures to such Letter of Award and any Purchase Order issued by Foskor to the Supplier;
- 2.4 **"Applicable Specifications"** means the specifications as may be set forth in the Letter of Award or Purchase Order, any regulatory requirement in terms of the Acts, specifications or standards prescribed by the Original Equipment Manufacturer (OEM) or South African National Standards (SANS), to which a relevant Services must comply;
- 2.5 **"Authorised Access"** means access granted to the Supplier or its Personnel to enter an operational area of Foskor for the purpose of performing the Services in accordance with the Agreement and for no other purpose;
- 2.6 **"Authorised Sub-contractor"** means a third party approved by Foskor in terms of clause 30.2;

2.7 **"Causal Event"** means –

- 2.7.1 a compromise, scheme of arrangement or composition by the Supplier with any or all of its creditors;
- 2.7.2 liquidation of the Supplier or placement of the Supplier in judicial management or business rescue, whether provisionally or finally;
- 2.7.3 a default or cessation, or a reasonable prospect of cessation (as the case may be), of the Supplier's normal line of business;
- 2.7.4 the commission of any act or any omission which, if committed or omitted by an individual, would constitute an act of insolvency in terms of the Insolvency Act, 1936, or the existence of circumstances which would allow for the winding up of the Supplier in terms of the Companies Act, 2008, and/or in terms of the Close Corporations Act, 1984, as the case may be;
- 2.7.5 disposal by the Supplier of a material portion of its undertaking or assets; or
- 2.7.6 any Change of Control of the Supplier. A **"Change of Control"** shall be deemed to have occurred in circumstances where, subsequent to the Commencement Date, any person (whether natural, juristic or otherwise) acquires the ability, by virtue of ownership, rights of appointment, voting rights, management agreement, or agreement of any kind, to control or direct, directly or indirectly, the board or executive body or decision making process or management of the Supplier;

provided that the Causal Events set forth in sub clauses 2.7.3, 2.7.4, 2.7.5 and 2.7.6 shall be deemed to be Causal Events, if Foskor, acting in good faith, considers such events to be detrimental to it for sound business reasons;

- 2.8 **"Commencement Date"** means the date by which the rendering of the Services is to commence as set forth in the Letter of Award or relevant Purchase Order or Special Commercial Terms and Conditions, as the case may be;
- 2.9 **"Confidential Information"** means any information or data of any nature, tangible or intangible, oral or in writing and in any format or medium, which by its nature or content is or ought reasonably to be identifiable as confidential and/or proprietary to the Disclosing Party or which is provided or disclosed in confidence, and which the Disclosing Party or any person acting on behalf of the Disclosing Party may disclose or provide to the Receiving Party or which may come to the knowledge of the Receiving Party by whatsoever means. Without limitation, the Confidential Information of the Disclosing Party shall include the following even if it is not marked as being 'confidential', 'restricted' or 'proprietary' (or any similar designation) –
- a) information relating to the Disclosing Party's business activities or operations, business relationships, products, services, processes, data, and Staff, including agreements to which the Disclosing Party is a party;
 - b) information contained in or constituting or relating to the Disclosing Party's equipment, systems, machinery, hardware or software, networks, telecommunications services and facilities, including third party products, and associated material, and information or incidents concerning faults or defects therein;
 - c) the Disclosing Party's technical, scientific, commercial, financial and market information (including valuations and forecasts), methodologies, formulae and trade secrets;
 - d) the Disclosing Party's architectural information, demonstrations, plans, designs, drawings, processes, process maps, functional and technical requirements and specifications and the data relating thereto;
 - e) Intellectual Property that is proprietary to the Disclosing Party or that is proprietary to a third party, including but not limited to third party products and data relating to the customers of the Disclosing Party; and
 - f) business process outsourcing knowledge of the Disclosing Party and information relating to the Disclosing Party's current and existing strategic

objectives, strategy documents and plans for both its existing and future plant operations, information technology, processing, business processing and business process outsourcing;

However, Confidential Information excludes information or data which -

- i. is lawfully in the public domain at the time of disclosure thereof to the Receiving Party; or
- ii. subsequently becomes lawfully part of the public domain by publication or otherwise; or
- iii. is or becomes available to the Receiving Party from a source other than the Disclosing Party which is lawfully entitled without any restriction on disclosure to disclose such Confidential Information to the Receiving Party; or
- iv. is disclosed pursuant to a requirement or request by operation of law, regulation or court order but then only to the extent so disclosed and then only in the specific instance and under the specific circumstances in which it is obliged to be disclosed;

provided that -

- the onus shall at all times rest on the Receiving Party to establish that such information falls within such exclusions; and
- the information disclosed will not be deemed to be within the foregoing exclusions merely because such information is embraced by more general information in the public domain or in a Party's possession; and
- any combination of features will not be deemed to be within the foregoing exclusions merely because individual features are in the public domain or in a Party's possession, but only if the combination itself is in the public domain or in a Party's possession;

The determination of whether information is Confidential Information shall not be affected by whether or not such information is subject to, or protected by, common law or statute related to copyright, patent, trademarks or otherwise;

- 2.10 **"Contract Period"** means the period specified in the Letter of Award or relevant Purchase Order or Special Terms during which the Services are to be rendered by the Supplier in terms of the Agreement;
- 2.11 **"COP"** means codes of good practice compiled and regularly updated by Foskor;
- 2.12 **"Data"** means any data, including personal information, as defined in the Electronic Communications and Transactions Act, 2002, and any other applicable legislation;
- 2.13 **"Disclosing Party"** means the Party whose Confidential Information is disclosed;
- 2.14 **"Foskor"** means Foskor (Pty) Ltd, registration number 1951/002918/07, a private company duly incorporated in terms of the company laws of the Republic of South Africa;
- 2.15 **"Indemnitee"** means the Party that is indemnified;
- 2.16 **"Indemnitor"** means the Party that indemnifies the other Party;
- 2.17 **"Intellectual Property"** means any know-how (not in the public domain), invention (whether or not patented), design, trade-mark (whether or not registered), service marks, trade names, domain names, logos, get-up or Copyright Material (whether or not registered), goodwill, processes, process methodology and all other identical or similar intellectual property as may exist anywhere in the world and any applications for registration of such intellectual property. For the purposes of this definition, "Copyright Material" means any Material in which copyright subsists;
- 2.18 **"Letter of Award"** means a separate document issued by Foskor to the Supplier informing the Supplier that the contract for the rendering of Services has been awarded to it, whether conditional or unconditional;
- 2.19 **"Losses"** means all losses, liabilities, costs, expenses (including legal fees on the scale as between attorney and own client, tracing and collection charges, costs of investigation, interest and penalties), fines, penalties, damage, and claims;
- 2.20 **"Parties"** means Foskor and the Supplier, and **"Party"** means either of them;
- 2.21 **"Penalties"** means, if applicable, the penalties set out in the Letter of Award, Special Terms or relevant Purchase Order;

- 2.22 **"Personal Information"** shall mean personal information as defined in the POPIA.
- 2.23 **"Personnel or Staff"** means any employee, agent, consultant, sub-contractor or other representative of either party;
- 2.24 **"POPIA"** shall mean the Protection of Personal Information Act (Act Number 4 of 2013), as amended from time to time.
- 2.25 **"PPPFA"** means Preferential Procurement Policy Framework Act, 2000 and Preferential Procurement Regulations, 2017, as amended from time to time;
- 2.26 **"Price "** means the price and any fees and charges for the Services, as set forth in the Letter of Award or relevant Purchase Order and as may be further detailed in any applicable Special Commercial Terms and Conditions;
- 2.27 **"Purchase Order"** means a separate document(s) issued by Foscok to the Supplier in terms of the Agreement and in which Foscok requests the nature and scope of Services to be supplied and rendered by the Supplier to Foscok in terms of the Agreement, and any other information relevant to such request;
- 2.28 **"Receiving Party"** means the Party to whom Confidential Information is disclosed;
- 2.29 **"Services"** means the services and or deliverables described in the Letter of Award or relevant Purchase Order, Special Terms and or Scope of Work;
- 2.30 **"Service Manager "** means one or more individuals designated by each Party in terms of the Agreement, to whom critical communications regarding the Agreement will be addressed. Either Party may replace such individual appointed by that Party from time to time on reasonable prior notice;
- 2.31 **"SOP"** means standard operating procedures compiled and regularly updated by Foscok which regulate the best practices and manner in which work activities are to be performed;
- 2.32 **"Special Terms"** means any Special Commercial Terms and Conditions regulating the performance of the Services and attached to the Letter of Award or on the Purchase Order;

2.33 **"Supplier"** means the party to whom a Letter of Award and subsequent Purchase Orders have been issued and as is described therein;

2.34 **"Tender Documents"** means the documents comprising Foskop's invitation to tender and the documents comprising Supplier's response thereto, including the prescribed tender form, specifications, instructions, method statements or other enquiry documents in the tender process, scope of works, drawings, Applicable Specifications, timelines, charts and prices for the Services.

3 RECORDAL

3.1 Foskop wishes to procure Services which comply with Applicable Specifications and requirements set forth in the Agreement.

3.2 The Supplier represents that it has the necessary expertise, skill, know-how, qualifications, ability, capacity and resources, including financial resources, to render and perform the Services which meet the requirements set forth in the Agreement, to Foskop.

4 COMMENCEMENT AND DURATION

The Agreement shall commence on the Commencement Date and will terminate at the end of the Contract Period, unless terminated by either Party in accordance with the provisions of the Agreement.

5 THE RELATIONSHIP

5.1 The Supplier hereby acknowledges that any Affiliate of Foskop shall be entitled to benefit from the terms and conditions set forth in the Agreement. As such (i) any licence rights granted to Foskop shall be deemed to be granted to Foskop's Affiliates, unless specifically recorded otherwise in the Agreement; (ii) any Foskop Affiliate shall be entitled to procure Services from the Supplier in terms of the Agreement or may conclude a separate agreement with the Supplier if required.

5.2 The Supplier hereby acknowledges that to the extent that this Agreement or any Purchase Order executed under this Agreement regulates the supply of the Services to Foskop by the Supplier and which provides for pricing based upon pricing discounts or rebates or upon preferential pricing arising from the aggregation of supply, procurement or volumes by Foskop, then, and to that extent, Foskop shall be entitled to include within its supply, procurement or volumes, any volumes derived from its

Affiliates. This clause 5.2 is subject to the further qualification that, where an Affiliate, which has benefited from such pricing discounts or rebates or preferential pricing, ceases to be an Affiliate, then Foskor shall not be entitled to include volumes derived from such former Affiliate following the cessation of the former Affiliate's status as an Affiliate in any further supply, procurement or volumes.

6 SERVICES

- 6.1 The Supplier will provide the Services to Foskor subject to the terms and conditions of the Agreement.
- 6.2 Only Services may be supplied by the Supplier and no other or additional services or goods may be supplied by it in terms of the Agreement unless such other or additional services or goods and the specifications and applicable prices thereof have been set forth in an addendum to the Agreement and signed by both Parties.
- 6.3 Where other or additional services or goods are supplied without the written consent of Foskor, it shall be at the risk of the Supplier and the Supplier shall not be entitled to charge for such services or goods. The Supplier hereby indemnifies Foskor against any claims, loss or damage in respect of the other or additional services or goods supplied by the Supplier.
- 6.4 If the Supplier fails to supply the Services timely or at all, Foskor shall have the right in its sole discretion to obtain the Services from another source and the Supplier shall be liable for any additional cost or expense incurred by Foskor in doing so, without prejudice to any other rights which Foskor may have against the Supplier by reason of such failure.
- 6.5 Where goods are to be delivered as part of the Services, they must be delivered at the time and place provided for elsewhere in the Agreement or as stipulated by Foskor in the relevant Purchase Order. Time shall remain of the essence in respect of the performance by the Supplier. All risk of loss and damage shall be for the Supplier's account if any loss or damage is sustained in breach of any performance or delivery terms or instructions from Foskor's authorised representatives. Where no such instructions are explicitly given by Foskor, it shall be incumbent on the Supplier to make reasonable inquiry as to such performance or delivery terms. Foskor shall not be obliged to accept any goods delivered as part of the Services without delivery instructions and shall not be in breach of this Agreement should it refuse to take

delivery when no delivery instruction has been provided to the Supplier or requested by the Supplier prior to delivery.

- 6.6 Where the Supplier requires access to Foskop's premises to perform the Services, access will only be granted after all Health, Safety, Environmental and Security policies, procedures or protocols have been adhered to. Failing to comply in any manner with Health, Safety and Environmental and Security policies, procedures or protocols will lead to automatic cancellation of the Agreement without Foskop incurring any liability whatsoever. Access will only be granted for the time required to perform the Services. Should the Supplier or any of its Personnel access Foskop's premises, or any part thereof, without the necessary authority or at times not authorised, Foskop may terminate the Agreement immediately or impose such further requirements or restrictions on the Supplier's movement within the plant or operational area as deemed necessary to prevent unauthorised access, abuse of access or to prevent any harm that may have been caused by the Supplier or its Personnel by their conduct or presence.
- 6.7 Foskop shall not incur any liability whatsoever in cases where Foskop terminates the Agreement as provided for in clause 6.6.
- 6.8 The Supplier shall submit a fully resourced project schedule which shall include all activities to be performed and the dates by which such are to be performed to the Foskop Engineer for approval within 14 (fourteen) days of the Commencement Date. The Contractor shall be obliged to perform the Services in accordance with the dates set forth in such project schedule and shall, without affecting the Supplier's liability for its failure to meet the project time schedule, submit a revised schedule to the Foskop Engineer for approval whenever the Supplier's performance fails to meet the project schedule.

7 QUOTATIONS

Where Foskop requests the Supplier to provide a quotation in respect of any proposed other services, the Supplier shall furnish Foskop with a detailed written quotation which shall contain an all-inclusive price for such other services, the specifications to which the services will comply and any guarantee applicable to such services and the details as to the date until which such quotation shall be open for acceptance by Foskop. Where a written quotation does not state a date of expiry, it shall be open for acceptance by Foskop for a reasonable period, which period shall not be less than 120 (one hundred

and twenty) days following receipt by Foskor of such quotation. No contractual obligation is imposed on Foskor by it indicating the acceptability of the Supplier's quotation. In the absence of the Parties' specific written agreement to the contrary, it is the intention of the Parties that a new written agreement will be concluded in respect of any acceptable quotation prior to any legal obligations arising for either Party.

8 SERVICE LEVELS

- 8.1 The Supplier shall perform its obligations with promptness, diligence and courtesy. The Supplier shall execute the Services in a professional manner and in accordance with the practices and professional standards used in well-managed operations performing services.
- 8.2 The Supplier recognises that its failure to meet service levels set forth in the Agreement may have a material adverse impact on the business and operations of Foskor and that the damage from the Supplier's failure to meet any service level is not susceptible to precise determination. Accordingly, in the event that the Supplier fails to meet a service level, then in addition to all other remedies available to Foskor in law, Foskor may, where agreed upon in the Agreement, recover the applicable Penalty or enforce any right as set out in the Agreement and in law.
- 8.3 The Supplier shall be excused, to the extent to which, and for the period for which (excluding matters relating to health, safety and the environment), the Supplier fails to perform the Services, or some of the Services if such failure, non-performance or delayed performance is caused by -
 - 8.3.1 Foskor or its Staff; or
 - 8.3.2 an instance of *force majeure* as referred to in the Agreement.
- 8.4 In the event that Foskor is entitled to impose a Penalty under the Agreement and elects to enforce the Penalty, the amount of such Penalty shall be set forth as a deduction on the Supplier's next invoice. If there is no further invoice for the performance of Services in question, then the Supplier shall, at Foskor's election, either pay the amount of the Penalty to Foskor or provide Foskor with a credit note for such amount.
- 8.5 If the Supplier fails to meet any service level and such failure is due to its act or omission, the Supplier shall (i) investigate and report on the root causes of the failure to Foskor in writing; (ii) promptly correct the failure; (iii) advise Foskor, as and to the

extent requested by Foskop, of the status of remedial efforts being undertaken with respect to such failure and to make up any lost time; and (iv) take appropriate preventive measures to prevent the recurrence of the failure.

- 8.6 The Supplier shall be responsible for monitoring and measuring its performance against the service levels.
- 8.7 It is recorded that Foskop is entitled to reasonable access to all data in the Supplier's possession relating to the performance of the Services and the Supplier's performance against the service levels.
- 8.8 The Supplier shall provide Foskop with a set of soft-copy reports on the Supplier's performance against the service levels on a monthly basis. The Supplier shall also provide Foskop with detailed supporting information for each report as reasonably requested by Foskop.

9 MEETINGS AND REPORTS

The Parties shall attend the meetings specified in the Agreement. In addition, the Supplier shall attend all *ad-hoc meetings as reasonably* required by Foskop to ensure that the performance of Services is performed effectively and in accordance with the Agreement. In all meetings, minutes of the meeting shall be taken and signed off by Foskop as a true record of discussions and decisions taken at the meeting.

10 PRICE

- 10.1 The Price for the Services and providing any deliverables shall be as stated in the Letter of Award or relevant Purchase Order or relevant annexure to such Letter of Award.
- 10.2 Unless otherwise specified, all Prices set out in the Agreement are exclusive of Value Added Tax.
- 10.3 Both Parties acknowledge that the Prices specified in the Agreement are intended to compensate the Supplier fully for all Services to be performed and the supply of any related goods. Accordingly, Foskop will not be obligated to pay the Supplier any amounts in addition to those specifically described in the Agreement.

11 PAYMENT

- 11.1 Unless otherwise agreed in writing, invoices shall be rendered monthly in arrears and payment of the Supplier's invoices shall be made by Foskor within 30 (thirty) days from date of receipt thereof by Foskor's appointed Service Manager. It will be the responsibility of the Supplier to obtain the details of the applicable Service Manager from Foskor.
- 11.2 The invoice will set out the detail of the applicable Purchase Order, the Services performed and the dates upon which the Services were performed. Foskor shall be entitled to stipulate, on reasonable notice, additional invoicing requirements applicable to any Prices levied by the Supplier under the Agreement.
- 11.3 Foskor will make payment to the Supplier by means of electronic transfer to the Supplier's nominated bank account within the time period stated in clause 11.1.
- 11.4 The Supplier shall maintain complete and accurate records of all amounts invoiced to, and payments made by, Foskor under the Agreement in accordance with generally accepted accounting principles. The Supplier agrees to provide Foskor with any information with respect to each invoice as may be requested by Foskor to verify accuracy and compliance with the provisions of the Agreement.
- 11.5 The Supplier shall provide such information as is reasonably requested by Foskor to permit allocation of the Prices under the Agreement by legal entity, by business unit, by site, by client and by Service type.
- 11.6 Foskor may withhold any amounts that it disputes in good faith, provided that it furnishes the Supplier with reasons before the due date of payment. In the event that Foskor, following the resolution of the dispute, whether by negotiation or in accordance with clause 28, is found to be liable for the disputed amount, the maximum liability which Foskor may incur to the Supplier shall be limited to the payment of the amount so withheld, together with interest thereon at a rate equal to that of the prime rate from due date to date of actual payment, both days inclusive.
- 11.7 Any undisputed amount which is due and payable by Foskor to the Supplier, but unpaid may bear interest at a rate equal to that of the prime rate plus 2% from due date to date of actual payment, both days inclusive. The payment of interest as provided for herein shall be the limit of Foskor's liability to the Supplier for such unpaid amount and Supplier shall not be entitled to withhold the performance of the Services

where late payment by Foskop does not exceed 60 (sixty) days from date of receipt of the relevant invoice.

12 SUPPLIER'S STAFF

12.1 Should Foskop at any time have reason to believe that any member of the Supplier's Staff is failing to comply with applicable Acts or Foskop's COP's and SOP's health, safety, environmental and security procedures and guidelines, Foskop shall be entitled to deny such Staff-member access to any or all of Foskop's premises and require the Supplier to replace such Staff member without delay.

12.2 The Supplier accepts sole responsibility for all health and safety matters relating to its Staff in connection with or arising out of the performance of the Services for the duration of the Agreement, including:

12.2.1 providing and ensuring the health and safety of the Supplier's Staff and ensuring that the Supplier's Staff at all times adhere to the health and safety legislation and the terms and conditions of the Agreement; and

12.2.2 ensuring that the neither the health and safety of Foskop's Staff nor that of any third party is endangered in any way by the Supplier's activities or conduct in performing the Services.

12.3 Foskop shall be entitled, by giving no less than 48 (forty-eight) hours written notice to the Supplier setting out full and precise reasons, to require the Supplier to remove and replace any member of its Staff who, in the Foskop's reasonable opinion, is failing to perform their duties in a satisfactory manner and the Supplier shall take such steps as may be necessary to give effect to such notice.

12.4 It is hereby expressly agreed that the Supplier is not appointed to act as Foskop's agent as contemplated in the Construction Regulation, promulgated in terms of the Occupational Health and Safety Act 85 of 1993, as amended.

13 GIFTS AND FAVOURS

Foskop shall be entitled to terminate the Agreement forthwith if it is found that gifts or favours, not freely available to the public, were given by the Supplier, or any Staff, agent or representative of the Supplier to any officer or Staff of Foskop (or family of such Staff member) in contravention of Foskop's Gift Policy or the provision of clause 14 below.

14 BRIBERY AND CORRUPTION

- 14.1 Each Party shall comply with, and not contravene, the Prevention and Combating of Corrupt Activities Act No 12 of 2004 and Foskor's Code of Ethics and Business Conduct, Fraud Prevention and Ethics Policy or Gift Policy in obtaining and executing the Service/s. In determining whether or not bribery or corruption was or is being perpetrated regard shall be had to decisions taken in terms of the US Foreign Corrupt Practices Act of 1977 and the UK Bribery Act of 2010.
- 14.2 Either Party shall be entitled, notwithstanding its other legal remedies, to terminate the Agreement with immediate effect in the event that the other Party is not complying with the aforementioned Acts, Foskor's Code of Ethics and Business Conduct, Fraud Prevention and Ethics Policy or Gift Policy and claim damages from the other Party.

15 AUDITS

- 15.1 The Supplier shall allow Foskor, its auditors (including internal audit, Staff and external auditors) and inspectors as Foskor may from time to time designate in writing, access at all reasonable times to all financial and non-financial records relating to the performance of the Services, any facility or part of a facility at which the Supplier is performing the Services, the Supplier's site, the Supplier's Staff, and to any hardware, software used in the provision of the Services for the purpose of performing audits and inspections on the Supplier to (i) verify the accuracy of the Supplier's charges and invoices; (ii) verify the integrity of Supplier's data and examine the systems that process, store, support and transmit that data relating to the Services; and (iii) examine the Supplier's performance of the Services including: (a) verifying compliance with the service levels; (b) examining practices and procedures including security practices and procedures, systems, general controls, and the efficiency of the Supplier's operation to the extent relevant to the level of the Supplier's performance or charges under the Agreement; (c) verifying compliance with the terms of the Agreement; and (d) verifying compliance with any legislative or regulatory provision or regulation to the extent that such provision is material to Foskor; and (iv) the Supplier shall provide to Foskor's auditors and inspectors such assistance and co-operation as they may reasonably require, including installing and operating audit software. Foskor shall ensure that no unreasonable disruption to the Supplier's business operations take place and shall comply with the Supplier's reasonable security or confidentiality requirements.

- 15.2 The Supplier shall make available promptly to Foskor the findings of any review or audit conducted by the Supplier, its affiliates, or their Staff (including internal and external auditors), to the extent such findings reflect conditions and events which have a material impact on the Services or Foskor.
- 15.3 Promptly after any audit under clause 15.1 or 15.2 the Parties shall meet to review such audit findings and to mutually agree upon the appropriate manner in which to address the risks raised in the audit findings.
- 15.4 The Supplier shall retain a complete record of all financial and non-financial records relating to the Agreement to give effect to the provisions of this clause 15. The Supplier will retain and provide Foskor access upon request to the records, documents and other information until the later of: (i) 3 (three) years after termination of the Agreement; (ii) all pending matters relating to the Agreement (e.g. disputes) are closed; or (iii) such other period as is required by applicable law in relation to those records, documents or other information.

16 OBLIGATIONS OF FOSKOR

- 16.1 Foskor acknowledges that where its responsibilities are clearly defined in the Agreement, Foskor will use reasonable efforts to satisfy these responsibilities. Foskor's failure to perform any of its responsibilities explicitly set forth in the Agreement shall be deemed not to be grounds for termination by the Supplier unless the failure to perform amounts to a material breach of the Agreement on the part of Foskor.

17 OBLIGATIONS OF THE SUPPLIER

- 17.1 The Supplier shall employ competent, suitably qualified and trained Personnel to provide the Services to Foskor in terms of the Agreement.
- 17.2 The Supplier shall at all times conduct its relationships with its employees in a lawful manner and with full regard to the rules, regulations and laws of the Republic of South Africa.
- 17.3 The Supplier shall ensure that it and its Personnel shall adhere to Foskor's general security policies and procedures determined by Foskor from time to time.
- 17.4 The Supplier shall be obliged to procure that its Personnel who no longer require the right of access to Foskor's premises or any part thereof shall immediately

return all access cards, security codes and the like, as well as any other property belonging to Foskor.

17.5 The Supplier shall be liable to Foskor for any loss that Foskor or any of its Personnel and clients may suffer as a result of any negligence, theft, fraud or other criminal act of any Personnel of the Supplier, whilst on Foskor's or related property for the purpose of performing its obligations in terms of the Agreement.

17.6 Other than in respect of a breach of the Agreement on the part of Foskor which has remained unremedied after the Supplier has given Foskor due notice to correct same in accordance with clause 25, the Supplier shall not be relieved of any of its obligations in terms of the Agreement, notwithstanding that Foskor has failed to perform any of its own obligations, unless otherwise provided for in the Agreement.

17.7 The Supplier undertakes to consult with Foskor prior to it making changes to its management responsible for executing its obligations in terms of the Agreement.

18 INTELLECTUAL PROPERTY RIGHTS

18.1 Foskor retains all right, title and interest in and to Foskor's Intellectual Property.

18.2 The Supplier shall, upon accepting any Letter of Award or Purchase Order issued to it by Foskor, identify in writing in a schedule, to be attached to its acceptance, any Intellectual Property owned by the Supplier and which is relevant to the performance of the Services. In the absence of such a schedule identifying Supplier's Intellectual Property, it shall be assumed that no Supplier's Intellectual Property will be utilised in the supply of the Services.

18.3 The Supplier retains all rights, title and interest in and to the Supplier's Intellectual Property listed in the said schedule that is used in connection with the performance of its obligations. Insofar as is necessary for the performance of the Services, the Supplier hereby grants Foskor a non-exclusive license to utilise such Supplier's Intellectual Property for the continued operation of its facilities subject to the terms and conditions of this Agreement and warrants that it has good, unencumbered title and ownership to such Intellectual Property and is entitled to transfer and assign to Foskor (and its Affiliates) such licence pursuant to the Agreement. It is recorded that the costs for such licences shall be included in the Price set out in the Agreement.

- 18.4 The Supplier shall not introduce into Foskop's environment any third-party Intellectual Property or otherwise use such third-party Intellectual Property in the performance of its obligations without first obtaining Foskop's and the relevant third party's consent thereto.
- 18.5 The Supplier shall not, without Foskop's express prior written consent, use any third-party Intellectual Property licensed to Foskop whether to perform its obligations or for any other purpose whatsoever.
- 18.6 Foskop shall have all right, title and interest to all Intellectual Property developed or generated specifically for Foskop that may be required to enable the Supplier to perform its obligations in terms of the Agreement.
- 18.7 The Supplier hereby irrevocably assigns, transfers and conveys to Foskop without further consideration all of its rights, title and interest in all Intellectual Property rights and/or other proprietary rights in such materials referred to in clause 18.6, and where such materials have not yet been created, all future copyright therein (with immediate effect from the date that such copyright comes into existence). The Supplier agrees to execute any documents or take any other actions as may reasonably be necessary, or as Foskop may reasonably request in writing, to perfect Foskop's ownership of the Intellectual Property rights in such deliverables.

19 PROTECTION OF PERSONAL INFORMATION

- 19.1 The Parties acknowledge that for the purposes of the Agreement they have each disclosed, and each will in future disclose, to the other Personal Information regarding themselves and their respective employees, executives, shareholders and other persons as may have been, and will be, necessary for the purposes of concluding and executing this Agreement, and to further their business relationship. Further, it is acknowledged and agreed by the Parties that they each have the necessary consent to share or disclose the Personal Information and that the information may have value. The parties agree that they will at all times comply with POPIA, its Regulations and Codes of Conduct and that they shall each only collect, use, and process Personal Information disclosed to it pursuant to the Agreement in a lawful manner, and only to the extent required to perform their respective obligations in terms of the Agreement and to further their business relationship.

- 19.2 Each Party shall put in place, and at all times maintain, appropriate physical, technological, and contractual security measures to ensure the protection and confidentiality of Personal Information disclosed to it pursuant to the Agreement.
- 19.3 Each Party shall notify the other immediately where it has reasonable grounds to believe that Personal Information disclosed to it has been lost, destroyed, or accessed or acquired by any unauthorised person.
- 19.4 Unless required by law, neither Party shall disclose any Personal Information received by it from the other Party to any third party without the prior written consent of the other Party, and notwithstanding anything to the contrary contained herein, neither Party shall transfer any Personal Information out of the Republic of South Africa, without the explicit authorisation of the other Party and then subject to all requirements set forth in POPIA being complied with in respect thereof.
- 19.5 The Parties hereby undertake that they shall not, at any time copy, compile, collect, collate, process, mine, store, transfer, alter, delete, interfere with or in any other manner use Data for any purpose other than with the express prior written consent of the other Party, and to the extent necessary to provide the Services to Foskor.

20 CONFIDENTIALITY

- 20.1 The Disclosing Party shall disclose so much Confidential Information to the other Party as it deems appropriate in the circumstances. The Disclosing Party shall disclose such Confidential Information on a non-exclusive basis, either directly or indirectly
- 20.2 The Receiving Party acknowledges the great importance of the Confidential Information to the Disclosing Party and, where applicable, third party proprietors of such information, and recognises that the Disclosing Party and/or third party proprietors may suffer irreparable harm or loss in the event of such information being disclosed or used otherwise than in accordance with this Agreement.
- 20.3 The Receiving Party agrees and undertakes -
- 20.3.1 Except as permitted by this Agreement, not to disclose or publish any Confidential Information in any manner, for any reason or purpose whatsoever without the prior written consent of the Disclosing Party and provided that in the event of the Confidential Information being proprietary

to a third party, it shall also be incumbent on the Receiving Party to obtain the consent of such third party;

20.3.2 Except as permitted by this Agreement, not to utilise, employ, exploit or in any other manner whatsoever use the Confidential Information for any purpose whatsoever without the prior written consent of the Disclosing Party and provided that in the event of the Confidential Information being proprietary to a third party, it shall also be incumbent on the Receiving Party to obtain the consent of such third party;

20.3.3 Subject to clause 20.8, to restrict the dissemination of the Confidential Information to only those of its Staff who are actively involved in activities for which use of Confidential Information is authorised and then only on a "need to know" basis and the Receiving Party shall initiate, maintain and monitor internal security procedures reasonably acceptable to the Disclosing Party to prevent unauthorised disclosure by its Staff; and

20.3.4 To take all practical steps, both before and after disclosure, to impress upon its Staff who are given access to Confidential Information the secret and confidential nature thereof.

20.4 All Confidential Information disclosed by the Disclosing Party to the Receiving Party, or which otherwise comes to the knowledge of the Receiving Party, is acknowledged by the Receiving Party -

20.4.1 to be proprietary to the Disclosing Party or where applicable, the relevant third party proprietor; and

20.4.2 not to confer any rights of whatsoever nature in such Confidential Information on the Receiving Party.

20.5 The Receiving Party shall protect the Confidential Information in the manner, and with the endeavour, of a reasonable person protecting its own Confidential Information. In no event shall the Receiving Party use less than reasonable efforts to protect the confidentiality of the Confidential Information.

20.6 The Disclosing Party may at any time on written request to the Receiving Party, require that the Receiving Party immediately return to the Disclosing Party or destroy any Confidential Information and may, in addition, require that the Receiving Party furnish a written statement to the effect that upon such return or

destruction, it has not retained in its possession or under its control, either directly or indirectly, any such Confidential Information or material.

20.7 Notwithstanding the aforementioned, the Disclosing Party acknowledges that the Receiving Party may have a professional obligation to retain certain records and failure to do so may prejudice the professional standing of the Receiving Party. As such a copy of any material shall be kept in strictest confidence by the Receiving Party for records purposes only. All other copies shall be dealt with as per the request of the Disclosing Party in accordance with the abovementioned sub-clauses.

20.8 The Receiving Party shall procure that its Staff who have access to Confidential Information, give a written undertaking in favour of the Disclosing Party in regard to the Confidential Information on substantially the same terms and conditions contained within this Agreement in a form prescribed by the Disclosing Party. Foskop shall be entitled to deny a Supplier Staff member access to its premises or prevent such member conducting any work in relation to the Services should Foskop not be in receipt of a signed undertaking from such member on such terms and conditions as determined by Foskop. Foskop's failure to obtain receipt of the undertaking referred to in this clause 20.8 shall in no way detract from the Supplier's obligation in terms of this Agreement.

20.9 The Parties record that this clause 20 shall not be applicable where the Receiving Party discloses Confidential Information to (i) attorneys or auditors, provided that such disclosure is reasonably required by the Receiving Party for the purposes of conducting its business activities; or (ii) any Affiliate of either Party.

20.10 In the event that the Receiving Party is required to disclose the Confidential Information, the Receiving Party:

20.10.1 will advise the Disclosing Party thereof prior to disclosure, if possible;

20.10.2 will take such steps to limit the extent of the disclosure to the extent that it lawfully and reasonably practically can;

20.10.3 will afford the Disclosing Party a reasonable opportunity, if possible, to intervene in the proceedings; and

20.10.4 will comply with the Disclosing Party's requests as to the manner and terms of any such disclosure.

20.11 Nothing contained in the Agreement will restrict either Party from the use of any generic ideas, concepts, know-how, or techniques developed or learned by such Party in the course of performing any Services under the Agreement, provided that in doing so such Party does not disclose Confidential Information to third parties or infringe the Intellectual Property rights of the other Party or third parties who have licensed or provided materials to the other Party.

21 SUPPLIER'S WARRANTIES

21.1 The Supplier represents and warrants that (a) it has, and will acquire at its cost, all the necessary equipment, material, licences, permits, registration certificates, or other administrative authorisations required by applicable Acts required to perform its obligations in terms of the Agreement; (b) it has the experience, ability, expertise and adequate numbers of qualified Staff with suitable training, education, experience, knowledge and skill to perform its obligations in terms of the Agreement; (c) it will perform its obligations in a good, professional and workmanlike manner; and (d) it has the capacity and authority to enter into and perform in terms of the Agreement.

21.2 In addition to the warranties above, the Supplier warrants that (a) the Services and any related goods will comply with any standards having legally binding effect, will be fit for purpose, free of defects and comply with the Applicable Specifications stated in the Agreement; and (b) the Services will be free from all defects for a period of 12(twelve) months after installation and commissioning or such other period as specified elsewhere in the Agreement.

21.3 Should any defect in the Services arise within the period stated in 21.2 above, the Supplier will immediately, and at its cost, reperform or correct the unsatisfactory Services.

21.4 The Supplier warrants that it will at all times comply with all relevant Acts and/or rulings or codes of practice of any competent authority or industry body that has jurisdiction over the performance of its obligations undertaken in terms of the Agreement.

22 INDEMNITIES

22.1 The Indemnitor indemnifies the Indemnatee, including its Staff, and holds them harmless against all liabilities, costs, expenses, damages, compensation and losses

including such legal and attorneys' fees as between attorney and client suffered or incurred by the Indemnitee, caused by the acts or omission of the Indemnitor or its Staff or arising out of the Indemnitor or its Staff:

- 22.1.1 failing to comply with applicable Acts, including the Occupational Injuries and Diseases Act, No 130 of 1993 and any industry code/practice applicable to the performance of its obligations in terms of the Agreement;
- 22.1.2 polluting or damaging the environment, including the costs of clean-up and rehabilitation, relating to the performance of its obligations in terms of the Agreement;
- 22.1.3 causing the death or personal injury of any person and arising out of the performance of its obligations in terms of the Agreement;
- 22.1.4 damaging, loss of or destruction of any property arising out of the performance of its obligations in terms of the Agreement;
- 22.1.5 causing any third party claim against the Indemnitee arising out of or in connection with the performance of its obligations in terms of the Agreement;
- 22.1.6 breaching any acts relating to corruption;
- 22.1.7 breaching any warranties; and
- 22.1.8 breaching of any professional duty or of the provisions of the Agreement.

23 LIMITATION OF LIABILITY FOR INDIRECT DAMAGES

- 23.1 Notwithstanding any other provision of this Agreement to the contrary, neither Party shall be liable to the other for any indirect or consequential damages, including any loss of profit, anticipated savings or business, or for loss or damage to goodwill or reputation.
- 23.2 Nothing in this clause 23 will be taken as in any way reducing or affecting a general duty to mitigate loss suffered by a Party.

24 INSURANCE

Without in any way limiting the obligations, warranties, liabilities and responsibilities of the Supplier in terms of this Agreement or absolving the Supplier from such obligations,

warranties, liabilities and responsibilities, the Supplier shall procure and maintain (at its cost) for the duration of this Agreement adequate insurance cover, including comprehensive third-party public liability insurance cover, relevant to the obligations to be performed by the Supplier in terms of the Agreement.

25 TERMINATION

25.1 If either Party commits a material breach of the Agreement and/or breaches its professional duty and fails to remedy such breach within 14 (fourteen) days of receipt of a notice from the other Party calling upon it to do so, the notifying Party shall be entitled, in addition to any other rights and remedies that it may have in terms of the Agreement or otherwise, to terminate the Agreement upon written notice to the Party in breach, without prejudice to any claims which such Party may have for damages against the Party in breach. In the case of a material breach by Foskop, the Supplier shall be paid for work already performed (at the behest of Foskop) and signed off by Foskop in accordance with the Agreement up to date of termination. The aforementioned shall be the full damages which the Supplier shall be entitled to by reason of such termination and no other damages shall be claimable whatsoever.

25.2 If (i) a Causal Event occurs in respect of the Supplier or (ii) the Supplier fails to adhere to any legal requirement or (iii) breaches any term or condition of any licence, authorisation or consent held by Foskop and required by Foskop to conduct its business operations and which failure or breach Foskop, in its sole and reasonable discretion, considers to be detrimental to Foskop for sound business reasons; then Foskop shall be entitled, but not obliged, to terminate the Agreement on written notice to the Supplier, in which event such termination shall be without any liability other than for payment in respect of Services already performed in accordance with the Agreement up to date of termination and without prejudice to any claims which Foskop may have for damages against the Supplier. The Supplier shall be entitled, but not obliged, to terminate this Agreement with immediate effect on written notice to Foskop in the event that Foskop is provisionally or finally liquidated or placed under curatorship or business rescue.

26 TERMINATION OR SUSPENSION FOR CONVENIENCE

26.1 Foskop may terminate this Agreement in whole or in part for convenience and without cause at any time by giving the Supplier at least 90 (ninety) days prior written notice designating the termination date. The Supplier will immediately cease the

performance of the Services as at the termination date specified in such notice. Foskop shall have no liability to the Supplier with respect to such termination other than for payment in respect of Services already performed in accordance with the Agreement up to date of termination.

- 26.2 Foskop will be entitled to suspend the performance of the Services upon prior written notice for a period specified by Foskop ("Notice of Suspension").
- 26.3 Upon receipt of such Notice of Suspension, the Supplier will promptly suspend the performance of the Services, to the extent specified by Foskop, and will for the duration of such suspension properly maintain, care for, and protect the materials, supplies, consumables and equipment required to perform the Services. The Supplier will also use its best efforts to utilise its material, labour, consumables and equipment in such a manner as to mitigate costs associated with the suspension of the Agreement.
- 26.4 To the extent that the Notice of Suspension will affect the Price or the date for completion of the Services, the Supplier must furnish Foskop, within five (5) days of receipt of the Notice of Suspension, in writing with the potential increase in cost and any extension of time for completion of the Services and any impact on the Price. If the Supplier does not furnish Foskop with the potential increase in the cost or extension of time for completion within the aforesaid 5 (five) days, or such longer period as the Parties may agree in writing, the Supplier will be deemed to have waived any claim it may have for an increase in cost or extension of time by reason of the suspension of the Services.
- 26.5 If the period of suspension exceeds an uninterrupted period of 90 (ninety) days, either Party will have the right to terminate the Agreement. Foskop shall have no liability to the Supplier with respect to such termination other than for payment in respect of

Services already performed in accordance with the Agreement up to date of termination.

- 26.6 In the event that the notice of suspension is issued due to the Supplier's act, omission or breach of Agreement, the Supplier may not claim any compensation or extension of time by reason of such suspension.

27 FORCE MAJEURE

- 27.1 Neither Party shall be liable to the other for any Losses which are a result of any default or delay in the performance of its obligations under the Agreement if and to the extent such default or delay is caused, directly or indirectly, by any event, cause or circumstance beyond the reasonable control of such Party ("Force Majeure Event"), including forced plant shut downs or stoppages or orders suspending of operations or orders by regulatory authorities or breakdowns, pandemic, fire, flood, earthquake, elements of nature or acts of God, riots, strikes, lockout, civil disorders or other labour related disputes, rebellions or revolutions in any country or any other cause beyond the reasonable control of such Party.
- 27.2 The Party affected by the Force Majeure Event (the "Affected Party") shall, as soon as it becomes aware that a Force Majeure Event is likely to occur or has occurred, immediately notify the other Party in writing, setting out in detail the extent and expected duration of the Force Majeure Event. The Affected Party will immediately notify the other Party as soon as the Force Majeure event ceases.
- 27.3 The Affected Party shall then be excused from performance of its obligations to the extent and for the period that it is unable to perform those obligations as a result of the Force Majeure Event and neither Party shall be entitled to claim damages, penalties or other compensation from the other as a result of such Force Majeure Event or the failure by the Affected Party to perform. In addition, the unaffected Party shall not be obliged to counter-perform any obligation where performance of the Affected Party has not taken place due to a Force Majeure Event.
- 27.4 Where the inability of the Supplier to perform the Services due to a Force Majeure Event will, or is reasonably expected to, prevent, hinder, or delay Foskor for more than 3 (three) consecutive days from continuing or recommencing, as the case may be, its applicable operations, Foskor may, where the nature of the Services permit, procure such Services, or any portion thereof, from an alternate source and may terminate the Agreement in whole, or to the extent of the Services procured from the

alternative source, without liability to the Supplier, other than having to pay the Supplier for such Services performed in accordance with the provisions of the Agreement.

- 27.5 Notwithstanding the above, where the Force Majeure Event continues for an uninterrupted period of 30 (thirty) days, either Party may forthwith terminate the Agreement on 10 (ten) days written notice.

28 DISPUTE RESOLUTION

Any dispute arising between the Parties, or any claim by one Party against the other, regarding the existence, validity, interpretation or enforceability of the Agreement, a breach or alleged breach of the Agreement or the liability of a Party under this Agreement (all of the foregoing a "Dispute") shall be subject to the following dispute resolution procedure:

- 28.1 A Dispute will in the first instance be referred to duly authorised senior representatives of each of the Parties for resolution. If such Dispute is not resolved within 30 (thirty) days from date of referral, either party may refer the Dispute to arbitration in accordance with the rules of the Arbitration Foundation of Southern Africa ("AFSA").
- 28.2 The arbitration shall be held in Sandton, or such other location as agreed between the Parties, before a single arbitrator agreed on by the Parties, or should the Parties fail to agree on an arbitrator within 10 (ten) days after arbitration has been demanded, the arbitrator shall be nominated at the request of any Party by AFSA. The arbitration shall be held in the English language.
- 28.3 The arbitrator shall commence the arbitration within 21 (twenty-one) days and proceed as if time is of the essence in the arbitration proceeding and shall render his or her decision within 14 (fourteen) days following the conclusion of the hearing.
- 28.4 Any Party may appeal the decision of the arbitrator within a period of 20 (twenty) days after the arbitrator's ruling has been handed down by giving written notice to that effect to the other Party to the arbitration. The appeal shall be dealt with in accordance with the rules of AFSA by 3 (three) arbitrators appointed by AFSA.
- 28.5 The decision of the arbitrator shall be binding on the Parties to the arbitration after the expiry of the period of 20 (twenty) days from the date of the arbitrator's ruling if no appeal has been lodged by any Party or upon the issue of determination by the appeal panel, as the case may be. A decision, which becomes final and binding in

terms of this clause 28.5 may be made an order of court at the instance of any Party to the arbitration.

28.6 Each Party agrees to continue performing its obligations under the Agreement while any Dispute is being resolved except to the extent that the issue in Dispute precludes performance (dispute over payment shall not be deemed to preclude continued performance).

28.7 The Parties shall use commercially reasonable efforts to resolve Disputes arising under the Agreement as rapidly as possible.

28.8 This clause 28 shall not preclude either Party from applying for the granting of summary judgment (in cases of liquidated claims) or either Party from seeking urgent relief from the High Court of the Republic of South Africa or any other competent organs of state created for the specific purpose of regulating the business or industry activities in which the Parties are engaged.

28.9 Any dispute resolution or arbitration process under this clause 28 shall be conducted *in camera* and the Parties shall treat as confidential and not disclose to any third party, details of the Dispute, the conduct of the informal or formal dispute resolution proceedings or the outcome of the dispute resolution proceedings, without the written consent of the other Party provided that the Parties shall be entitled to disclose such information to such persons as are necessary to enable them to institute or defend their case.

29 NOTICES AND DOMICILIUM

29.1 The Parties hereto select the respective addresses appearing below for the purposes of receiving notices as contemplated in the Agreement and the serving of any legal documents (*domicilia citandi et executandi*). The addresses and/or electronic email address may be substituted by notice given as herein required.

29.1.1 Foskor (Pty) Ltd:

Block G
Riverview Office Park
Janadel Avenue
Midrand
1685

Tel: 011 347 0600

Fax: 011 347 0640

Supplier:

Such address and details as may be set forth in the relevant Purchase Order.

- 29.2 All notices, requests, demands, and determinations under the Agreement shall be valid and effective only if in writing, addressed to the recipient's responsible officer and if delivered by hand, mail, or email. In this regard, a notice, request, demand and determination under the Agreement will be deemed to have been received: (i) if delivered by hand, at the time and on the day that delivery is evidenced by a receipt declaration by a member of the addressee's Staff at the addressee's address, provided that if such time is not within normal business hours, then receipt shall be deemed received at the commencement of business on the next business day; (ii) if delivered by registered mail, 5 (five) days after posting if addressed within the Republic of South Africa to an address within the Republic of South Africa and 10 (ten) days after posting in all other instances, which delivery shall be evidenced by the registered mail receipt; and (iii) if delivered by email, at the time and on the date as reflected on the automated delivery receipt or confirmation of receipt from the relevant server of the recipient if before 4pm on a Business Day or, if after 4pm, on the next Business Day. For the avoidance of doubt, notice shall be deemed to have been given upon receipt of such delivery confirmation whether or not such notice has actually been read.
- 29.3 The Parties record that whilst they may correspond via email during the currency of the Agreement for operational reasons, formal legal process must be served at the physical addresses set out above and may not be served or given via email.
- 29.4 All notices of operational nature relating to the Agreement shall be given by the sender's service manager for that specific Service and addressed to the addressee's service manager or responsible engineer or employee for that Service. Any formal consent or approval or notice or demand or request required in terms of the Agreement must comply with clause 29.2, failing which it shall be deemed void.
- 29.5 Notwithstanding the foregoing, any notice of an operational nature given in writing, including one sent by data message, actually received by the Party to whom the notice is addressed, will be deemed to have been properly given and received, notwithstanding that such notice has not been given in accordance with the provisions of this clause 29.

30 GENERAL

- 30.1 The Supplier will not cede, delegate or assign any of its rights, benefits and/or obligations in terms of the Agreement, in whole or in part, to any third party without the prior written consent of Foskor.
- 30.2 The Supplier may not sub-contract its obligations under the Agreement without the prior written consent of Foskor. Should Foskor consent to such appointment, the Supplier shall at all times be responsible to Foskor for fulfilment of all the Supplier's obligations under the Agreement and remain Foskor's sole point of contact regarding the Services, including with respect to payment. No obligation shall arise between Foskor and any Authorised Sub-contractor, save for the correct performance of Services in terms of the Agreement.
- 30.3 Foskor shall have the right during the continued duration of the Agreement to revoke its approval of an Authorised Sub-contractor and direct the Supplier to replace such Authorised Sub-contractor upon 30 (thirty) days' notice if the Authorised Sub-contractor's performance is materially deficient, or *bona fide* doubts exist concerning the Authorised Sub-contractor's ability to render future performance because of changes in the ownership, management, and/or financial condition of the Authorised Sub-contractor, or there have been material misrepresentations regarding the Authorised Sub-contractor.
- 30.4 Neither Party shall during the currency of the Agreement and for a period of 1 (one) year after its termination, induce, encourage or procure any employee employed by the other Party to become employed by or associated directly or indirectly in any manner in the other. If an employee of either Party responds to an employment advertisement of the other Party, the Party seeking employees shall notify the other Party prior to commencing any formal procedures, in order to minimize business interruption.
- 30.5 Should any of the terms and conditions of the Agreement be held to be invalid, unlawful or unenforceable, such terms and conditions shall be severable from the remaining terms and conditions which shall continue to be valid and enforceable. If any term or condition held to be invalid is capable of amendment to render it valid, the Parties agree to negotiate an amendment to remove the invalidity.
- 30.6 The Supplier shall not make or issue any formal or informal announcement (with the exception of stock exchange announcements), advertisement or statement to

the press to any other person in connection with the details of the Agreement without the prior written consent of Foskor. No documents in possession of the Supplier or photos taken of Foskor's plant or mine may be disseminated or released to any third party without the prior written consent of Foskor.

- 30.7 No change, waiver or discharge of the terms and conditions of the Agreement shall be valid unless in writing and signed by an authorised representative of the Party against which such change, waiver or discharge is sought to be enforced, and any such change, waiver or discharge will be effective only in the specific instance and for the purpose given. No failure or delay on the part of either Party hereto in exercising any right, power or privilege under the Agreement will operate as a waiver thereof, nor will any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof or the exercise of any other right, power or privilege.
- 30.8 Except where expressly provided as being in the sole discretion of a Party, where agreement, approval, acceptance, consent, or similar action by either Party is required under the Agreement, such action shall not be unreasonably delayed or withheld. An approval, acceptance, consent or similar action by a Party under the Agreement shall not relieve the other Party from the responsibility for complying with the requirements of the Agreement, nor shall it be construed as a waiver of any rights under the Agreement, except as and to the extent otherwise expressly provided in such approval, acceptance or consent.
- 30.9 The Agreement may be executed in one or more counterparts, each of which shall be deemed an original, and all of which together shall constitute one and the same Agreement, as at the date of signature of the Party last signing one of the counterparts. The Parties undertake to take whatever steps may be necessary to ensure that each counterpart is duly signed by each of them without delay.
- 30.10 The Agreement will be governed by and construed in accordance with the law of the Republic of South Africa and all disputes, actions and other matters relating thereto will be determined in accordance with such law.
- 30.11 The Parties agree that there are no other collateral terms or conditions to the Agreement, whether oral or written
- 30.12 In the event of a conflict between the documents comprising the Agreement, such conflict shall be resolved in accordance with the order of precedence (in

descending order of priority) as follows (i) the Letter of Award or relevant Purchase order and its annexures; (ii) the scope of work; (iii) the Specifications; (iv) the Special Terms; (v) these Standard Terms and Conditions.

- 30.13 The Supplier acts as an independent contractor and neither the Supplier nor Supplier's Authorised Sub-contractors are deemed to be either expressly or impliedly agents or employees of Foskor. The Parties also warrant and acknowledge that the relationship between them is not in the nature of a partnership and that neither Party is in any manner entitled to make or enter into binding agreements of any nature on behalf of the other Party.
- 30.14 Any provision of the Agreement which contemplates performance or observance subsequent to any termination or expiration of the applicable Agreement shall survive any termination or expiration of the applicable Agreement and continue in full force and effect.
- 30.15 Each Party agrees that, in its respective dealings with the other Party under or in connection with the Agreement, it shall act in good faith.
- 30.16 Each Party shall bear and pay its own costs of or incidental to the drafting, preparation and execution of the Agreement.