

**SAP Training and Adoption Preferred Card Terms and Conditions**  
**SAP Software and Services LLC**

**1. DEFINITIONS**

- 1.1. "**Affiliate**" of a party means any legal entity in which a party, directly or indirectly, holds more than fifty percent (50%) of the entity's shares or voting rights. Any legal entity will be considered an Affiliate as long as that interest is maintained.
- 1.2. "**Agreement**" means these SAP Training and Adoption Preferred Card Terms and Conditions, and the Order Form signed and agreed between the Parties.
- 1.3. "**Bonus**" means the bonus described in the Section 2.3.
- 1.4. "**Business Partner**" means a legal entity that requires use of a training service in connection with Customer's and its Affiliates' internal business operations. These may include customers, distributors, service providers and/or suppliers of Customer.
- 1.5. "**Certification**" means an online exam to ascertain a certain level of knowledge and proficiency in SAP subject areas.
- 1.6. "**Commitment Value**" is a prepayment value and Customer commitment to a minimum value of expenditure, as detailed in Section 2.2.
- 1.7. "**Confidential Information**" means:
  - a) with respect to Customer:
    - i. the Customer Data;
    - ii. Customer marketing and business requirements;
    - iii. Customer implementation plans; and/or
    - iv. Customer financial information; and
  - b) with respect to SAP:
    - i. documentation;
    - ii. information regarding SAP research and development, product offerings, pricing and availability;
    - iii. SAP software and services; and
    - iv. SAP training and course materials.
  - c) Confidential Information of either SAP or Customer also includes information which the disclosing party protects against unrestricted disclosure to others that:
    - i. the disclosing party or its representatives designates as confidential at the time of disclosure, or
    - ii. should reasonably be understood to be confidential given the nature of the information and the circumstances surrounding its disclosure.
- 1.8. "**Contract Term**" means the fixed term period in which the SAP Training and Adoption Preferred Card is valid, as specified in Section 5.5 and in the Order Form.
- 1.9. "**Course**" means classroom training delivered live either physically in person or virtually via the internet.
- 1.10. "**CST Scope Document**" means a call-off form agreed between the parties that references Customer's SAP Training and Adoption Preferred Card identification number and defines Course details, including:
  - a) Course content;
  - b) price;
  - c) delivery location;
  - d) delivery method; and
  - e) number of participants.
- 1.11. "**Customer**" means the party other than SAP that has entered into this Agreement.

- 1.12. "**Customer Data**" means any content, materials, data and information from Users. Customer Data and its derivatives will not include SAP's Confidential Information.
- 1.13. "**Customer Specific Training**" means a private Course organized on demand specifically for Customer.
- 1.14. "**Online Training**" means prerecorded training delivered virtually e.g. SAP e-learning.
- 1.15. "**Order Form**" means the document entitled 'SAP Preferred Card Order Form' agreed and signed by the parties, under which the Customer has ordered the SAP Training and Adoption Preferred Card from SAP.
- 1.16. "**Preferred Card Value**" is the amount specified in the 'Preferred Card Value' section of the Order Form and is calculated by adding together the Commitment Value and the Value of Bonus.
- 1.17. "**Preferred Card Fee**" is the Commitment Value plus applicable value added tax.
- 1.18. "**SAP**" means the SAP entity that has entered into this Agreement, as well its Affiliates.
- 1.19. "**SAP Training and Adoption Preferred Card**" is the prepayment card being procured under the terms of this Agreement.
- 1.20. "**SAP Training Catalogue**" means the catalogue published by SAP containing details of SAP training courses and services.
- 1.21. "**SAP SE**" means SAP SE, the parent company of SAP.
- 1.22. "**Section**" means a specified section of these terms and conditions.
- 1.23. "**Training Site**" means <https://training.sap.com/>.
- 1.24. "**Travel & Expense costs**" are costs incurred by SAP training consultants for travel and miscellaneous costs.
- 1.25. "**User**" means any individual to whom Customer grants access credentials to use a training service that is an employee, agent, contractor or representative of:
- a) Customer;
  - b) Customer's Affiliates; and/or
  - c) Customer's and Customer's Affiliates' Business Partners.
- 1.26. "**Value of Bonus**" means the amount indicated in the Order Form, which is calculated by multiplying the Commitment Value and the Bonus.

## **2. PREFERRED CARD**

### **2.1. Order Form**

Details of the SAP Training and Adoption Preferred Card procured from SAP by Customer are contained in the Order Form.

### **2.2. Commitment Value**

Customer must make at least the minimum expenditure on training services from SAP ("**Commitment Value**") during the Contract Term. The Commitment Value is specified in the 'Commitment Value' section of the Order Form.

### **2.3. Bonus**

Subject to the Customer paying the Preferred Card Fee in full as detailed in Section 3, Customer will receive the Bonus specified in the 'Bonus' section of the Order Form. The Bonus is not counted towards calculation of the required Commitment Value. The Bonus cannot be used to pay for Travel & Expense costs.

### **2.4. Preferred Card Value**

The initial Preferred Card Value is calculated by adding together the Commitment Value and the Value of Bonus. The Preferred Card Value will decrease as Customer's purchases and reservations are made using the SAP Training and Adoption Preferred Card.

### **3. PRICE AND PAYMENT**

#### **3.1. Price**

The price of the SAP Training and Adoption Preferred Card is the Preferred Card Fee specified in the 'Preferred Card Fee' section of the Order Form and payment is due in accordance with the Order Form.

#### **3.2. Purchase Order**

Customer must submit to SAP a purchase order for the full amount of the Preferred Card Fee at the same time it returns a signed copy of the Order Form to SAP.

#### **3.3. Invoicing**

Customer will be invoiced for the full Preferred Card Fee after SAP's receipt of the Order Form signed by the Customer and a valid purchase order.

#### **3.4. Restrictions**

##### **3.4.1. No credits**

Nothing in this Agreement will affect any previous orders made by Customer with SAP for training services. Customer cannot use the SAP Training and Adoption Preferred Card to pay for training services ordered or delivered prior to the start of the Contract Term or after expiration of the Contract Term, regardless of whether the same or similar training services are included in the scope of the SAP Training and Adoption Preferred Card licensed under this Agreement.

##### **3.4.2. No refunds or carry-over**

The Preferred Card Value must be used within the Contract Term. No refunds can be made in relation to Preferred Card Value that is not used by Customer within the Contract Term. The Preferred Card Value cannot be carried over after the Contract Term has expired. The Preferred Card Value cannot be transferred to another SAP Training and Adoption Preferred Card.

##### **3.4.3. No Extension or Top-up**

Customer shall be entitled to purchase additional separate SAP Training and Adoption Preferred Cards; however, Customer is not allowed to extend or top-up individual SAP Training and Adoption Preferred Cards.

#### **3.5. Payment for purchases and reservations using the SAP Training and Adoption Preferred Card**

Customer must quote its SAP Training and Adoption Preferred Card identification number when making purchases or reservations for training services. Provided that the Customer has enough Preferred Card Value to cover the full price, no invoice will be presented by SAP to Customer for payment of such purchases or reservations. The relevant price amount will be deducted from the Preferred Card Value. If there is not enough remaining Preferred Card Value to cover the full price amount of the transaction, SAP will invoice the Customer for the price amount calculated after the remaining Preferred Card Value has been applied to the transaction.

### **4. DURATION**

#### **4.1. Fixed Term**

This Agreement is concluded for a fixed term specified in the 'Contract Term' section of the Order Form. Neither Party can terminate this Agreement for convenience, however any rights of termination for cause remain unaffected.

#### **4.2. Expiration**

After expiration of the Contract Term the SAP Training and Adoption Preferred Card will cease to be valid and any unused Preferred Card Value will be reset to zero (0).

### **5. PREFERRED CARD SCOPE AND APPLICATION**

#### **5.1. Eligible Services**

Subject to Section 3.4, the Preferred Card Value can be used to pay for the following items provided in Qatar:

- a) Online Training (e-Learning);
  - b) Certification;
  - c) Course (public classroom training); and
  - d) Customer Specific Training.
- 5.2. Excluded Services
- Preferred Card Value cannot be used for purchasing:
- a) consulting services;
  - b) software licenses;
  - c) Learning Hub or bundles including Learning Hub; and
  - d) Live Access or bundles including Live Access.
- 5.3. Customer receipt
- On receipt of Customer's Preferred Card Fee, SAP shall issue Customer with:
- a) written acknowledgement of Customer's purchase of an SAP Training and Adoption Preferred Card;
  - b) a unique Customer SAP Training and Adoption Preferred Card identification number;
  - c) an on-line account; and
  - d) confirmation of the Bonus.
- 5.4. SAP Customer ID
- The parties agree that purchases and reservations using the SAP Training and Adoption Preferred Card shall be applied exclusively to the SAP Customer ID specified in the Order Form and the training services shall be used solely by Users.
- 5.5. Contract Term
- 5.5.1. The Customer shall be entitled to the benefits of the SAP Training and Adoption Preferred Card for the Contract Term defined in the Order Form, which shall begin on the later of:
- a) the date upon which SAP receives a signed Order Form and purchase order from the Customer; or
  - b) the date upon which SAP receives the SAP Preferred Card Fees.
- 5.5.2. In the event that the date SAP receives payment of the SAP Preferred Card Fee is any longer than three (3) months after SAP's receipt of the Customer's signed Order Form, SAP reserves the right to reject the Customer order for the SAP Training and Adoption Preferred Card in which case no Agreement shall be made.
- 5.6. Decision making
- Customer shall designate, in the 'Administration details' section of the Order Form, a contact person with appropriate standing and qualifications to be available to SAP to provide necessary information relating to the Agreement and who is authorized by the Customer to make necessary decisions on behalf of the Customer.
- 5.7. Reservations
- 5.7.1. Customer must make express reference in writing to the SAP Training and Adoption Preferred Card identification number when making reservation requests for training services to SAP.
- 5.7.2. Reservations are not effective until confirmed by SAP.
- 5.7.3. Purchase of the SAP Training and Adoption Preferred Card does not guarantee Customer participation in any specific Course or event on any specific date, nor does it provide Customer with priority booking status for any specific course or event on any specific date.
- 5.7.4. Reservation requests will be handled in the order that they are received by SAP and will be booked according to the availability of the respective subscriber spaces.

5.7.5. The Preferred Card Value can be used for all public courses that have been confirmed by SAP. However, confirmation of some courses is dependent on the number of signed up participants for that course and SAP reserves the right when, and if, to confirm and run a course.

#### 5.8. Cancellations

Cancellation requests for classroom events must be sent in writing to SAP. Cancellation fees detailed at the "terms and conditions" section of the SAP Training Site will apply to cancellations. For avoidance of doubt, where the terms and conditions on the SAP Training Site refer to a "total class fee", for the purposes of calculating the cancellation fee due to SAP pursuant to this Section the "total class fee" shall be deemed to refer to the full published list price for that course, which the Customer would have paid to SAP for registration on the course had the Customer not registered using the SAP Training and Adoption Preferred Card. The cancellation fee shall be charged by SAP even if the Customer later reschedules the individual designated User for an alternative date. Cancellation fees will be deducted from the SAP Preferred Card Value.

#### 5.9. Additional Terms and Conditions

5.9.1. Each of the training services procured using the SAP Training and Adoption Preferred Card are subject to their own separate respective terms and conditions, copies of which are available from SAP when ordering the training services. By placing an order, making reservation requests or by using any of the training services, Customer agrees to those additional terms and conditions with respect to each training service. In the event of conflict between the terms and conditions for the training services and the terms detailed within this Agreement, the terms of this Agreement shall take precedence. Customer acknowledges that the terms and conditions for the training services are available via SAP's website and that the Customer has had the opportunity to review the terms and conditions prior to entering into this current Agreement and will further have the opportunity to review the terms and conditions prior to ordering, making reservation requests or using any of the training services. Customer acknowledges that the terms and conditions are occasionally updated by SAP and Customer agrees that the relevant version governing the training services will be the then-current version of the terms and conditions in place at the time of execution of the Customer's Order Form for the training services.

#### 5.9.2. Applicable Terms & Conditions for Customer Specific Training

SAP and Customer will agree on a CST Scope Document to be attached to an Order Form for SAP Services. SAP and Customer agree that for Customer Specific Training a CST Scope Document is a binding agreement governed by the SAP Services General Terms and Conditions ("**SGTC**") made available on <https://www.sap.com/about/trust-center/agreements/services/sap-professional-services.html> and incorporating the Service Descriptions (the pre-defined descriptions of services found at <http://www.sap.com/service-descriptions>) in effect as of the CST Scope Document Effective Date. Together the CST Scope Document, the Order Form for SAP Services, the SGTC and the Service Descriptions form the Agreement in respect of Customer Specific Training services.

#### 5.9.3. Applicable Terms & Conditions for Certification, Course and Online Training

Terms and Conditions are made available on: <https://www.sap.com/about/trust-center/agreements/services/sap-professional-services.html?tag=agreements:general-terms-and-conditions/education-training>

### 6. CONFIDENTIALITY

#### 6.1. Use of Confidential Information

6.1.1. The receiving party will protect all Confidential Information of the disclosing party as strictly confidential to the same extent it protects its own Confidential Information, and not less than a reasonable standard of care. Receiving party will not disclose any Confidential Information of the disclosing party to any person other than its personnel, representatives or Users whose access is necessary to enable it to exercise its rights or perform its obligations under the Agreement and who are under obligations of confidentiality substantially similar to those in this Section. Customer will not disclose the Agreement or the pricing to any third party.

6.1.2. Confidential Information of either party disclosed prior to execution of the Agreement will be subject to this Section.

6.1.3. In the event of legal proceedings relating to the Confidential Information, the receiving party will cooperate with the disclosing party and comply with applicable law (all at disclosing party's expense) with respect to handling of the Confidential Information.

6.2. Exceptions

The restrictions on use or disclosure of Confidential Information will not apply to any Confidential Information that:

- a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information;
- b) is generally available to the public without breach of the Agreement by the receiving party;
- c) at the time of disclosure, was known to the receiving party free of confidentiality restrictions; or
- d) the disclosing party agrees in writing is free of confidentiality restrictions.

6.3. Publicity

Neither party will use the name of the other party in publicity activities without the prior written consent of the other, except that Customer agrees that SAP may use Customer's name in customer listings or quarterly calls with its investors or, at times mutually agreeable to the parties, as part of SAP's marketing efforts (including reference calls and stories, press testimonials, site visits, SAPPHIRE participation). Customer agrees that SAP may share information on Customer with its Affiliates for marketing and other business purposes and that it has secured appropriate authorizations to share Customer employee contact information with SAP.

**7. DATA PROTECTION**

Customer agrees to the collection, processing, and use of its personal data to the extent necessary for processing reservation requests and orders.

**8. LIMITATION OF LIABILITY**

8.1. Unlimited Liability

Neither party will exclude or limit its liability for damages resulting from:

- a) unauthorized use or disclosure of Confidential Information;
- b) either party's breach of its data protection and security obligations that result in an unauthorized use or disclosure of personal data;
- c) death or bodily injury arising from either party's gross negligence or willful misconduct; or
- d) any failure by Customer to pay any fees due under the Agreement.

8.2. Liability Cap

Subject to Sections 8.1 and 8.3, the maximum aggregate liability of either party (or its respective Affiliates or SAP's subcontractors) to the other or any other person or entity for all events (or series of connected events) arising in the Contract Term will not exceed the fees paid for the SAP Training and Adoption Preferred Card for that Contract Term.

8.3. Exclusion of Damages

Subject to Section 8.1:

- a) neither party (nor its respective Affiliates or SAP's subcontractors) will be liable to the other party for any special, incidental, consequential, or indirect damages, loss of good will or business profits, work stoppage or for exemplary or punitive damages; and
- b) SAP will not be liable for any damages caused by any training service provided for no fee.

8.4. Risk Allocation

This Agreement allocates the risks between SAP and Customer in relation to the SAP Training and Adoption Preferred Card. The Preferred Card Fee reflects this allocation of risk and limitations of liability.

## **9. MISCELLANEOUS**

### **9.1. Severability**

If any provision of the Agreement is held to be invalid or unenforceable, the invalidity or unenforceability will not affect the other provisions of the Agreement.

### **9.2. No Waiver**

A waiver of any breach of the Agreement is not deemed a waiver of any other breach.

### **9.3. Electronic Signature**

Electronic signatures that comply with applicable law are deemed original signatures.

### **9.4. Governing Law**

The Agreement and any claims relating to its subject matter will be governed by and construed under the laws of England, without reference to its conflicts of law principles.

Arbitration: Except for the right of either party to apply to a court of competent jurisdiction for injunctive, or other equitable relief, any dispute or claim arising out of or relating to this Agreement, shall be settled by arbitration in Dubai International Financial Center in United Arab Emirates in accordance with the rules of arbitration of the London Court of International Arbitration (LCIA). The language to be used in the arbitration shall be English.

One or more arbitrators appointed in accordance with the following: (i) Arbitration by One Arbitrator: If the parties agree to a one-arbitrator, the parties shall agree upon and appoint an arbitrator, after first ascertaining that the appointee consents to act, within thirty (30) days from the date on which written notice of referral to arbitration by one party is received by the other party (the "Notice Date") or (ii) Arbitration by Three Arbitrators: If the parties are unable to agree on a one-arbitrator, or, having so agreed, are unable to agree on the arbitrator within thirty (30) days from the Notice Date, then the arbitration shall be conducted by and before three (3) arbitrators, who shall be appointed as follows. Each party shall appoint one arbitrator, after first ascertaining that the appointee consents to act, and notify the other party in writing of the appointment within sixty (60) days from the Notice Date. The appointed arbitrators shall agree upon and appoint the third arbitrator, who shall be the chairman, after first ascertaining that the appointee consents to act, and notify the parties in writing of the appointment within ninety (90) days from the Notice Date.

The chairman shall be a qualified lawyer, and the other arbitrators shall have a background or training in computer law, computer science, or marketing of computer products. The arbitrators shall have the authority to grant injunctive relief, in a form substantially similar to that which would otherwise be granted by a court of law. The parties irrevocably agree to submit to arbitration and the parties each agree that any award made by the arbitrators shall be enforceable in any country, without further inquiry into the disputed matters which are the subject of the award. The provisions of this section shall survive termination of this Agreement.

The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act (where enacted) will not apply to the Agreement. Either party must initiate a cause of action for any claim(s) relating to the Agreement and its subject matter within one (1) calendar year from the date when the party knew, or should have known after reasonable investigation, of the facts giving rise to the claim(s).

### **9.5. Agreement**

The Agreement may be modified solely in writing signed by both parties. The Agreement will prevail over terms and conditions of any Customer-issued purchase order, which will have no force and effect, even if SAP accepts or does not otherwise reject the purchase order. The components of the Agreement are the Order Form, this Terms and Conditions document and any documents referenced therein.