



## STANDARD SOFTWARE LICENSE AND SUPPORT

### General Terms and Conditions SAP Slovensko s.r.o. ("GTC")

#### APPLICABILITY.

Except as otherwise agreed, in any contractual relationship in which SAP Slovensko s.r.o. with registered seat at Plynárenská 7/A, 821 09 Bratislava, registered in the Commercial Register of the District Court Bratislava I, Section Sro, file 16427/B, Company ID (IČO): 35 737 328 (herein "SAP") provides or supports SAP Software to another company or public-law entity (herein: "Licensee"), only these GTC and the provisions of Software Use Rights document in the version valid at the time the contract is concluded (herein: "Use Terms") and the applicable Support Schedule apply.

They apply to precontractual relations accordingly. The following terms and conditions of these GTC relative to "SAP Software" apply to SAP provided Third Party Software accordingly, except as otherwise stated in the Software Agreement, herein or in the Use Terms.

#### 1. DEFINITIONS.

1.1 "Add-on" means any code developed by Licensee or by a third party on Licensee's behalf communicating with the SAP Software via APIs that adds or supplements new and independent functionality to SAP Software, but does not constitute a Modification (as defined in section 1.8).

1.2 "API" means SAP's application programming interfaces, as well as other SAP code that allow other software products to communicate with or call on SAP Software (for example, SAP Enterprise Services, BAPIs, IDocs, RFCs and ABAP or other user exits) provided under the Software Agreement.

1.3 "Affiliate" means any legal entity in which the Licensee, directly or indirectly, holds more than fifty per cent (50%) of the shares or voting rights or because the Licensee can administer the majority of voting rights on the basis of an agreement with other authorized entities. Any such legal entity shall be considered an Affiliate for only such time as such equity interest or majority of voting rights is maintained. Licensee must prove that such company is an Affiliate within (30) calendar days from the delivery of SAP's reasonable request.

1.4 "Business Partner" means a legal entity that requires access to the SAP Software in connection with Licensee's internal business operations, such as customers, distributors and/or suppliers of Licensee.

1.5 "Confidential Information" means all information which SAP or Licensee protect against unrestricted disclosure to others, or that are deemed confidential according to the circumstances of their disclosure or their content. In any case, the following information is considered to be Confidential Information of SAP: the SAP Software, programs, tools, data

#### **SAP Confidential**

#### **SAP General Terms and Conditions On Premise enSK.v.2014**

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and other material, that SAP provides to Licensee before or on the basis of the Software Agreement.

1.6 "Contractual" means provided to Licensee in performance of the Software Agreement.

1.7 "Documentation" means SAP's technical or functional documentation pertaining to the Contractual SAP Software which is delivered or made available to Licensee with the Contractual SAP Software.

1.8 "IP Rights" ("Intellectual Property Rights") means without limitation any patents and other rights to inventions, copyrights, trademarks, trade names, design patents and service marks and any other intangible property rights and all related rights of use or commercialization.

1.9 "Modification" means any reworking of SAP Software developed by Licensee or by a third party on Licensee's behalf within the meaning of the Slovak Copyright Act (Act No. 618/2003 Coll. on Copyright and Rights Related to Copyright) Article 35, para 1 and 2, in particular, changes to the delivered source code or metadata.

1.10 "SAP Software" means any and all (i) standard software products (as well as relevant documentation) all as developed by or for SAP or any of its affiliated companies; (ii) new versions (especially without being limited to releases, updates, patches, corrections) thereof and (iii) complete or partial copies of any of the foregoing.

1.11 "Support" means agreed SAP Support provided for SAP Software.

1.12 "Software Agreement" means a contract between SAP and Licensee for licenses and/or support for SAP Software that references these GTC.

1.13 "Third Party Software" means any and all (i) standard software products (as well as relevant documentation) and content, all as developed for or by companies other than SAP or its affiliated companies and that do not constitute SAP Software (as defined in section 1.10); (ii) new versions (especially without being limited to releases, updates, patches, corrections) thereof and (iii) complete or partial copies of any of the foregoing.

1.14 "Working Days" means weekdays from Monday to Friday (9 a.m. to 5 p.m. CET) except statutory holidays and December 24 and 31.

#### 2. DELIVERY, MATTER TO BE DELIVERED, LICENSE GRANT, IP RIGHTS.

##### 2.1 Delivery, Matter to be Delivered

2.1.1 SAP will deliver the Contractual SAP Software in accordance with the product description in the Documentation and with the Use Terms. The product description in the documentation conclusively defines the functional qualities of the Contractual SAP Software. SAP owes no duty with regard to any further quality not defined in the Software Agreement. In particular, Licensee can imply no such duty from any other published SAP description or advertisement for the SAP Software except to the extent SAP has expressly confirmed that other quality in writing. Guarantees are effective only if expressly confirmed in writing by SAP's management.

2.1.2 Unless otherwise agreed, Licensee will be provided with one (1) copy of the relevant version of the Contractual SAP Software that current at the time of shipment, within one month after conclusion of the Software Agreement.

2.1.3 SAP will deliver, at its election, by supplying to Licensee the Contractual SAP Software on disc or other data media to the agreed delivery address (Physical Shipment) or by making it available for download on the SAP Service Marketplace (http://service.sap.com/swdc) (Electronic Delivery). For the purpose of ascertaining whether delivery is timely, delivery of a Physical Shipment is deemed effected at the time SAP passes the discs or other data media to the forwarding agent, and an Electronic Delivery is deemed effected at the time SAP makes the Contractual SAP Software available for download and informs Licensee accordingly, and risk passes at the time of such Physical Shipment or Electronic Delivery.

##### 2.2 SAP's Rights; Licensee's Licensed Use.

As between Licensee and SAP, all rights in the SAP Software – especially without being limited to all copyright and other IP Rights – shall be the sole and exclusive property of SAP, the SAP SE (SAP's parent company) or their licensors, including without limitation SAP Software created to address a requirement of or in collaboration with Licensee. Licensee's only rights in respect of the Contractual SAP Software are the following nonexclusive rights. Sentences 1 and 2 apply likewise to all other SAP Software, goods, works and information provided to Licensee precontractually or in performance of contract, including without limitation those provided in performance of warranty or Support.

2.2.1 Licensee may use the Contractual SAP Software only to the extent contractually agreed. The license is limited to the Contractual SAP Software, even if it is also technically possible for Licensee to access other SAP Software components. Where Licensee purchases (as distinct from rents) the SAP Software, its license is perpetual; where Licensee rents the Contractual SAP Software, the license term is contractually agreed.

Licensee's right to develop and use Modifications and Licensee's use of the Contractual SAP Software to develop Add-Ons as well as the use of the Contractual SAP Software together with Add-Ons is stipulated in section 2.3.

Licensee enjoys only those rights in Contractual Third Party Software that are necessary to use it in association with the Contractual SAP Software. Details of the license for Third Party Software are set out in the Software Agreement and the Use Terms.

2.2.2 Licensee may use the Contractual SAP Software only to run Licensee's and its Affiliates' internal business operations. Licensee is granted the right to copy the Contractual SAP Software only for the purposes of such licensed use. All other rights, notably the right to distribute the SAP Software, including without limitation the rights of rental, translation, elaboration and arrangement, and the right to make the SAP Software available to the public are retained exclusively by SAP. Licensee may not use the Contractual SAP Software to provide business process outsourcing or, service bureau applications other than to its Affiliates or use the Contractual SAP Software to provide trainings to

any person who is not Licensee's employee or the employee of a Licensee Affiliate. The related terms and detail in the Use Terms also apply.

Use of the Contractual SAP Software may occur by way of an interface delivered with or as a part of the SAP Software, a Licensee or third-party interface, or another intermediary system.

Licensee must hold the required licenses as stated in the Use Terms for any individuals that use the Contractual SAP Software (directly or indirectly). Business Partners may use the Contractual SAP Software only through screen access and solely in conjunction with Licensee's use and may not use it to run any of Business Partners' business operations.

On test systems the sole purpose of Licensee's use of the Contractual SAP Software must be to ascertain its properties and assess its suitability for Licensee's business. Notably, on test systems Licensee must not create Modifications or Add-Ons (section 2.3), decompile (section 2.2.5) the Contractual SAP Software or use it or prepare to use it for live operation.

If Licensee has an Affiliate with a separate license or support agreement for SAP Software with SAP, any SAP Affiliate or any other authorized SAP distributor, the following shall apply unless otherwise expressly agreed between Licensee and SAP: The Contractual SAP Software shall not be used to run such Licensee Affiliate's business operations and such Licensee Affiliate shall not receive any Support services provided to Licensee under the Software Agreement, even if such separate support agreement has expired or is terminated.

2.2.3 The Contractual SAP Software may only be copied temporarily or permanently in whole or in part on information technology devices (e.g. hard disks or central processing units) which must be located at Licensee's or its Affiliate's facilities or are in Licensee's or its Affiliate's direct possession. Where Licensee wishes to outsource the Contractual SAP Software, that is to say run the Contractual SAP Software or have the Contractual SAP Software run for running Licensee's internal business operations on information technology devices that are located at the facilities and in direct possession of a third party, Licensee must first obtain the agreement of SAP in writing, which agreement SAP is ready to give provided that is proper business interests are upheld, notably that the third party respects the agreed conditions concerning the license for the Contractual SAP Software.

2.2.4 Licensee is permitted to back up data in accordance with good information technology practice and for this purpose to create the necessary backup copies of the Contractual SAP Software. Backup copies on transportable discs or other data media must be marked as backup copies and bear the same copyright and authorship notice as the original discs or other data media, unless this would be technically infeasible Licensee must not change or remove SAP's copyright and authorship notices

2.2.5 Prior to decompiling the Contractual SAP Software, Licensee must give written notice requiring SAP within a reasonable period of time to provide the information and documentation necessary to produce interoperability. Licensee is entitled to decompile the Contractual SAP Software to the extent permitted in the Slovak Copyright Act (Act No. 618/2003 Coll. on Copyright and Rights Related to Copyright),

Article 36, only after SAP has failed to comply with such notice within the limited time period. Before involving a third party, Licensee must obtain for SAP's direct benefit the third party's written undertaking to comply with the provisions in this section 2.

2.2.6 If, for example by way of defect remedy or SAP Support, Licensee receives from SAP copies of new versions of the Contractual SAP Software that replace a previously provided SAP Software version, Licensee has only the right to use the most recent version obtained. Licensee's license to use with regard to the previous version ends when Licensee implements the new version on live systems. Licensee is however permitted for a period of three months to use the new version on a test system while also still using the previous live version. Section 5 governs the end of license for the replaced version.

2.2.7 Any use of the SAP Software, which extends beyond the provisions of the Software Agreement, shall require written consent of SAP. If the Licensee extends use without having first obtained such written consent, and if the case is not remedied within the period defined in SAP's written notice, SAP may at any time revoke the Licensee's rights of use.

2.2.8 Except as otherwise agreed and except as expressly required by law, accessing the SAP Software by more than one person using one and the same defined user shall constitute a breach of the Software Agreement. This applies also in respect of users indirectly accessing the Contractual SAP Software through using one and the same defined user. It is also considered a breach of the Software Agreement if it is established through modifications and/or deletions of the user records in the Contractual SAP Software that the Licensee has used the Software in excess of the license quantities or levels stated in the Software Agreement in any given point in time.

### 2.3 Modifications / Add-Ons

2.3.1 Except as otherwise agreed and except as expressly required by law or expressly permitted in this section 2.3, Licensee is not entitled to create, use, or make available to any third party any Modification of Contractual SAP Software. Except as otherwise agreed and except as expressly required by law or expressly permitted in this section 2.3, Licensee is not entitled to use any software tool or API that is contained in Contractual SAP Software or is otherwise obtained from SAP to make any Add-On or to use any software tool or API so contained or obtained with any Add-On.

2.3.2. SAP points out that even a minor Modification to SAP Software may lead to possibly unpredictable and significant faults in the running of SAP Software and other programs and in communications between SAP Software and other programs. Faults may also arise because a Modification is not compatible with later versions of SAP Software. Neither SAP nor any Affiliate of SAP is under any duty to eliminate any fault arising in connection with a Modification, and nor is either otherwise answerable in respect of any such fault. Notably, SAP is entitled to change SAP Software, APIs, or both, without care for the compatibility of any Modification that Licensee uses with any later version of SAP Software. The foregoing provisions in this section 2.3.2 apply accordingly

to the use of SAP Software together with Add-Ons.

2.3.3. Provided that the provisions in this section 2.3.3 are fulfilled and Licensee gives the covenant required in section 2.3.5, sentence 1, SAP grants to Licensee the right to make and use Modifications to the Contractual SAP Software.

(a) Modifications may only be made in relation to SAP Software delivered in source code to Licensee by SAP.

(b) Before making or using Modifications, Licensee must comply with the registration procedure as currently set out by SAP at <http://service.sap.com/sscr>.

(c) Modifications must not enable the bypassing or circumventing of any of the restrictions set forth in the Software Agreement or in any other agreement between Licensee and SAP.

(d) Modifications must not provide Licensee with access to the SAP Software to which Licensee is not licensed.

(e) Modifications must not impair, degrade, or reduce the performance or security of SAP Software.

(f) Modifications must not render or provide any information concerning SAP software license terms, SAP Software, or any other information related to SAP products.

(g) Modifications must be used only together with the Contractual SAP Software and only in accordance with the license to use SAP Software granted in section 2.2.

2.3.4 Provided Licensee also complies with the provisions in section 2.3.3 (b) to (f) with respect to Add-Ons and gives the covenant required in section 2.3.5, first sentence, SAP grants to Licensee the right to use any software tool or API that is contained in Contractual SAP Software or is otherwise obtained from SAP to make Add-Ons and to use any software tool or API so contained or obtained with Add-Ons. Furthermore, section 2.3.3 (g) applies accordingly.

2.3.5. The right in the foregoing section 2.3.3 to make and use Modifications is conditional on Licensee's having given a covenant not to assert against SAP or its affiliates, any IP Right in any such Modification. Notably, SAP is entitled at any time to develop, use, or market Modifications with functions that are wholly or in any part identical with Modifications developed by or on behalf of Licensee, but SAP is not entitled to copy Licensee's software code. The foregoing provisions in this section 2.3.5 also apply accordingly to IP Rights in Add-Ons and to the right in section 2.3.4 to use any software tool or API that is contained in the Contractual SAP Software or is otherwise obtained from SAP to make Add-Ons and to use any software tool or API so contained or obtained with Add-Ons.

2.3.6. In respect of any Modification, SAP is entitled to require from Licensee for reasonable consideration the grant of an unrestricted and unencumbered exclusive perpetual universal assignable license to use and exploit all of Licensee's IP Rights in the Modification concerned. That license includes, for example, the rights to copy, distribute, translate, process, arrange, and rework the Modification – with the

exclusive right to use such reworking, and to publish and to grant sublicenses in the Modification, and to incorporate the Modification or any part of it into other software. If a license is granted as provided above in this paragraph, Licensee must on demand give to SAP without delay all relevant information and documents relating to the Modification concerned, including but not limited to the source code. Licensee must notify SAP promptly if it makes a Modification and must offer SAP a license in accordance with the foregoing paragraph. In the event of a grant of rights as described above in this section 2.3.6, Licensee in any case keeps the non-exclusive right to use the Modification in accordance with section 2.3.3 (g) together with and to the same extent as the Contractual SAP Software. The foregoing provisions in this section 2.3.6 apply accordingly to IP Rights in Add-Ons.

## 2.4 Transferring SAP Software

2.4.1 Licensee may transfer to one third party all of the SAP Software it has acquired from SAP by license purchase (including any SAP Software obtained by way of additional purchase or Support) as one unit only. Any temporary transfer in part or in whole or transfer to multiple third parties constitutes a breach. The restrictions in sentences 1 and 2 in this section also apply to reorganizations and successors.

2.4.2 The following provisions apply where Licensee transfers SAP Software as one unit to one third party ("Transferee") in accordance with and as permitted in section 2.4.1:

Licensee must entirely cease and desist from its own use of SAP Software and must pass all copies to Transferee or make them unusable.

Licensee must make available to Transferee the license terms in the Software Agreement that apply to the transferred SAP Software.

Licensee must without delay notify SAP in writing of the transfer and of the name and address of Transferee

2.4.3 Licensee must not transfer to a third party any SAP Software that Licensee acquired by any means other than under a license purchase contract.

## 3. SYSTEM AUDIT AND MEASUREMENT / ADDITIONAL LICENSES.

3.1 Licensee must give SAP prior written notice of any use of the Contractual SAP Software outside the contractually permitted use. It requires its own contract with SAP with regard to the additional license required ("Additional License"). The Additional License is subject to the provisions of the Use Terms in force at the time of the execution of the Additional License.

3.2 SAP is permitted to audit the usage of the Contractual SAP Software (ordinarily once a year) in accordance with SAP standard procedures by system measurement. Ordinarily, Licensee can conduct the measurement itself using the tools provided by SAP for that purpose.

SAP is permitted to conduct the audit remotely if Licensee refuses to conduct the measurement itself, or if the measurement does not produce meaningful results and there are reasonable grounds to suspect a breach or infringement by Licensee. In exceptional cases, SAP is permitted to conduct the audit at Licensee's installations if

Licensee refuses to allow the remote audit or if the remote audit does not produce meaningful results and there are reasonable grounds to suspect a breach or infringement by Licensee. Licensee must cooperate reasonably with SAP in the conduct of audits remotely and at Licensee's installation and must, among other things, afford SAP insight into its systems to the required extent. SAP will give Licensee reasonable prior notice of an audit to be conducted at Licensee's installation. SAP will have reasonable regard to the interests of Licensee's confidentiality and to the protection of Licensee's business operations from compromise. If an audit reveals any breach by Licensee, Licensee must bear the reasonable expense to SAP of conducting the audit.

3.3 If it becomes apparent in an audit or otherwise that Licensee has used the Contractual SAP Software outside the Software Agreement, SAP and Licensee will execute an Additional License. In those circumstances, SAP reserves the right not to give any agreed discount except the quantity discount. Section 3.1, sentences 2 and 3, apply. SAP reserves the right to claim damages and to claim late payment interest in accordance with section 4.1.5.

## 4. PRICE / TAXES / PAYMENT / RETENTION OF RIGHTS.

### 4.1 Fees.

4.1.1 Licensee shall pay to SAP license fees for the Contractual SAP Software and fees for SAP Support on the terms in Software Agreement. Fees for SAP Software delivery include costs of delivery and packaging for Physical Shipment. In cases of Electronic Delivery, SAP makes the Contractual SAP Software available for download from a network at its own cost. Licensee is responsible for the cost of downloading the SAP Software. No cash discount is granted.

4.1.2 SAP may require full or part payment in advance if there is no prior business relationship with Licensee, if delivery is to be made outside the country where Licensee is registered or if there are any grounds to doubt that Licensee will render payment punctually.

4.1.3 Licensee may offset only claims or claim rights of retention that are uncontested or have been finally determined by the court. Licensee cannot assign its claims to a third party.

4.1.4 SAP retains all rights in the Contractual SAP Software, especially versions of the SAP Software that have been provided under the support agreement, until full satisfaction of its claims under the Software Agreement. Licensee must immediately notify SAP in writing if any third party gains access to the SAP Software in which SAP retains title or rights and must also inform the third party of SAP's rights.

### 4.1.5 Invoicing; Due Date

- Payments are due 30 calendar days from the date of the invoice. Any fees not paid when due shall accrue interest at the applicable statutory interest rate.

- Under Software purchase contracts, the invoice shall be presented after delivery of the Software.

- Under SAP Support contracts, the duty to pay shall begin with Effective Date of the SAP Support contract. The fee will be billed quarterly in advance.

- Payment terms for rental contracts shall be included in the relevant rental contract. Except as provided otherwise, the fee will be billed quarterly in advance and the duty to pay shall start with the execution of the rental contract.

4.1.6 By giving Licensee a written two months' notice effective from 1 January of the following calendar year, SAP is entitled to amend the remuneration for support and / or rental at its discretion subject to the following guidelines:

(a) The change applied to the fee must not be greater than the change in the index at (b) below ("discretionary applicable change"). For the first fee adjustment under the contract, the discretionary applicable change is the change from the index published at the date of the execution of the contract to the index that has most recently been published when the fee adjustment notice is given. If the fee has already been adjusted in the past, the discretionary applicable change is the change from the index that had been most recently published when the previous fee adjustment notice was given to the index that has most recently been published when the new fee adjustment notice is given.

The index used to determine the discretionary applicable change is the Consumer Price Index (CPI), applied on a cumulative year-over-year basis starting from either the effective date of the Software Agreement of the Licensee or the date of Licensee's last SAP Support Fee increase, whichever occurred later.

SAP reserves the right to increase Licensee's SAP Support fee hereunder, by multiplying the value of the aggregate sum of SAP Support Fee due for the previous calendar year, by the value of ratio of Consumer price indexes over the base period (base year is 2000 = 100), the indicator "Consumer prices in aggregate", published by the Statistical Office of the Slovak Republic (hereinafter as the "Basis index") which will be calculated as the ratio of the Basis index I1 to the Basis index I0, where:

Basis index I1 is the average Basis index for the calendar year preceding the calendar year in which the SAP Standard Support fee shall be increased by SAP published by the Statistical Office of the Slovak Republic.

Basis index I0 is the average Basis index published by the Statistical Office of the Slovak Republic for the calendar year preceding the calendar year in which this Amendment came into force, or the calendar year preceding the calendar year in which the last SAP Standard Support fee increase for provision of SAP Standard Support occurred, whichever occurred later.

(b) If publication of that index is discontinued, the applicable index for determination of the discretionary applicable change will be the index published by the Statistical Office of the Slovak Republic that most closely reflects changes in the mean monthly salaries.

(c) The fee adjustment is deemed to be agreed by the parties unless Licensee, by giving notice within two weeks from receipt of the fee adjustment, terminates the support or rental contract with effect from the end of the calendar year (extraordinary termination right). SAP will draw attention to this in the fee adjustment notice. The provisions in section 10.6, sentences 3 to 5 apply accordingly.

4.2 Taxes. All fees are subject to applicable statutory value-added tax (VAT).

## 5. END OF LICENSE.

Upon any termination of the license hereunder (e. g. by rescission, end of agreed license term or termination), Licensee shall immediately cease use of all Contractual SAP Software and Confidential Information.

Within one (1) month after any termination of the license, Licensee shall irrevocably destroy or upon SAP's request deliver to SAP all copies of the Contractual SAP Software and Confidential Information in every form, except to the extent it is legally required to keep it for a longer period in which case such return or destruction shall occur at the end of such period. Licensee must certify to SAP in writing that it and its Affiliates have satisfied the obligations under this section 5.

## 6. DUTY TO COLLABORATE, DUTY TO INSPECT AND GIVE NOTICE OF DEFECTS.

6.1 Licensee undertakes that it knows the essential functional characteristics of the Contractual SAP Software and its technical requirements (e. g. with regard to the database, operating system, hardware and data media). Licensee bears the risk that the SAP Software does not meet its needs and requirements not specified in the Software Agreement and in the Documentation. SAP supplies notes on the technical prerequisites for the SAP Software and any changes thereto on its online information platform.

6.2 Licensee must provide the operating environment (herein: IT systems) necessary for the SAP Software, in accordance with SAP's guidance where given. It is the responsibility of Licensee to secure proper operation of the IT systems by entering into maintenance contracts with third parties if necessary. In particular, Licensee must comply with the specifications in the Documentation and the notes on SAP's online information platform.

6.3 Free of charge, Licensee must provide all collaboration that SAP requires in connection with performance of the contract, including, for example, human resources, workspace, IT systems, data, and telecommunications facilities. Customer must grant SAP direct and remote access to the Contractual SAP Software and the IT systems.

6.4 Licensee must nominate in writing a contact for SAP, with an address and e-mail address at which the contact can be reached. The contact must be in a position to make necessary decisions for Licensee or ensure that they are made without delay. Licensee's contact must maintain effective cooperation with SAP's contact.

6.5 Before commencing live operation with the Contractual SAP Software, Licensee must test it thoroughly for freedom from defects and for suitability in the situation.

6.6 Licensee must take appropriate precautions against the possibility that the Contractual SAP Software or any part thereof does not function properly (e. g. by performing data backups, error diagnosis and regular results monitoring). Except where otherwise expressly indicated in writing in individual cases, SAP employees are always entitled to act on the

assumption that all data with which they come into contact is backed up.

6.7 Licensee must inspect all goods, works, and services delivered or provided by SAP and give notice of all defects pursuant to applicable laws. The notice must be in written form and contain a detailed description of the problem. Notice of a defect is effective only if given by the contact (section 6.4) or the certified Customer Center of Expertise in the meaning of the applicable Support Schedule.

6.8 Licensee bears all consequences and costs resulting from breach of its duties.

## 7. DEFECTS AS TO QUALITY, DEFECTS IN TITLE, OTHER FAULTS.

7.1. SAP warrants the agreed qualities of the Contractual SAP Software (section 2.1) in accordance with the law governing the sale of goods and in accordance with the applicable laws and warrants that the grant to Licensee of the agreed rights (section 2) does not infringe any third-party right.

7.2. To discharge its liability for shown quality defects, SAP will remedy the defects either by providing to Licensee a new software version that is free of defects or, at its election, by eliminating the defects. SAP may also eliminate a defect by indicating to Licensee a reasonable way to avoid the effect of the defect. To discharge its liability for shown defects in title, SAP will remedy the defects either by procuring for Licensee the legally incontestable right under license to use the Contractual SAP Software or, at SAP's election, providing equivalent replacement or altered SAP Software. Licensee must accept a new software version that is functionally compliant unless it would be unreasonable to require Licensee to do so.

7.3. If Licensee sets a reasonable limited additional time period for SAP to remedy the defect and SAP finally fails to do so in that time, Licensee has the right to rescind the contract or reduce the remuneration. The requirements in sections 11.1 and 11.5 must be met with regard to fixing a reasonable limited additional time period. Subject to the exclusions and limitations in section 8, SAP undertakes to compensate for loss or wasted anticipatory expenditure caused by a defect.

7.4. If SAP provides defect identification or elimination works or services without being under obligation to do so, SAP is entitled to remuneration under section 11.7. This applies in particular to any reported quality defect that is not reproducible or not imputable to SAP or in cases where the Contractual SAP Software is not used in compliance with its documentation. Without prejudice to the generality of the foregoing, SAP is entitled to remuneration for additional work it does to eliminate any defect that arises out of Customer's failure to properly discharge its duty to collaborate, inappropriate operation of the Contractual SAP Software, or failure to take the SAP services that SAP recommends.

7.5 If a third party claims that the exercise of the license granted under the contract infringes its rights, Licensee must fully inform SAP in writing without delay. If Licensee ceases to use the Contractual SAP Software to mitigate loss or for other just reason, Licensee must notify the third party that such cessation does not imply any recognition of the claimed infringement.

Licensee will conduct the dispute with the third party both in court and out of court only in consultation and agreement with SAP or authorize SAP to assume sole conduct of the dispute.

7.6 If SAP fails to properly perform any of its duties herein that is not within the ambit of defect liability, or is otherwise in breach, Licensee must give written notice of the failure or breach to SAP and fix a limited additional time period during which SAP has the opportunity to properly perform its duty or otherwise rectify the situation. Section 11.1 applies. SAP will compensate for loss or wasted anticipatory expenditure subject to the exclusions and limitations in section 8.

7.7 For functionality and results not specified in the Documentation and for the Licensee's needs and expectations not incorporated expressly into the Software Agreement, SAP cannot be held responsible. Any commitment on the performance related to, or results achievable through the SAP Software is valid only if agreed to in writing by SAP.

## 8. LIABILITY.

8.1 SAP's liability in contract, tort, and otherwise for loss including but not limited to wasted anticipatory expenditure, is subject to the following provisions:

(a) In cases of intent, SAP's liability extends to the full loss; in cases of gross negligence, SAP's liability is limited to the amount of foreseeable loss that would have been prevented through the exercise of due care; in cases of absence of a guaranteed quality, SAP's liability is limited to the amount of foreseeable loss that would have been prevented by the presence of the guaranteed quality.

(b) In other cases: SAP is not liable except for breach of a major obligation and only up to the limits in the following subsection. A breach of a major obligation in the meaning of this section 8.1 (b) is assumed where the duty itself is a necessary prerequisite for the contractual performance, or where the breach of the relevant duty jeopardizes the purpose of the contract and where Licensee could legitimately rely upon its fulfillment.

Liability in cases under section 8.1 (b) in this section is limited to € 200,000 per incident and limited in total to € 500,000 for all claims arising out of the contract.

8.2 Contributory fault (e. g. breach of section 6 duties) and contributory negligence may be claimed. The limits of liability in section 8.1 do not apply to personal injury liability or liability under the Slovak Product Liability Act (Act No. 294/1999 Coll.).

## 9. CONFIDENTIALITY; DATA PROTECTION.

9.1. Use of Confidential Information. Both parties undertake forever to treat as confidential all of the other party's Confidential Information acquired before and in connection with contract performance and to use such Confidential Information only in connection with contract performance. Confidential Information shall not be reproduced in any form except as required to accomplish the intent of the Software Agreement. Any reproduction of any Confidential Information of the other party shall contain any and all

confidential or proprietary notices or legends which appear on the original. With respect to the Confidential Information of the other, each party: (a) shall take all Reasonable Steps (defined below) to keep all Confidential Information strictly confidential; and (b) shall not disclose any Confidential Information of the other to any person other than its individuals whose access is necessary to enable it to perform the contract. As used herein "Reasonable Steps" means those steps the receiving party takes to protect its own similar proprietary and confidential information, which shall not be less than a reasonable standard of care. On Licensee's side, this includes the careful safeguarding of the Confidential Information and the prevention of infringement.

**9.2 Exceptions.** Section 9.1 above shall not apply to any Confidential Information that: (a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information, or is lawfully received free of restriction from a third party having the right to furnish such Confidential Information; (b) has become generally available to the public without a contractual breach by the receiving party; (c) at the time of disclosure, was known to the receiving party free of restriction; or (d) the disclosing party agrees in writing is free of such restrictions.

**9.3 Confidential Terms and Conditions: Publicity.** Licensee shall treat as confidential the terms and conditions of the Software Agreement, in particular the pricing contained therein. Neither party shall use the name of the other party in publicity, advertising, or similar activity, without the prior written consent of the other. However SAP may use Licensee's name in customer listings (reference listings) or to analyze details from the contract (e. g. to forecast demand), as well as – subject to mutual agreement – as part of SAP's other marketing efforts. This includes the provision for forecast analysis to and use by SAP Affiliates. Insofar as this includes the provision and use of contact information of Licensee's contact persons, Licensee will secure the appropriate permissions where necessary.

**9.4 Data Protection.** SAP shall comply with data protection provisions. To the extent as SAP obtains access to the hard- and software of the Customer (e.g. by long-distance maintenance) this shall not be intended for commercial processing or use of personal data by the SAP. Rather, any transfer of personal data shall only be undertaken in exceptional cases as an ancillary effect of the contractual services rendered by SAP. SAP shall comply with the requirements of the Data Protection Act (Act No. 122/2013 Coll.) as concerns such personal data.

## 10. ADDITIONAL PROVISIONS FOR SUPPORT AND RENTAL.

10.1 Under rental contracts, SAP Support is part of the rental service offered and can only be ended by terminating the rental contract. In respect of SAP Software that is acquired under a purchase contract, SAP provides SAP Support on the basis of a discrete support contract.

10.2 SAP Support services for the contractually agreed support model are provided as specified in the applicable Support Schedule.

10.3 SAP may adapt the scope of the SAP Support services to reflect the continuing

development of the SAP Software and technical advances. In the event that a change may negatively affect the justified interests of Licensee, SAP will inform Licensee in writing or by electronic means, at least three (3) months before the change is scheduled to take effect, drawing attention to the termination option as described below and to the consequences of non-termination. In this case, Licensee is entitled to early termination of the SAP Support contract / the rental contract as may be applicable, with effect from the time the change takes effect by giving two months' prior notice (extraordinary termination right). Section 10.6 sentences 3 to 5 apply accordingly. In the event Licensee does not opt for early termination, the support contract will be continued with the changed scope of services.

10.4. Subject to the Life Cycle of the SAP Software and in accordance with the SAP release strategy posted on SAP's online information platform, SAP provides SAP Support for the most recent Contractual SAP Software currently being shipped and – where applicable – for older SAP Software. SAP's provision of SAP Support for Third Party Software can require the use of support services provided by the vendor in question. If the vendor does not provide the support services required by SAP, SAP has the right to give reasonable notice of at least three months effective at the end of a calendar quarter of extraordinary and partial termination on the contractual relationship for maintenance for the Third Party Software concerned.

10.5. The provisions in section 7 apply analogously to defects as to quality and defects in title in the SAP Software delivered in performance of support duties. The right to terminate the support or rental contract for just cause replaces the right to rescind the contract. Any right to reduction of remuneration applies to remuneration under the support or rental contract.

10.6. The initial term of SAP Support agreement is the remainder of the current calendar year and the next full calendar year (except in cases where the support agreement starts on January 1<sup>st</sup> of a respective calendar year, in which case the initial term will run until December 31<sup>st</sup> of the respective calendar year) ("Initial Term"). Thereupon the SAP Support agreement is automatically extended from calendar year to calendar year ("Extension"). So far as SAP offers SAP Support for it, all of Licensee's SAP Software must be covered by the support. Licensee must always have all of its installations of the SAP Software for which SAP offers SAP Support (including respective subsequent additionally licensed SAP Software) fully covered by SAP Support or terminate the SAP Support completely. This provision also includes SAP Software provided to Licensee by third parties, for which SAP offers SAP Support. For any additional SAP Software license contracts Licensee shall extend the SAP Support on the basis of discrete support contracts with SAP.

10.7 Either party can effect regular termination of the SAP Support agreement by giving three (3) months' written notice that takes effect at the end of a calendar year, subject however, to the Initial Term. Either party can effect regular termination of a rental contract by giving three (3) months' written notice that takes effect at the end of a calendar quarter, subject however, to the

Initial Term. Sections 10.6 sentences 3 to 5 apply accordingly to rental contracts. Extraordinary termination rights and the right to termination for just cause remain unaffected.

10.8 Notice of termination for just cause is effective only if given in written form. The provisions in section 11.1 concerning notices setting limited extra time also apply. SAP reserves the right to terminate for just cause where Licensee is repeatedly or seriously in breach of major contractual obligations (e. g. those in sections 2, 6 and 9). Such termination is without prejudice to SAP's entitlement to remuneration outstanding at the time of termination, and SAP is entitled to claim liquidated damages due immediately in the amount of 60 % of the remuneration that would otherwise have become due up to the earliest time at which Licensee could have effected termination with regular notice. Licensee retains the right to show that SAP's actual loss is less.

10.9. Note: In cases where SAP Support does not start with delivery of the SAP Software, but later, Licensee must - in order to obtain the current release - pay all past support fees that it would have had to pay had it agreed to take SAP Support from the time of delivery of the SAP Software. Additionally, SAP may claim a reactivation fee; upon request, SAP will state its amount. Such payment falls due immediately and in full. These provisions also apply if Licensee takes up the SAP Support again after a termination.

10.10 These GTC can be changed with regard to SAP Support and rental agreements, provided that the change does not have any impact on the content of the SAP Support or rental agreement that is material for the equivalency of services and remuneration between the parties and provided that such change is reasonably acceptable for Licensee. SAP will inform Licensee about the change of the GTC in writing. If, in this case, Licensee does not expressly disagree in writing within 4 weeks after receipt of the change notice, the change will be deemed to be effected as is the changed GTC version is the basis for existing SAP Support or rental agreements between SAP and Licensee from that point in time. SAP will draw attention to this consequence in the change notice.

## 11. FINAL PROVISIONS.

11.1 Except in cases of imminent danger, a limited time fixed by Licensee pursuant to the law or contract must not be less than 10 working days. Failure to comply with any fixed time limit entitles Licensee to be released from the contract (e. g. by rescission, termination, or claim for damages in lieu of performance) or to a price reduction for breach only if this was threatened in writing in the notice fixing the limited time as a consequence of failure to comply with that time limit. After a limited time fixed in accordance with sentence 2 expires, SAP is entitled to give notice to Licensee requiring that any rights arising out of the expiration be exercised within two weeks of receipt of the notice.

11.2 The SAP Software is subject to the export control laws of various countries, including without limit the laws of the United States, Germany and Slovakia. Licensee agrees that it will not submit the Contractual SAP Software to any government agency for licensing consideration or other regulatory approval

without the prior written consent of SAP, and will not export the SAP Software to countries, persons or entities prohibited by such laws. Licensee shall also be responsible for complying with all applicable legal regulations of the country where Licensee is registered, and any foreign countries with respect to the use of the SAP Software by Licensee and its Affiliates.

11.3 Slovak law applies exclusively to all claims in contract, in tort or otherwise, and the UN sales laws convention as well as the rules of conflict of laws are excluded.

11.4 Amendments or additions and contractually relevant declarations as well as

declarations directly influencing a legal relationship, especially without being limited to termination notices, reminders or notices to set time limits, require written form. The foregoing provision also applies to any waiver of the written-form requirement. The written form requirement can also be met by exchange of letters or (except in the case of termination notices) with an electronically transmitted signature (facsimile transmission, e-mail transmission with scanned signatures, or other agreed form of contract conclusion provided by or on behalf of SAP, such as SAP Store).

11.5 No conditions that are conflicting with or amending the Software Agreement – notably Licensee's general terms and conditions – form any part of the contract, even where SAP has performed a contract without expressly rejecting such provisions.

11.6 A separate agreement is required for any other goods, works and services that are not expressly described in the purchase, rental, leasing or SAP Support agreements. Unless otherwise agreed, such goods, works and services are provided subject to SAP's General Terms and Conditions for Consulting and Services.