

CORPORATE PROCUREMENT & IT

GENERAL CONDITIONS OF CONTRACT of Österreichische Post AG for

Procurement of Machinery and Technical Equipment

(GCC Machinery) (Version: 31.07.2020)

1. Scope

1.1 These General Conditions of Contract (hereinafter "GCC") are applicable to the contractual relations between Österreichische Post AG (hereinafter "Post" or "Principal") and the contractor (hereinafter "Contractor") for the delivery, installation and assembly of machinery, technical equipment or components that are delivered to Post, installed and/or assembled and put into operation by a supplier/contractor ("Contractor"), and to future offers/contracts between the Contracting Parties.

In particular, the GCC will be appended to offers, orders and contracts and are legally effective as an integral part of the contract between the Contracting Parties, whereas any contractual provisions deviating from these GCC take precedence.

- 1.2 "Machinery" or "technical equipment" mean
 - a) machinery within the meaning of the Machinery Directive 2006/42/EC and the Machinery Safety Regulation, Federal Law Gazette II No. 282/2008 as amended and
 - b) components that do not fall within the Machinery Directive but are fitted on machinery/equipment of Post.
- 1.3 The award of a contract in the course of an award procedure also constitutes an order within the meaning of these GCC Machinery.
- 1.4 The application of any general business and contractual conditions not issued by Post and/or of industry-standard business conditions is expressly excluded. This also applies if the Contractor refers to them in his offer, correspondence or other documents.

2. Secrecy / Confidentiality / Data protection / Postal secrecy

- 2.1 During the course of the Contractor's performance of Services for Post, the Contractor will become aware of and receives access to information, data, business secrets and knowhow of Post (hereinafter "Information") which must be kept confidential. The Contractor undertakes to keep secret and confidential all data, information, business secrets and knowhow of which he becomes aware, unless Post releases him from this obligation in writing in a specific case.
- 2.2 The Contractor undertakes to take all appropriate measures to ensure secrecy and prevent the disclosure and unauthorised use of Information; i.e. in particular, he must
 - use this Information exclusively for the purpose of fulfilling the orders placed with him by Post to the required extent;
 - limit access to this information to employees who are indispensable in fufilling the subject matter of the contract and contractually impose on them the obligations of secrecy set out herein;
 - keep secret and confidential all information provided by Post in connection with the fulfil
 ment of the subject matter of the contract and/or information obtained in connection with
 the fulfilment of his contractual obligations;



- if the Contractor engages third parties or affiliated companies within the meaning of Sec 189a of the Austrian Companies Act (Unternehmensgesetzbuch UGB) to fulfil the subject matter of the contract, impose on them in a legally binding and verifiable way the obligations of secrecy and confidentiality before disclosing this information in the case of other liability for damages and to support Post in every way in asserting its claims against them;
- refrain from passing on, processing or exploiting this information in any other way without the written permission of Post;
- process replaced components that contain information in such a way that they are no longer readable or, at the request of Post, destroy these components in the presence of an employee of Post. The completed erasure or destruction must be confirmed in writing in each case at the request of Post.
- 2.3 The obligation of secrecy does not apply if and to the extent that
 - disclosure is necessary within the scope of the fulfilment and performance of the contract, or due to rulings passed by courts or administrative authorities, a valid legal stipulation, or a legally binding order rendered by an official body;
 - the information is publicly known, and its disclosure is not attributable to a violation of this obligation of secrecy by the Contractor or by third parties attributable to the Contractor;
 - the information was already known to the Contractor prior to conclusion of the contract;
 - the information was passed on to the Contractor by a third party without violating contractual or legal obligations;
 - the information in question was developed autonomously and independently by the Contractor himself.
- 2.4 The Contractor undertakes to comply with the statutory provisions on data protection, such as the Austrian Federal Act concerning the Protection of Personal Data (*Datenschutzgesetz DSG*, Federal Law Gazette I 120/2017 as amended), in particular the provision of Sec 6 *DSG*, and the EU General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data GDPR) and the Austrian Telecommunications Act 2003 (*Telekommunikationsgesetz TKG*, Federal Law Gazette I No. 70/2003 as amended) or any statutory regulations replacing it. In the event that personal data are processed on behalf of the Principal, the Contracting Parties must conclude a data processing contract within the meaning of Article 28 GDPR as per **Annex**./2 as an integral part of the contract.
- 2.5 The obligation of secrecy and data protection continues to apply even after full performance by the Contractor or after end of contract.
- 2.6 Should the Contractor gain access to postal items of Post in the course of performance, he undertakes to maintain postal secrecy in accordance with Sec 5 of the Austrian Postal Market Act (Postmarktgesetz PMG).
- 2.7 In each case of a breach of these obligations and of the obligation to impose the obligation of secrecy on all relevant parties, the Contractor must pay a contractual penalty amounting to EUR 10,000.00 (ten thousand euros) to Post. The penalty is not subject to judicial mitigation. Post retains the right to claim damages in excess of this amount. The payment of a contractual penalty does not release the Contractor from his obligation to fulfil his contractual obligations.

3. Offers / Cost estimates

3.1 The Contractor bears the costs of offers, including any contract establishment costs, and cost estimates; the accuracy of any cost estimate submitted by the Contractor is deemed guaranteed (Sec 1170a ABGB).



3.2 The Contractor guarantees that he will prepare for Post the cost estimate and the offer from the point of view of full operability and suitability based on the requirements of Post (concept, requirements, functional specifications, etc.); in particular, no components or ancillary services may be omitted that are necessary for the proper and defect-free functionality as usually assumed or contractually agreed upon, even if they were not expressly mentioned in the tender or contract.

4. Ordering

- 4.1 The performance of Services by the Contractor requires the prior written order of Post. The Contractor is not entitled to remuneration of any Services performed prior to being awarded the contract in writing (order). The same applies to amendments and additions to orders.
- 4.2 Any amendments to the scope or adjustments require the prior written approval of Post.

5. Successor products

- 5.1. If it is not possible for the Contractor to deliver the commissioned machinery or parts thereof, he may offer to deliver successor products; these must at least correspond to the defined scope of performance and to the quality criteria, they must not lead to an increase in costs and must be compatible with the parts already supplied.
- 5.2. Post has the right to demand delivery of the latest version of the machinery or parts thereof. New parts do not affect the price of the whole machine.
- 5.3. Price reductions between old and new components must be passed on to Post to the same extent.

6. Delivery schedule / Delivery

- 6.1. The Contractor has assessed the requirements of Post (with regard to concept, requirements, contract specifications, etc.).
- 6.2. Insofar as contractually agreed, the Contractor will draw up contract specifications documenting the technical specifications laid down jointly with Post after award of the contract or placement of the order.
- 6.3. Based on the requirements of Post (with regard to concept, requirements, contract specifications, etc.), he will deliver a complete and functional work that corresponds with the generally recognised standards of engineering and the state of the art. He must pay particular attention to appropriate dimensions.
- 6.4. The Contractor will create a delivery and installation schedule containing the key dates and contact persons including their contact details. The delivery schedule also includes the date of delivery as per Section 13.
- 6.5. The delivery of the software will be effected DDP in accordance with INCOTERMS 2020 to the place of assembly/installation, whereby all ancillary services, in particular transport, connection, installation, startup operations, etc., are included therein, at the points in time previously specified in the delivery schedule; the place of assembly/installation is deemed the place of performance.
- 6.6. The Contractor declares in a legally binding manner that all packaging or all contractual packaging purchased with packaged goods is fully licensed or exempted from licensing and has been approved by a collection and recycling system in Austria that is registered in the EDM portal of the Federal Environment Agency. The Contractor confirms that all electrical and electronic equipment to be supplied, to the extent that the subject matter of the contract so requires, complies in particular with the provisions of Directive 2002/95/EC, as amended from time to time, on the restriction of the use of certain hazardous substances in waste electrical and electronic equipment or the provisions of the Austrian Waste Electrical Equipment Ordinance (Elektroaltgeräteverordnung EAG-VO).



- 6.7. Ownership of the delivered work will pass to Post upon acceptance. However, Post has the right to use the work from commencement of trial operation, if agreed and necessary, as specified in Section 10, until the time of acceptance.
- 6.8. It is the Contractor's sole responsibility to take all necessary measures to secure the place where the delivered work is assembled/installed in accordance with the statutory, police, workers' protection and accident prevention provisions and other measures exclusively. He shall fully indemnify and hold harmless Post from and against all claims asserted by third parties in this connection; this also applies in the event that the Contractor's vicarious agents assert claims for damages against Post. Post will not provide any replacement of any kind for material and other loss, in particular due to theft, during the period of assembly/installation and during trial operations.
- 6.9. The Contractor confirms that any electrical and electronic equipment to be supplied within the scope of the contract complies with the provisions of the Austrian Waste Electrical Equipment Ordinance (Elektroaltgeräteverordnung EAG-VO), BGBl. II No. 121/2005 as amended, and/or the provisions of Directive 2002/95/EC on the restriction of the use of certain hazardous substances in waste electrical and electronic equipment.

7. Site facilities (if required)

- 7.1. Before beginning assembly, the Contractor must inform himself on site about the possibility of setting up site facilities. The Contractor is responsible for coordinating the execution of the site facilities with Post, taking into account regulatory requirements.
- 7.2. After consulting with Post, the Contractor will be assigned work areas and, if necessary, areas for material storage. The Contractor does not have a right to a certain location/space.
- 7.3. Post has unrestricted access to all spaces/facilities, even if they are being used by the Contractor.
- 7.4. In the event that storerooms and storage areas are provided, these are made available to the Contractor at no charge, however until further notice at any time and without any liability on the part of Post. It is under no circumstances permitted to set up storage or work facilities without the approval of Post.
- 7.5. The Contractor must set up the site facilities and transfer the site supply lines during the construction period free of charge and on schedule, at the request of Post.
- 7.6. During installation or performance of the assembly work, the Contractor must make allowances for third parties carrying out parallel work (e.g. building services equipment). The Contractor will carry out the assembly in accordance with the specifications of and in coordination with Post.
- 7.7. After completing the work or upon revocation of consent, the Contractor must clear the work and storage spaces and restore them to their original condition at his own expense.
- 7.8. It is prohibited for anyone to spend a night on site.

8. Setup/Assembly

8.1. Post and the Contractor must reach a separate agreement with regard to the power supply on the site. Normally, there are power connections on site. Any additional power connections must be set up by the Contractor himself. The Contractor cannot derive any rights or other claims against Post from problems in the supply or from the use of certain connections by other companies. The Contractor must provide the connecting cables to the socket part of the power distributor to supply power to the individual assembly areas.



- 8.2. Unless otherwise specified, basic lighting is provided during setup. In any case, any additional workspace lighting is the responsibility of the Contractor.
- 8.3. A representative of the Contractor who is authorised to receive instructions from Post and to instruct his employees must always be present at the site during the assembly time. The Contractor must notify Post of this representative immediately after conclusion of the contract. Post must be notified of a change of representative within 48 hours.
- 8.4. During assembly, the Contractor must take preventive fire protection measures in consultation with Post, in particular for work with open fire and welding work. Flammable waste must be removed from the site every day. Building materials that are still highly flammable after processing or installation must not be used.
- 8.5. The prior consent of Post must be obtained for the placement of company advertising of any kind.

9. Startup operations and functional test

- 9.1. After assembly/installation, if required by the subject matter of the contract, startup operations and a function test as well as contractually agreed quality and function tests or quality and functional tests required by legal regulations or official orders must be carried out by the agreed date for start of trial operations; Post must be notified when startup operations and functional tests as well as the agreed and/or required quality and functional tests have been carried out successfully.
- 9.2. Startup operations are a commissioning process that are carried out before the trial operations. During this time, the Contractor familiarises the employees of Post (technicians and operating personnel) with the machinery.
- 9.3. The work of the Contractor comprises:
- 9.3.1. Startup and testing of the assembled machinery by the Contractor.
- 9.3.2. Execution of all setting, adjustment and other work for the entire scope of delivery.
- 9.3.3. Testing of all interfaces from or to the machinery delivered by the Contractor.
- 9.4. The startup operations end with a functional test of the entire equipment and testing carried out by an accredited expert (e.g. TÜV) as to compliance with existing standards and legal requirements with regard to the health and safety of the operating personnel. The costs therefor are included in the total price. The Contractor must provide the accredited expert with all documents required for the testing at no charge and provide information.
- 9.5. The positive report of the expert is a prerequisite for the trial operations and must be submitted to Post.

10. Trial operations

- 10.1. The Contractor must provide the documents for a trial operation (see Section 18), in particular the operating instructions, in good time, but no later than one (1) week prior to the start of the trial operation, and submit them to Post.
- 10.2. The Contractor is responsible for carrying out the trial operations. Unless otherwise agreed, the Contractor must provide the technical personnel and the equipment for the trial operation under his responsibility. Post will provide the operating personnel. The Contractor will give the operating personnel the necessary instructions. The material for the trial operations can only be provided depending on availability.



- 10.3. The Contractor will carry out the rectification of defects in accordance with the timing requirements of operation upon prior agreement with Post.
- 10.4. In the event that impairments, defects, delays, etc., arise during trial operations and significantly interfere with the latter, at the request of Post the Contractor must carry out the trial operations again after rectifying the impairment, in such a way that the overall duration of the defect-free trial operations corresponds with the originally planned duration of the trial operations.
- 10.5. The successful trial operations are the prerequisite for acceptance.
- 10.6. If the system does not reach the agreed values for e.g. function, performance and availability, the machinery must be improved and trial operations extended until the required values are reached within the required time (see Section 12 Acceptance). The Contractor will bear the costs thereof.
- 10.7. The result of the trial operation (e.g. throughput, operating times, problems, etc.) must be recorded in writing and Post must be informed thereof.

11. Noise control / Glare protection / Emissions

- 11.1. The Contractor must ensure that the machinery, equipment and components supplied by him do not release any harmful emissions and that the relevant regulations for the protection of employees are complied with.
- 11.2. All noise reduction measures required in order to comply with employee protection regulations, in particular with regard to noise and vibrations, must be taken. A noise measurement must be carried out prior to assembly. The machinery/components delivered must not exceed 75 dB(A), measured at a height of 1.50m at the workplaces. The upper exposure action value of 85 dB(A) may not be exceeded in any part of the equipment or their direct surroundings.
- 11.3. Where necessary, Post will measure the sound pressure at the workplaces in the course of acceptance. In the event of a dispute, it is agreed that an accredited expert (e.g. TÜV) will carry out the measurements. The party whose opinion is refuted must bear the costs thereof.
- 11.4. The machinery/components delivered must not have a glare effect (lighting, laser, etc.). If necessary, shields must be applied or other measures taken.

12. Acceptance

- 12.1. The acceptance test will take place after submission of a written readiness report following completion of any trial operations and rectification of any defects that occurred during the trial run, where the Contractor must rectify the defects in accordance with the operational time requirements upon prior agreement with Post. If partial acceptance tests are agreed, the Contractor must invite Post to carry out the acceptance test of that part.
- 12.2. Acceptance serves to establish that the work or parts thereof are free of defects and consists of a functional test, a performance test and, if necessary, trial live operations; it is carried out on the basis of the contract specifications / specifications of services.
 - <u>Functional test:</u> Testing whether the work features the functions as typically expected as well
 as the functions stipulated in the contract specifications / specifications of services and contained in the offer;
 - <u>Performance test:</u> Testing whether the work meets the defined performance requirements (e.g. response times and throughput) in the required quality under the defined or, in the absence of a definition, the customary load conditions;
 - <u>Trial live operations:</u> Testing of reliability in live operation; it is considered successfully completed if the availability over a period of 10 consecutive calendar days (0:00 to 24:00 h) or during the agreed period this period can also already be started in trial operation reaches at least the customary values or percentages specified in the manufacturer's announcements or otherwise agreed, while simultaneously complying with all other quality criteria.



- 12.3. Should a significant defect be discovered, Post can refuse acceptance, and the Contractor must rectify the defect, which was reported in writing, within 2 weeks and again present the subject matter of the agreement for acceptance. Failure to do so will result in Post imposing a contractual penalty as specified in Section 24.
- 12.4. A defect that makes the proper use of the machinery/equipment/components impossible, or which can only be compensated with additional personnel and operating time constitutes a **substantial defect**. A substantial defect also exists if the required quality (e.g. distribution to correct targets) is not achieved. A lack of documentation (in particular, the instruction manual) is also a substantial defect.
- 12.5. The Contractor must rectify **immaterial defects** in accordance with the operational time requirements of Post as per defect list and agreed schedules. Although immaterial defects do not preclude acceptance, they do hinder the payout of any agreed liability escrow and do not release the Contractor from the obligation to rectify the defects within a reasonable period of time.
- 12.6. The Contractor will participate in the acceptance test as his own expense. An acceptance report about the successful acceptance must be written and signed by Post and the Contractor.
- 12.7. If, for reasons attributable to the Contractor, more than two acceptance tests are required, the Contractor must compensate Post for the costs incurred by the provision of personnel and material
- 12.8. If the acceptance of the defect-free subject matter of the contract is not carried out by Post within 4 weeks after submission of a written readiness report following the conclusion of any trial operations or after the quality and function tests as specified in Section 9.1, the subject matter of the contract will be deemed to have been accepted and free of defects four weeks after submission of the readiness report or after the quality and function tests.

13. Takeover / Partial takeovers

- 13.1. The day of takeover is:
 - the business day following the day on which the successful acceptance test is concluded upon signing of the acceptance report (Section 12.6); or
 - in the event that Post dispenses with an acceptance test, the business day after which the work was installed in an operational condition in accordance with the acceptance report signed by Post and is in full compliance with the contract, free of defects and ready for use by Post; or
 - if an acceptance test is ruled out due to the nature of the subject matter, the business day on which the work was delivered in compliance with the contract and free of defects.
- 13.2. Should more than one acceptance be necessary for parts of the work, the work will subsequently only be taken over as a whole. The takeover is concluded upon written confirmation of takeover stating the parts of the work taken over and list of defects from the individual acceptance tests. The takeover can only be concluded after trouble-free trial operations and (a) successful acceptance test(s).
- 13.3. Takeovers of parts of the work will only be carried out with the express prior approval of Post. If partial takeovers are carried out, then Post only takes over the part in question.
- 13.4. If, due to a longer time interval between the completion of all (partial) acceptance tests and the takeover owing to defects in the subject matter, special measures are required to maintain the faultless condition of the work until takeover and thus until the beginning of the warranty period. These must be carried out by the Contractor or his representative according to his specifications; if necessary, the Contractor will provide the technical personnel for the maintenance of the functions.



- 13.5. The Contractor will carry out this rectification of defects in accordance with the requirements of Post based on operational time requirements.
- 13.6. If, after takeover by Post, a defect in the work is objected to during an official inspection in the course of obtaining an operating permit from the authorities, the Contractor is obliged to fulfil the requirements of the authority and rectify the defects without delay and at no cost to Post.

14. Obligations of the Contractor

- 14.1. The Contractor undertakes to ensure minimal disruption of operations and to comply with any applicable employment and social legislation as well as the Code of Conduct for Suppliers, Annex ./3, and the relevant operational regulations of Post, in particular the safety regulations, the working time regulations, the house rules, etc. All employees deployed by the Contractor (and thus also those of subcontractors, etc.) must be entitled to reside and take up employment in Austria.
- 14.2. Furthermore, the Contractor undertakes to provide Post with any agreed services in accordance with the applicable national and European laws and standards and the employee protection regulations within the meaning of the Austrian Occupational Health And Safety Act (ArbeitnehmerInnenschutzgesetz ASchG) and any guidelines and recommendations issued by the trade associations in a technically sound, comprehensive manner and to the best of his ability, while making the utmost effort to protect the interests of Post. This includes keeping Post apprised of opportunities and possibilities as well as risks and how to minimise them. Unless expressly agreed otherwise, the Contractor owes Post a service that can be used by Post for the contracted purpose.
- 14.3. The Contractor undertakes (i) to ensure that his legal representatives, employees and engaged and/or commissioned subcontractors comply with all applicable legal provisions relating to anti-corruption regulations and (ii) to take appropriate measures to ensure compliance with the anti-corruption regulations. In the event of a violation of anti-corruption regulations, the Principal is entitled without prejudice to other rights of withdrawal and termination to terminate the agreement without notice and to assert any claims for damages.
- 14.4. Post and the Contractor work together to implement the health and safety regulations within the meaning of Sec 8 of the Austrian Occupational Health and Safety Act and coordinate their hazard prevention activities (e.g. handling of heavy loads, conduct on the company premises). Post and the Contractor must share with each other all information on potential hazards (e.g. operating instructions, inspection of health and safety documents).

The Contractor undertakes to comply with Post's instructions for external companies. Furthermore, the Contractor undertakes to only deploy staff who have been trained appropriately, in particular with regard to the handling of work equipment etc., and who have been instructed accordingly, in writing and verifiably, on safety, risk avoidance and health protection (within the meaning of Sections 12 and 14 of the Austrian Occupational Health and Safety Act). Furthermore, he is obliged to always request the currently valid version of documents such as operating instructions, operating manuals, guidelines, etc., from Post, so that he can always base his hazard preven-

If the Contractor does not carry out the commissioned activities himself but uses subcontractors, he undertakes, in his capacity as principal, to verifiably impose this provision upon the subcontractor or to verifiably pass on all hazard-specific information relevant to the performance of the activity to the subcontractors and to verifiably instruct them on the hazards.

The Contractor is obliged to check compliance with the instructions on a regular basis.

tion and avoidance training on the current documents.

Should an employee of the Contractor or his subcontractor or an employee of a subcontractor suffer an occupational accident on premises of Post, the Contractor is obliged to fully indemnify and hold harmless Post. This also applies to any administrative and legal proceedings, any attendant costs including costs of legal representation and penalties of all kinds.



- 14.5. As soon as the Contractor becomes aware of any circumstances which impair the performance of the contract, he must immediately inform Post in writing within 48 hours of becoming aware of these circumstances and suggest ways of resolving them.
- 14.6. If, during performance of the contract, a service not covered by the contract proves to be necessary, the Contractor must reach an agreement with Post in this regard prior to performance. If the necessity or expediency of this service is determined by mutual agreement, the corresponding remuneration is to be agreed at the same time. If the Contractor carries out a service not covered by the contract without prior written consent and agreement of the remuneration, Post is not obliged to remunerate the Contractor for it.
- 14.7. The Contractor undertakes to comply with the applicable Austrian laws and standards, in particular with labour and social legislation.
- 14.8. The Contractor undertakes to only deploy staff who have been trained appropriately with regard to the contractual requirements. Should Post so demand, the Contractor will replace, within an appropriate period of time, employees who do not possess the requisite expertise or who impair the fulfilment of the contract.
- 14.9. If the Contractor employs staff or makes contracts for work and services, he is an employer or a commissioner of work and signs the employment contracts or contracts for work and services on his own behalf and for his own account. The Contractor is liable for the fault of all persons he engages to fulfil his contractual obligations to the same extent as for his own fault.
- 14.10. If the Contractor has culpably violated his obligations in a manner described in Section 32.1(d), Post is entitled to a lump-sum compensation of 50% of the agreed remuneration. Similarly, in the event of violation of the obligation specified in Section 32.1(e), the Contractor must pay the Principal a lump-sum compensation of 50% of the gross total order value. In the case of recurring violations, the Contractor is obliged to pay a lump-sum compensation equivalent to the gross annual fee per contract year.
- 14.11. In accordance with the obligation to protect the interests of the Principal, the Contractor is prohibited from enticing away employees of Post, either for himself or for third parties. He is obliged to refrain from taking any enticement actions of any kind. Furthermore, he undertakes to refrain from employing employees of Post during the term of the contract and for a period of 12 months after termination of the contract. In the event of a violation thereof, the Contractor is obliged to pay a contractual penalty to Post amounting to the gross annual salary of the employee enticed away. The right to assert further claims for damages remains unaffected thereby.
- 14.12. In the event that the contractor or his subcontractors are accepted into a permanent or temporary confidentiality area of Post (item 2.11 of Directive Nº 11 "Capital Market Compliance Directive" of Österreichische Post AG), the contractor undertakes to provide Post with a contact person for capital market compliance matters. Furthermore, the contractor undertakes to keep a list of all persons involved in the processing of the order. In addition, the Contractor undertakes to provide evidence of all written mailings (e.g. concerning the aforementioned guidelines or blocking periods) which the Contractor receives from the Compliance department of Post to the persons on this list (e.g. by e-mail with read confirmation). In addition, the Contractor undertakes to provide Post with the list of persons as well as proof of the forwarding of the mailings at the request of Post.

15 Duty to supply information

- 15.1. The Contracting Parties will continually share with each other important information regarding the subject matter of the agreement.
- 15.2. The Contractor will inform Post of an impending termination of the production of spare parts and expiry of software versions at least one (1) year before the effective date.



15.3. The Contractor is not obliged to hold training sessions without additional remuneration; however, he must inform Post, at Post's request, of any other training programmes in good time. This duty to supply information encompasses further training measures, participation costs, training dates and training venue. Post must be given the opportunity to participate in these training programmes at usual market terms.

16. Subcontractors

16.1. The intended involvement of subcontractors must already be verifiably disclosed to Post by the Contractor as part of the tender procedure and may only take place with the prior written consent of Post

If the Contractor intends to change a subcontractor or to engage a subcontractor not disclosed in the offer or in the tender procedure after conclusion of the contract, the Contractor undertakes to disclose to Post the reasons for the change and the intended subcontractor in writing. If the Contractor had to fulfil suitability criteria, the disclosure shall include all supporting documents required to verify the suitability of the subcontractor concerned.

A change or the addition of a subcontractor is only permitted with the prior written consent of Post, whereas such consent shall be deemed to have been granted if Post has not rejected the subcontractor within three weeks of receipt of the disclosure; the three-week period shall not be triggered until the complete supporting documents have been submitted. Post will not refuse its consent without a reason.

However, the conclusion of subcontracts with companies affiliated with the Contractor as defined in Section 189a of the Austrian Commercial Code (UGB) shall not require consent.

The Contractor is liable for the fault of all persons whose services he engages to fulfil his contractual obligations to the same extent as for his own fault and will hold harmless and indemnify Post in this regard.

16.2. The Contractor acts as the orderer and concludes the contracts on his own behalf and for his own account and is responsible for the obligations arising therefrom.

17. Project management

17.1. Before commencing with his work, the Contractor must notify Post of one person in charge designated as the project manager.

17.2. Project management and reporting:

- 17.2.1. The Contractor must draw up a project plan in sufficient detail in accordance with the specifications of the contract and update it weekly in critical phases, otherwise every 14 days, in the agreed format, and send it to Post; a target/actual comparison must be included.
- 17.2.2. The Contractor must maintain a documentation in which the most important project management mechanisms (setup and workflow organisation, persons involved, rules for working together, quality assurance, etc.) are defined.
- 17.2.3. The Contractor must draw up a report of the results of each meeting in the agreed format of the MS Office system used by Post and send it to all parties involved within one week after the respective meeting at the latest.
- 17.2.4. Changes that become necessary due to defects in the result of an already completed phase of the project must be carried out at the full expense of the Contractor, if he also carried out this phase of the project; they must be compensated for by additional work or similar measures in such a way that the deadlines in the schedule are kept.
- 17.2.5. Any changes requested by Post of up to 1/10 of the total scope of the order do not affect the schedule, provided they are announced by Post within the first third of the term of the project.



18. Documentation

- 18.1. The documentation must correspond with the recognised rules of engineering and the applicable standards.
- 18.2. The Contractor will provide Post with preliminary documentation no later than the start of the trial operations, and with complete documentation for acceptance, and is obliged to incorporate changes and adjustments during performance of the service and the warranty period in such a way that the documentation is always up to date. Upon expiry of the warranty period, the duty to maintain documentation is transferred to Post. However, the Contractor must inform Post of any changes carried out on the machinery in the course of maintenance and repair, so that these can be incorporated in the documentation.
- 18.3. The documentation must be handed over in full. Employees of Post must be able to carry out maintenance and efficient trouble shooting with the help of this documentation.
- 18.4. The documentation includes, in particular:
 - inventory plans, general plans
 - exploded view drawings of key parts
 - operating instructions
 - maintenance instructions, inspection plans
 - care instructions
 - lists of spare parts
 - handbooks
- 18.5. The Contractor must provide Post with all documents, plans, descriptions and test reports for any official proceedings in due time and in the required form.
- 18.6. All documentation must be provided in German, as one copy in paper form and also in electronic form in a customary format (e.g. Microsoft Office, AutoCAD, PDF, etc.) on a data stick. The formats to be used must be coordinated with Post. Handbooks and operating instructions of purchased parts can also be delivered in English.

19. Remuneration

- 19.1. The remuneration is understood as a fixed package price with all statutory levies included; statutory VAT excluded. In the event of general price reductions, including those of the Contractor, after the date of signing of the contract, these must be passed on to Post.
- 19.2. Post will assume no ancillary costs, including in particular travel, accommodation and other expenses. Costs incurred for necessary travel must be included in the contract/offer and be contractually agreed.
- 19.3. All software licences that are required in order to operate the equipment (regardless of whether direct control or interfaces to external systems) are included in the price. The Contractor is not entitled to restrict Post's use of the software (e.g. PLC programming) through safeguards such as passwords or the like. If such safeguards exist, the Contractor must hand over the access data to Post upon acceptance. Should he fail to do so, the work cannot be accepted.
- 19.4. The Contractor must include the software licenses required for the operation of the system in his offer and state the price. Post will review these and then decide whether the licences are to be provided by the Contractor or whether Post will call them off through its own existing contracts. In the event that Post provides the licences, the Contractor will deduct the costs he stated from the price of the equipment.



19.5. Should the Contractor fail to state the price, which in turn incurs costs for Post, the Contractor must bear these costs in full. This applies to direct licences to the same extent as to costs incurred due to measurements and any subsequent additional charges from the licenser.

20. Invoicing / Terms of payment

20.1. The payment of orders with a total contract sum of ≤ EUR 100,000 is due in full upon acceptance and invoicing.

20.2. The payment of orders with a total contract sum of > EUR 100,000 is due according to the following plan:

• Upon award of contract: 30% of the contract sum

upon submission of the signed order confirmation, signed contract and an advance payment guarantee of 30% of the contract sum with a term up to the delivery of the delivery of

the equipment plus 6 weeks.

Upon delivery of the equipment: 30% of the contract sum
After completed takeover: 35% of the contract sum

Liability escrow:
 5% of the contract sum covering the warranty period

in accordance with Section 26 plus one (1) month; replaced by

a bank guarantee.

The bank guarantees must correspond with the sample in Annex ./1. These bank guarantees must bear the order number / reference number and the ordering/contracting department of Post in the cover letter and must be sent to the invoice receipts department at Post.

20.3. Invoices will only be accepted for processing if they contain the order (commission) number or reference number, the ordering/contracting department of Post, the name of the orderer, and the invoice elements specified in Sec11 of the Austrian VAT Act (Umsatzsteuergesetz – UStG). Invoices must be sent as a single copy to the central invoice receipts department

Österreichische Post AG Rechnungseingangsstelle Business Center 590 1000 Wien

- 20.4. If the Services are performed on the basis of an individual confirmation of services rendered, the latter must be appended to the invoice.
- 20.5. Following completed performance without defects and issue of an invoice without objection, payment of the net amount with a 3% discount will be made within 30 days, or of the net amount (without discount) within 60 days. The payment term begins on the date of receipt at our central invoice receipts department.
- 20.6. Invoices with factual or calculation errors will not form the basis of any payment obligation until they have been rectified, and may be returned by Post at any time. In the latter case, a payment obligation will only be constituted upon receipt of the corrected invoice.
- 20.7. Unless otherwise agreed, all fees/prices are stated as net amounts with statutory VAT excluded. In the event of offers from a third country, the net amounts must include any import duties (customs and other import duties), but exclude import sales tax.

21. Liability escrow

21.1. If the liability escrow is not specified in the tender or contract, 5% of the lump-sum package price will be withheld as a liability escrow.



- 21.2. The liability escrow will be released within one (1) month after the defect-free final acceptance or improvement of all defects that were still to be rectified on the basis of the final acceptance carried out in accordance with Section 29.
- 21.3. If Post gives its approval, the liability escrow can be replaced by a bank guarantee. The bank guarantees must correspond with the sample in Annex ./1.

22. Exploitation rights / Patents

- 22.1. The Contractor will hand over the work including all work results required for putting into service, for ongoing operations, maintenance and support of the work by Post.
- 22.2. In the case of standard machinery, Post has the non-exclusive, unrestricted right to use the work to be provided to Post by the Contractor and the associated work results, including the knowhow included therein, in whatever manner,

free of charge, irrevocably and for an indefinite period of time. Unless otherwise agreed, it does not encompass the right of commercial exploitation and publication, except for the purpose of executing invitations to tender.

Standard machinery is such machinery produced by the Contractor in serial production and sold to various customers without any or without any significant changes.

- 22.3. In the case of custom machinery produced specifically for Post, Post has the exclusive, unrestricted right to use the work to be provided to Post by the Contractor and the associated work results, including the knowhow included therein, in any manner, free of charge, irrevocably and for an indefinite period of time. This right also encompasses the right of reproduction for own purposes. The Contractor agrees that Post may make changes of any kind to the work. Unless otherwise agreed, this does not encompass the right of commercial exploitation and publication, except for the purpose of executing invitations to tender.
- 22.4. The knowhow made available by Post to the Contractor for performance of the contract, in particular for completion of the contractual work results, belongs to Post and may not be used by the Contractor in any other way without the express consent of Post.
- 22.5. Post is in any case entitled to carry out maintenance and repair work on the work or have it carried out by third parties after expiry of the warranty period and, in so doing, to infringe on the aforementioned industrial property rights or have a third party infringe on them. This does not apply to the source code of the system control. Furthermore, Post is entitled to sell the machinery to third parties as a functional unit (hardware and software).

23. Default in performance

- 23.1. Should, for reasons within the purview of the Contractor, a deadline specified in the schedule not be met, or the performance of a service, the submission of the readiness report or the real operations of the work or a part to be accepted separately be delayed, Post is entitled, at its own discretion:
 - to demand performance and at the same time a penalty for each calendar day or part thereof exceeding the deadline in accordance with Section 24, or
 - without prejudice to its right to assert a penalty pursuant to Section 24, to withdraw from the contract after setting a reasonable grace period; in this case Post may demand a penalty that corresponds to the number of days of the actual delay, but no less than 90 days.

If, according to the agreement, the work is to be provided in parts, and the Contractor is in default with one part of the work only, the withdrawal may only be made in respect of the individual or of all parts that are still outstanding.



23.2. In each case of a delay caused by the Contractor, Post is entitled to initiate performance by a substitute at the expense of the Contractor after a warning has been communicated and a reasonable grace period set; the setting of a grace period is not applicable for fixed-term contracts as defined in Sec 919 of the Austrian Civil Code (Allgemeines bürgerliches Gesetzbuch – ABGB).

24. Contractual penalties

- 24.1. Unless one of the following points was agreed:
 - Setup
 - Trial operations
 - Throughput and/or
 - Availability

the following subsections / contractual penalties are not applicable.

24.2. Failure to meet deadlines

The Contractor must pay a contractual penalty irrespective of fault of 0.5% of the agreed gross order value for each calendar day or part thereof exceeding the deadline, or EUR 120.00, however no more than 10% of the total gross order value, provided that Post is not solely responsible for causing the delay. The contractual penalty due in the event of violation of the obligation of secrecy as specified in Section 2.10 is not covered by the aforementioned cap. In the event of default, the Principal may demand the larger of the two amounts. In the case of recurring services, the contractual penalty is 10% of the gross annual remuneration per contract year.

- 24.3. The contractual penalty will be charged from the day the Contractor falls into default until the day of full performance of the service. Proof of damage is not required. The contractual penalty is also payable if the work is performed with defects. Defects exist, in particular, if an agreed throughput and/or agreed availability is not achieved. In the event of defective performance, such as in the event of delayed performance, the penalty will be charged until the day of delivery of the defect-free replacement or until completion of the improvement or substitute performance; i.e. the Contractor is in default.
- 24.4. The contractual penalty is not charged if the availability and the throughput are sufficient at the time of takeover by Post despite failure to meet previous deadlines.

This leniency is only possible if the testing and trial operations were successfully carried out according to schedule. However, the takeover may not take place any later than 2 weeks after the scheduled date.

- 24.5. In case of doubt, the determination will be made by an expert appointed by Post. Post will bear the costs if the expert report confirms the opinion of the Contractor. Otherwise, the Contractor will bear the costs.
- 24.6. The payment of a contractual penalty does not release the Contractor from his obligation to deliver the agreed work by the agreed deadlines. If the Contractor is in default and incurs a contractual penalty therefor, the Contractor is obliged to deliver the work in the shortest possible time.
- 24.7. In the event of default in delivery/performance, the agreed payment deadline is automatically deemed extended by the delivery/performance delay.
- 24.8. However, the penalty is not applicable in the case of force majeure, which makes it impossible to meet the performance deadline (in particular if the procurement of a technically and financially feasible replacement is not possible; the Contractor must provide proof thereof).



- 24.9. This does not affect the right of Post to withdraw from the contract; In the event that Post withdraws from the contract due to circumstances within the sphere of the Contractor justifying withdrawal, the contractual penalty will without prejudice to any other consequences of the withdrawal only be charged until the date on which the Contractor receives the notice of withdrawal. If the agreed contractual penalty is not specified per day but per week or month, then a calendar day will be 1/7 of a week or 1/30 of a month in the calculation. The Contractor bears the full costs of decommissioning and dismantling machinery.
- 24.10. The right to assert claims for damages in excess of the contractual penalty remains unaffected thereby.

25. Insurance

25.1. <u>Business liability insurance:</u>

With regard to the liability assumed within the scope of the contract/these GCC, the Contractor must take out business liability insurance with an insured sum of at least EUR 2 million per insured event and must maintain it for the full performance period. If the net contract value is EUR 5 million or more, insurance coverage must be no less than EUR 5 million.

25.2 <u>Machinery assembly insurance:</u>

If the net contract value is EUR 1 million or more, the Contractor must take out machinery assembly insurance for his works and must maintain it for the full performance period. The coverage must comply with the General Terms and Conditions of Machinery Assembly Insurance (AMMB) 2010 of the Austrian Association of Insurance Companies (Versicherungsverband Österreich – VVO) and quantitatively encompass the restoration value of the performance owed including any ancillary costs incurred (e.g. cleanup and demolition costs).

25.3. Obligation to produce supporting documents:

Prior to the conclusion of the contract, the Contractor must produce at least one provisional confirmation of cover from an insurer for all insurance requirements. The Contractor undertakes to provide proof of the existence of the required insurance policies at any time in the form of insurance confirmations, upon request of the Principal.

25.4. Should the Contractor fail to provide evidence of an existing insurance within 14 days upon the Principal's request, this constitutes grounds for withdrawal in accordance with Section 3.

26. Warranty (Secs 922 et seqq. Austrian Civil Code)

- 26.1. Unless a longer warranty period is provided for by law, the warranty period is 2 years and begins on the day of takeover; if notice of defects is given within this period, they are deemed to have been present on the day of takeover.
- 26.2. After completion of performance, the Contractor is obliged to remedy all defects upon request by Post within a reasonable grace period without entitlement to any further remuneration.
- 26.3. If the Contractor fails to meet his obligation to remedy defects even after a reasonable grace period, or fails to do so on time or in full, or if the remedy is also defective, the following applies:
 - If the work is unusable for Post and cannot be improved, even by a third party, the Contractor loses his entitlement to remuneration; the contractor shall repay any amounts already received plus interest in the amount of the statutory interest rate as provided by the Austrian Companies Act (Unternehmensgesetzbuch – UGB), as amended from time to time, calculated from the date of receipt of the amounts.
 - If an improvement of the work by a third party is possible, Post is entitled to claim reimbursement of all costs of improvement from the Contractor.
 - If the value of the work provided to Post has been diminished and if an improvement by a third party is impossible, Post is entitled to reduce the remuneration appropriately.



- 26.4. Sec 377 of the Austrian Companies Act (*Unternehmensgesetzbuch UGB*) does not apply.
- 26.5. The Supplier has the burden to prove the absence of a defect or the insignificance thereof, and will bear all costs and expenses incurred in connection therewith.

27. Guarantee

- 27.1. The Contractor guarantees, for the duration of the warranty period, that all parts are faultless and function properly, and that the agreed availability as well as the material and construction correspond to the application profile described in the performance specifications. The guarantee does not apply to wear parts with a shorter service life, of which the Contractor informed Post.
- 27.2. If a machine part is not properly dimensioned, does not behave properly or shows signs of premature wear, the Contractor is obliged to repair the machinery on site until it is in proper condition as described in the performance specifications. If the agreed condition is not achieved within 14 calendar days or by a deadline agreed separately with the Contractor in writing, Post is entitled to charge a penalty of 10% of the machine part in question or a penalty agreed separately with the Contractor in writing.

28. Supply of spare parts

The Contractor must guarantee that he will supply Post with all spare parts for a period of 10 years; IT spare parts are excluded – 5 years are agreed for the latter.

29. Final acceptance

- 29.1. At the end of the warranty period and before payout of the liability escrow for orders > EUR 100,000.00 as described in Section 20, Post can carry out a final acceptance test together with the Contractor in order to verify absence of defects; if defects are discovered, the warranty period is extended until such defects are rectified.
- 29.2. This final acceptance test must be documented and the report must be signed by Post and the Contractor.

30. Damages

- 30.1. The Contractor is liable for all damage, including consequential damage and lost profits, etc. caused by him as a result of intentional or grossly negligent acts. In the event of slight negligence, the Contractor is liable for all damage incurred; however, only up to a maximum of double the gross order value.
- 30.2. The Contractor is liable for any culpable acts of all persons he engages to fulfil his contractual obligations (also subcontractors), in accordance with Sec 1313a of the Austrian Civil Code (Allgemeines bürgerliches Gesetzbuch ABGB).
- 30.3. In the event that Post commissions more than one contractor (grouping of tenderers), these are jointly and severally liable to Post for the fulfilment of all obligations arising from the contract.
- 30.4. The Contractor is liable as an expert within the meaning of Sec 1299 of the Austrian Civil Code.
- 30.5. The agreement of a contractual penalty as defined by Sec 1336 of the Austrian Civil Code does not affect the assertion of the right to claim damages exceeding the contractual penalty.

31. Freedom from third-party rights

31.1. If a claim is made or may be made against Post on the grounds of the infringement of the intellectual property rights of a third party as a result of the utilisation of components, Post will inform the Contractor without delay and give the Contractor the opportunity of defending himself against the claim or of obtaining the full rights.



31.2. The Contractor will compensate Post for any damage resulting from or in connection with the infringement of industrial property rights of third parties associated with the Contractor's delivery or performance. The damage to be compensated includes any payment made for any settlement of disputes out of court, which Post may make subject to the Contractor's approval, which the Contractor will not unreasonably withhold.

32. Extraordinary termination

- 32.1. Post is entitled to terminate the contract for good cause at any time by unilateral declaration and with immediate effect. Should there be no grounds for extraordinary termination, Post must compensate the Contractor for the proven cash expenditure and pay an appropriate part of the remuneration for the work already performed by the Contractor. Good cause exists, in particular:
 - a) in the event of dismissal of commencement of insolvency proceedings for lack of assets or the Contractor goes into liquidation;
 - b) if the work has significant quality defects or the Contractor is in default with the agreed work;
 if, according to the agreement, the work is to be provided in parts, and the Contractor is in default with one part of the work only, the withdrawal may only be made in respect of the individual or of all still outstanding parts Post is not required to grant a grace period;
 - c) if there are circumstances that make it obviously impossible to fulfil the contract in time and delay completion by more than half of the originally agreed delivery time, provided that these were not caused by Post itself;
 - d) if the Contractor concludes a subcontractor agreement without Post's consent;
 - e) if the Contractor offers, promises or guarantees, directly or indirectly, a pecuniary advantage to an institution and/or employee of Post or a third party that is involved with the conclusion and implementation of the contract at Post, and/or violates anti-corruption regulations or Section 14.3;
 - f) if the Contractor himself, or a person engaged by the Contractor for fulfilment of the contract, breaches the obligation of secrecy;
 - g) if it becomes known after the fact that the Contractor made incorrect statements in the course of the tender or when submitting his offer, and this had an impact on the award decision or acceptance of the bid;
 - h) if the Contractor restricted or unfairly influenced free competition in the award/tender process in contravention of the law or of good morals;
 - i) if a non-appealable judgment has been passed against the Contractor or, in the case of legal entities, the partnerships under commercial law, registered acquisition companies and syndicates, a person working on the Contractor's management, for serious acts or omissions in connection with his professional activity by the competent criminal (regional) court;
 - j) if the Contractor does not have or loses his official (commercial) licence.
- 32.2. Both in the event of withdrawal from the contract on the part of the Principal and in the event of extraordinary termination in accordance with this section, the Contractor loses all entitlement to remuneration and compensation of expenses if he has not yet executed an agreed partial performance that is free of defects and can be used by Post; payments already made are to be paid back without delay.

The Contractor must compensate Post for any additional costs incurred by subcontracting the commission to a third party, unless such costs are already covered by liquidated damages.



33. Retention / Performance obligation / Retention of title

In the event of a dispute, the Contractor is not entitled to withhold deliveries and/or to cease performance of work. A reservation of title of the Contractor as of acceptance is excluded.

34. Exclusion of set-off

The set-off of amounts payable to the Contractor by amounts payable to the Principal is not permitted.

35. Exclusion of the right of transfer

The transfer of rights and obligations arising from the agreement and the transfer of the agreement by the Contractor requires the prior approval of Post.

36. Waiver of right to avoidance

The Principal waives its right to avoidance of the contract on grounds of error and unfair and unreasonable consideration (*laesio enormis*).

37. Reference customer

The Contractor is not permitted to make any reference, whether directly or indirectly, to his work for Post without Post's prior written consent, i.e. in particular, to name Post as a reference customer.

38. Applicable law / Court of jurisdiction

- 38.1. Any and all disputes resulting from and in connection with this agreement are subject to Austrian law, with the exclusion of the UN Convention on the International Sale of Goods and conflict of law rules.
- 38.2. It is agreed that disputes will be referred to the court having competence in the subject matter and for Vienna's third district.

39. Costs and charges

- 39.1. The costs, taxes and charges associated with the execution of the agreement will be borne by the
- 39.2. In the event that liability for charges arises from the agreement in accordance with the Austrian Fees and Duties Act 1957 (Gebührengesetz GebG, BGBl. 1957/267 as amended) and duties are levied, these are borne solely by the Contractor.
- 39.3. If a claim is asserted against Post as a tax debtor or liable party and/or especially, pursuant to Sec 28 of the Austrian Fees and Duties Act 1957 as amended, as debtor of fees, for tax debts of the Contractor by federal, provincial or regional tax authorities, the Contractor undertakes to compensate Post for the payments made and fully indemnifies and holds harmless Post in this regard.
- 39.4. Each of the contracting parties will bear its own costs for the drafting of the agreement and for legal representation.

40. Miscellaneous

- 40.1. It is emphasised that the headings and subheadings in these GCC merely serve the purpose of providing structure and therefore have no legal effect.
- 40.2. Only written agreements are of binding effect; no verbal ancillary agreements exist. Amendments and additions to this agreement must be made in writing to take legal effect; the same applies to waiving the requirement of the written form.
- 40.3. Should one or more provisions of this Agreement be found to be or become invalid or unenforceable, the parties will jointly define a new valid and enforceable provision that comes closest to the goal and purpose of the invalid or unenforceable provision. The invalidity or unenforceability of individual provisions does not impair the validity or enforceability of the entire GCC.



40.4. All rights and obligations arising from the agreement will be transferred to any legal successors of either Contracting Party.

Annexes: Annex ./1

Bank guarantee Data Processing Contract within the meaning of Art 28 GDPR Code of Conduct for Suppliers Annex ./2

Annex ./3



Annex ./1

Bank guarantee template

	eichische Post Aktio gergasse 1 /ienna	engesellschaft			
Re:	"Subject, ref. no." Guarantee				
		tomer for which an advan			
withou pay an notific	t examination of th amount of up to EU ation from you tha and that	r, we irrevocably provide underlying legal relat R(EUR at our customer fails t you are therefore requ	ionship and waiving a) withinb o meet his obligatio esting payment from	any defence and obje usiness days upon red ns arising out of th us. This guarantee a	ction – we will ceiving written is contract of also applies to
The pa	yment can only be i	made to an account at a	n Austrian bank, whic	ch is to be communica	ited to us.
_		med to have been claime ty; transmission by fax is		written request is red	ceived no later
_	arantee expires on: t necessary to retu	20 rn this guarantee after i	ts expiry.		
ing the	e bringing about, eft	o Austrian law, with the fectiveness and other le competence in the	gal effects arising ou	ıt of this guarantee w	vill be referrea
(Place,	Date)	 Signature		Bank	