

General Purchase Conditions

Schiphol Nederland B.V.
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Article 1 Definitions

1.1 In these Conditions, the terms below shall have the following meanings:

Acceptance	The approval by SNBV that the Deliverable meets the specifications and properties agreed and warranted in the Agreement.
Acceptance test	The test by which Parties can demonstrate Acceptance.
Affiliated Companies	Schiphol Telematics B.V., Schiphol Commercial B.V., Eindhoven Airport N.V, N.V. Luchthaven Lelystad, Rotterdam Airport B.V and all other companies affiliated to SNBV as referred to in Section 2:24b of the Dutch Civil Code.
Agreement	The agreement signed by SNBV and Supplier, including amendments thereto set out in an addendum, which sets out the arrangements relating to Deliveries.
Airside	That part of the airport area used for landing, take-off, taxiing, towing, parking and handling of aircraft, including perimeter and service roads, and related other paved and unpaved areas.
Conditions	These General Purchase Conditions.
Data	All data, information, instructions and any documentation, including all intellectual property rights thereon, which are the subject of the Agreement.
Delivery	A whole or partial (i) supply of goods or Documentation and (ii) provision or performance of services as provided in the Agreement.
Documentation	Materials, drawings, calculations, models, moulds, instructions, specifications, quality, inspection and warranty certificates, manuals, descriptions of functionality, uses and other aids and documentation made available, purchased or produced by SNBV or the Supplier in the context of the Agreement.
Offer	A document or purchase order prepared at the request of SNBV containing an itemised offer for an intended Agreement.
Parties	SNBV and Supplier (a Party: SNBV or Supplier).
Personnel	Employees, self-employed persons, auxiliary persons and/or other persons to be engaged by the Supplier for the performance of the Agreement.
Data Processor Agreement	The agreement required by Article 28(3) GDPR between a controller and a processor.
Responsible Business Policy	SNBV's responsible business policy, which outlines our vision on human rights and how we fulfill our responsibilities. A current version can be found at Schiphol Integrity within Royal Schiphol Group .
Code of conduct	The rules of conduct applicable to employees of SNBV and persons performing work on behalf of SNBV, a current version of which can be found at Schiphol Integrity within Royal Schiphol Group .
Schiphol Data	All Data (i) originating from SNBV or an Affiliated Company or (ii) provided by third parties to SNBV for the purposes of the Agreement.

Schiphol Regulations	The rules that apply to everyone at the airport, a current version of which can be found at Schiphol Schiphol regulations .
Security Annex	An annex to the Agreement containing all cybersecurity measures to be taken by the Supplier in the performance of the Agreement.
SNBV	Schiphol Nederland B.V.
Supplier	The natural person or legal entity that is SNBV's counterparty in relation to an Offer or Agreement.
Working days	Calendar days, excluding weekends and generally recognised Dutch public holidays, on which Supplier performs the agreed work between 08:00 and 18:00.

- 1.2 In writing means: a notice sent by letter or e-mail by the authorised representative of the Party concerned. A Party must send a notice regarding termination of the Agreement and liabilities by (registered) letter or e-mail to the Parties' contact person named in the Agreement. The Supplier must always send a copy of the notice to procurement@schiphol.nl.

Article 2 Applicability

- 2.1 These Conditions apply to all Offers by and Agreements with Supplier where SNBV acts as purchaser of Deliveries.
- 2.2 Deviations from these Conditions shall only apply to the extent agreed in writing by authorised representatives of the Parties.
- 2.3 General terms and conditions of the Supplier or third parties, by whatever name, do not apply to the Offers and Agreements and are expressly rejected by SNBV.
- 2.4 If one or more provisions of these Terms prove to be null and void, are voided or otherwise lose their legal validity, the remaining provisions of these Terms shall remain in force and the Parties shall make a substitute arrangement in reasonable consultation whereby the purpose of these Terms shall be preserved.

Article 3 Conclusion of the Agreement

- 3.1 The Agreement shall only come into existence upon signature by the duly authorised representatives of both Parties.
- 3.2 SNBV shall not owe any costs to the Supplier in connection with Offers requested by it.
- 3.3 The Agreement and its annexes and these Conditions constitute all agreements made between SNBV and the Supplier regarding the purchase of goods and/or services.
- 3.4 The latest version of the Schiphol Regulations shall apply to the Agreement. If SNBV publishes a new version of the Schiphol Regulations, the new version will apply to the Agreement immediately.
- 3.5 The Parties named in the preamble to the Agreement shall conclude the Agreement. At SNBV's request, one or more Affiliated Companies may be added as a Party to the Agreement during the term of the Agreement, or enter into an agreement with the Supplier on the same terms and conditions as the Agreement. In such case, wherever the name SNBV is mentioned, the name of the relevant Affiliated Company must be read.

Article 4 Prices

- 4.1 The agreed prices are fixed, in Euros and including all taxes, levies (e.g. import and export duties) and all other costs, but excluding VAT.
- 4.2 The Supplier can only increase the agreed prices if the possibility to do so is explicitly included in the Agreement. If the possibility of a price change is agreed (i) this does not apply to orders already placed by SNBV and (ii) the price change only applies after this is agreed in writing between the Parties.
- 4.3 Supplier uses transparent price calculations and makes these accessible to SNBV.

Article 5 Payment terms

- 5.1 SNBV pays an invoice within thirty calendar days of SNBV (i) receiving a correctly prepared invoice and (ii) approving the Delivery as referred to in Article 11.
- 5.2 Supplier shall include the purchase order number and order position number specified by SNBV in the invoice and accompanying documents.
- 5.3 Exceeding a term of payment by SNBV shall not entitle the Supplier to suspend or terminate its performance in whole or in part. The Supplier is only entitled to suspend the Agreement if SNBV is still in default of payment thirty calendar days after receipt of a written notice of default, unless SNBV disputes the invoice. The Supplier is then entitled to terminate the Agreement if SNBV is still in default of payment three months after the start of the suspension.
- 5.4 If the Supplier does not or not fully comply with any obligation under the Agreement or the Conditions, or if Acceptance has not yet taken place, SNBV is entitled to suspend payment under the Agreement.
- 5.5 Payment or Acceptance by SNBV in no way implies a waiver of any rights.
- 5.6 SNBV shall at all times be entitled to set off claims it has against the Supplier, on any basis whatsoever, against claims the Supplier has against SNBV. The Supplier is not authorised to set off claims against SNBV, unless the Agreement provides otherwise.
- 5.7 If the Supplier has a claim under the Agreement, the Supplier must bring such claim against SNBV no later than two years after it arises.

Article 6 Access SNBV

- 6.1 If the Supplier requires access to property and buildings of SNBV or Affiliated Companies for the performance of the Agreement, it shall inform itself prior to performance of the conditions within the airport area and in the buildings where the Supplier is to perform its obligations. SNBV shall provide all information necessary for this purpose. Costs of delay in the performance of the Agreement caused by circumstances as referred to in this paragraph shall be at the Supplier's expense and risk.
- 6.2 Supplier and its Personnel shall acquaint themselves and comply with the contents of the (statutory) rules, conditions and regulations applicable on the airport site and in the buildings of SNBV, including in any case the Schiphol Regulations and all associated appendices and conditions to which the Schiphol Regulations refer. A copy of the applicable terms and conditions and regulations shall be made available to SNBV free of charge at the Supplier's request.
- 6.3 Supplier is responsible for ensuring that its Personnel on the airport area and in SNBV's premises are provided with the necessary proof of admission in accordance with the applicable regulations. Supplier is responsible for the timely application for necessary documents and any security screening.

- 6.4 Any costs related to the conduct or completion of security investigations shall be borne by the Supplier.
- 6.5 The Supplier shall ensure that its Personnel can identify themselves at SNBV's request and can prove that they are working for or on behalf of the Supplier. SNBV may refuse anyone access to any of its sites.
- 6.6 If a person who belonged or belongs to the Supplier's Personnel and in that capacity visits locations of SNBV or Affiliated Companies is (soon) no longer working for the Supplier, the Supplier shall immediately report this to SNBV's contact person. The Supplier shall ensure that the Schiphol Pass of the person concerned is returned to SNBV.

Article 7 Delivery

- 7.1 Supplier shall perform Deliveries as stipulated in the Agreement.
- 7.2 Deliveries in deviation from the agreements made, including term and scope, require the written approval of SNBV. If Supplier delivers without SNBV's written approval, SNBV shall be entitled to return the relevant Delivery at Supplier's expense.
- 7.3 The Supplier shall immediately inform SNBV in writing of any circumstance that causes the Supplier not to be able to timely or properly perform its obligations. Such notice shall not affect the arrangements made in the Agreement.
- 7.4 The Supplier shall at all times be responsible and take care of the Personnel it deploys in the performance its obligations. The Personnel shall meet special requirements set by SNBV, and in the absence thereof, the general requirements of professional competence and expertise.
- 7.5 If, in the opinion of SNBV, there are insufficiently qualified Personnel, SNBV is authorised to order the removal of the Personnel in question, and the Supplier is obliged to immediately replace them, subject to paragraph 4 of this article.
- 7.6 Delivery shall take place on Business Days. If necessary in exceptional cases, Delivery may take place outside office hours, if SNBV approves in advance.
- 7.7 The parties are obliged to provide each other with all cooperation, data and information necessary or useful for the Delivery in a timely manner.
- 7.8 The Supplier shall carry out its work in such a way that it does not disrupt SNBV's business continuity. If this is nevertheless necessary for the performance of the work, the Supplier may only start its work if SNBV has given its written approval.
- 7.9 Supplier shall deliver goods "delivered duty paid" (DDP), as referred to in the latest edition of the Incoterms issued by the International Chamber of Commerce in Paris, at the agreed place of delivery.
- 7.10 A packing list must be present with the items to be delivered. The packing list must show SNBV's purchase order number, item numbers, quantities and descriptions.
- 7.11 Without prejudice to the other obligations of Supplier in respect of the goods to be delivered, the Supplier must ensure that SNBV signs for receipt of all goods to be delivered.
- 7.12 If SNBV requests the Supplier to delay delivery, the Supplier must store, secure and insure the goods at SNBV's expense, properly packaged and recognisably intended for SNBV.

Article 8 Environmentally hazardous substances & waste

- 8.1 Before the conclusion of the Agreement, the Supplier must report in writing whether the goods offered and to be delivered contain environmentally hazardous substances that may be released during normal use and/or in the event of breakdowns, repairs, maintenance, calamities,

removal, storage, dumping, relocation, disposal, or destruction of the relevant goods. If this is the case, the Supplier must attach to the delivery a clear instruction on the preventive measures to be taken by SNBV to (i) prevent the release of environmentally hazardous substances and (ii) protect its employees and third parties from these substances in the event of a release of environmentally hazardous substances.

- 8.2 The Supplier must verify that it has taken all measures to prevent soil contamination during the performance of the Agreement. If any soil contamination (of whatever nature or extent) nevertheless occurs in connection with the performance of the Agreement, the Supplier must (i) immediately report this to SNBV, (ii) have a recognised research agency, within the meaning of the Dutch Soil Quality Decree, investigate the nature and extent of the soil contamination within a term set by SNBV and (iii) immediately send SNBV a copy of the soil investigation. The Supplier must comply with all other regulations under the Dutch Soil Protection Act, including but not limited to the resulting duty of care in respect of the soil, the obligation to take measures and the duty to investigate.
- 8.3 If in or for the performance of the Agreement the Supplier carries out or commissions activities in which the Supplier uses or releases waste materials, including but not limited to building materials, the Supplier must apply, store, transport and dispose of such waste materials at its own expense and risk. The management of waste materials by the Supplier must take place in accordance with the applicable statutory regulations.
- 8.4 Supplier shall indemnify and hold SNBV harmless from any costs, damages or liability to third parties, including the government, if Supplier violates this article and/or the relevant legal requirements.

Article 9 Airside

- 9.1 If Supplier performs work on or for the benefit of Airside, the provisions of this article shall apply.
- 9.2 Schiphol Airport must be designed and equipped in accordance with EU Regulation 139/2014. The European Aviation Safety Agency (EASA) has further elaborated the requirements of this regulation in the 'Acceptable Means of Compliance and Guidance Material' (AMC / GM) and the 'Certification Specifications and Guidance Material for Aerodromes Design' (CS-ADR-DSN). These rules apply to:
- a) rescue and firefighting services;
 - b) layout of runways;
 - c) obstacle-limiting surfaces on Airside;
 - d) visual aids, both lighting and marking and signage on and around the runways.
- All the above regulations can be found on EASA's website: <https://www.easa.europa.eu/domains/aerodromes/relevant-legislation-aerodromes>.
- 9.3 The Certification Basis (CB) sets out how Schiphol Airport complies with the above regulations. Upon request, SNBV will make the CB available to the Supplier free of charge.
- 9.4 Supplier must, prior to the performance of the work on or for the benefit of Airside, acquaint itself with the content of all regulations mentioned in this article and must at all times ensure at its own expense and risk that the performance of the Agreement is in line with the most recent version of those regulations.

Article 10 Subcontracting

- 10.1 The Supplier may only engage subcontractors for its performance of the Agreement if SNBV has given its prior written consent thereto, which SNBV may not refuse on unreasonable

grounds. SNBV is entitled to pose conditions to such consent.

- 10.2 After engaging subcontractors, the Supplier remains fully responsible and liable for the fulfilment of its obligations under the Agreement and the obligations incumbent on the Supplier or its subcontractors under tax and social insurance legislation as referred to in Article 24. The Supplier is SNBV's first point of contact with regard to the communication and performance by the Supplier's subcontractors, as further provided for in the Agreement.

Article 11 Acceptance

- 11.1 If SNBV opens a packaging of the delivered goods or breaks a seal affixed to it, this does not qualify as Acceptance.
- 11.2 SNBV may not refuse Acceptance if the delivery contains only minor defects that do not affect its use. The Supplier warrants that it will repair such detected defects with due speed after Acceptance at its own expense and risk.
- 11.3 The Parties may agree to conduct an Acceptance Test for Deliveries. Supplier shall cooperate fully with the Acceptance Test. The Parties shall describe the Acceptance Test separately in the Agreement.
- 11.4 If the Parties have not agreed on an Acceptance Test, SNBV shall inform Supplier in writing within two weeks of Delivery whether or not it accepts the Delivered. If the Supplier has not received any written notification from SNBV within the aforementioned period, the Supplier may not infer that SNBV has accepted the supplied goods. If SNBV has put the supplied goods into use, SNBV shall be deemed to have tacitly accepted the supplied goods.

Article 12 Property

- 12.1 Ownership of goods shall pass from Supplier to SNBV no later than the time of Delivery, without prejudice to SNBV's right to use the goods in accordance with Article 11 to reject the goods. In the event of rejection by SNBV, the risk and ownership shall never be deemed to have passed to SNBV.
- 12.2 Supplier warrants that goods are free of third party rights.
- 12.3 The supplier cannot make any retention of title on the goods delivered to SNBV.
- 12.4 If SNBV makes items, data and other documentation available to the Supplier, the ownership rights thereto shall remain vested in SNBV. The Supplier must handle the items made available with due care and must indicate and identify the items made available as the property of SNBV. The Supplier must return items, data and other documentation made available to it at SNBV's first request.
- 12.5 The Supplier may not use the items, data and other documentation, as referred to in paragraph 4 of this article, (or cause them to be used) for any purpose other than the Agreement, unless SNBV has given its prior written consent thereto.
- 12.6 If ownership is transferred to SNBV prior to Delivery, the Supplier must mark the goods as SNBV's recognisable property and indemnify and hold SNBV harmless against loss, damage and exercise of rights by third parties.

Article 13 Warranty

- 13.1 The Supplier warrants the adequacy of its Deliveries and warrants that they comply with the Agreement. This warranty includes at least that:
- a) the Deliveries are fit for the purpose for which the purchase order was placed and the

- Agreement was concluded by SNBV;
- b) the items are new and of good quality and free from defects and third-party rights;
 - c) Supplier provides the services in a competent and uninterrupted manner;
 - d) the Deliveries are accompanied by all information and instructions necessary for their proper and safe use; and
 - e) the Deliveries comply with all requirements arising from applicable regulations, including but not limited to safety, health and environmental regulations.
- 13.2 The warranty period for Deliveries is 24 months, unless expressly agreed otherwise in writing. The warranty period starts from the moment of Acceptance.
- 13.3 If SNBV discovers defects in the delivered goods within the warranty period that are not the result of normal wear and tear or inexpert use, the Supplier shall as soon as possible replace or repair the defective goods at its own expense and risk. Defects also include material and/or manufacturing defects.
- 13.4 If SNBV discovers defects in the services performed within the warranty period, the Supplier must (still) perform the services correctly at its own expense and risk within the shortest possible time.
- 13.5 The warranty period referred to in paragraph 2 shall start again in respect of the repaired, replaced or (as yet) performed Deliveries after Acceptance thereof by SNBV.

Article 14 Documentation

- 14.1 The Supplier shall make Documentation available to SNBV within the agreed period.
- 14.2 SNBV is entitled to copy the Documentation for its own use. SNBV is authorised to make modifications (or have modifications made) to Documentation.
- 14.3 Documentation is in Dutch or English.
- 14.4 The Supplier shall use the Documentation only for the purpose of the agreed performance.
- 14.5 During the agreed warranty period, the Supplier must replace, amend or modify the Documentation at its expense, whether or not at the request of SNBV, as soon as possible if at any time it is found to contain incorrect information or is otherwise incomplete, insufficient, unclear or out of date.

Article 15 Changes in scope

- 15.1 SNBV shall be entitled to require the Supplier to change the scope and/or quality of the agreed performance with effect from a date to be determined by SNBV, unless the Supplier can demonstrate that the requested change (i) disproportionately harms the Supplier's legitimate interests or (ii) is factually impracticable with effect from the date determined by SNBV, in which case the Supplier shall implement the change as soon as reasonably possible. The parties shall consult to discuss the consequences of such changes.
- 15.2 Before implementing the change, the Supplier shall map out the financial consequences, impact on delivery time and other consequences as soon as possible and at the latest within seven calendar days after notification of the requested change.
- 15.3 In case of a change in the scope and/or quality of the agreed performance, the Parties shall adjust the prices pro rata, unless the Supplier can make it clear that the prices do not change proportionally.
- 15.4 If the Parties cannot reach agreement on the consequences referred to in paragraphs 2 and 3 because they are unreasonable for SNBV in relation to the nature and scope of the change, SNBV shall be entitled to terminate the Agreement by providing at least three months' written notice to the Supplier. Termination under this paragraph shall not entitle either Party to

- compensation for any damage.
- 15.5 The Supplier must inform SNBV in good time about expected additional work. The Supplier may perform and charge for additional work only with the prior written consent of SNBV. The Supplier must specify the nature of the additional work and its costs in writing prior to the performance of additional work, failing which SNBV need not pay for the additional work.
- 15.6 Supplier may not make or implement any changes without SNBV's prior written order or consent.
- 15.7 SNBV is in no way bound by (labour) agreements entered into by the Supplier, so that, among other things, changes in the volume of work cannot have any adverse consequences for SNBV.

Article 16 Intellectual property

- 16.1 Intellectual property rights already owned by a Party prior to the Agreement shall remain with that Party even after Delivery. The Supplier may only use an intellectual property right of SNBV if SNBV has given its prior written consent. The Parties may not alter or remove any copyright notices.
- 16.2 The Supplier warrants that the Deliveries, including resale, do not infringe any intellectual property rights of third parties.
- 16.3 The Supplier shall indemnify SNBV against third-party claims as referred to in paragraph 2 and compensate SNBV for all damage and costs resulting from such claims. The obligation to indemnify does not apply if the alleged infringement is the result of (i) materials made available to the Supplier by SNBV; (ii) changes made by SNBV without the Supplier's knowledge; or (iii) use in a manner other than that for which the material was developed or intended.
- 16.4 If intellectual property rights arise as a result of the performance of the Agreement, SNBV shall be the owner of such intellectual property rights from the time they arise. To the extent necessary, the Supplier hereby transfers, assigns and delivers these rights to SNBV in advance, which transfer, assignment and delivery SNBV hereby accepts in advance. To the extent possible, the Supplier waives its moral rights as referred to in Section 25 of the Copyright Act.
- 16.5 The Supplier is obliged to provide SNBV with all such information and render such assistance as is necessary for the transfer and/or establishment of the rights referred to in the preceding paragraph, without being able to impose conditions in doing so. To the extent that a further deed is required for the transfer and/or establishment, the Supplier shall sign such deed at SNBV's first request.
- 16.6 The Supplier may not use the name of SNBV, the trademark Amsterdam Airport Schiphol, Schiphol Group and/or any other intellectual property right belonging to or in use by SNBV or Royal Schiphol Group NV unless SNBV has given its prior written consent thereto.
- 16.7 Supplier may not take or otherwise create or share any photographs, recordings or other media and visual material with third parties on which Schiphol Airport or parts thereof are visible.

Article 17 Suspension and termination

- 17.1 SNBV shall at all times be entitled to terminate the Agreement for convenience by giving Supplier a three (3) months written notice.
- 17.2 SNBV is entitled, at its discretion, to immediately suspend the performance of the Agreement in whole or in part or to terminate the Agreement in whole or in part by written notice with immediate effect, without SNBV being liable to pay any compensation, in the event of:
- a) suspension of payments or bankruptcy of the Supplier or an application to that effect;
 - b) sale or termination of the Supplier's business;

- c) a change that occurs in the control of, or decisive vote in, the Supplier's business as a result of which the Supplier cannot reasonably require SNBV to continue the Agreement;
 - d) withdrawal of the Supplier's licences necessary for the performance of the Agreement;
 - e) seizure of a significant part of the Supplier's operating assets or items intended for the performance of the Agreement;
- 17.3 A Party may terminate the Agreement for breach in whole or in part by written notice with immediate effect, without that Party being obliged to pay any compensation, if the other Party has failed to comply with the Agreement whereby, insofar as compliance is not permanently or temporarily impossible, the other Party still fails to comply with the obligation within the reasonable period included in a notice of default. Termination is not possible for a failure to comply with Article 5.3.
- 17.4 All claims SNBV may have or acquire against the Supplier in the event of termination in accordance with this article shall be immediately due and payable in full.
- 17.5 If the Agreement is terminated for any reason whatsoever, the Supplier shall, at SNBV's first request, do what is reasonably necessary to ensure that a successor contractor or SNBV itself can take over the performance of the Agreement without hindrance and/or perform a similar service for the benefit of SNBV, as further stipulated in the Agreement. The Supplier shall also immediately return to SNBV all documents, books, records and other Schiphol Data made available to it by SNBV. After adequate transfer, the Supplier shall ensure that the Supplier immediately destroys any back-up/copies.
- 17.6 The Supplier shall continue to perform in accordance with the Agreement until the termination assistance of the previous paragraph is completed.
- 17.7 In the event of termination of the Agreement, the Supplier shall perform the services referred to in paragraphs 5 and 6 of this article at the rates and conditions stipulated in the Agreement. The Supplier shall perform the services free of charge if there is a default by the Supplier as referred to in paragraph 3 of this article.
- 17.8 Termination of the Agreement does not relieve the Parties from fulfilling obligations which by their nature continue. These obligations include in any case: indemnification for infringement of intellectual property rights, liability, confidentiality, disputes and applicable law.
- 17.9 In the event of termination of the Agreement pursuant to paragraph 1 or 2 of this article or Article 18 paragraph 1, SNBV shall pay the fees (pro rata) to the Supplier up to the moment of termination. In the event of termination of the Agreement pursuant to paragraph 3, SNBV shall only pay the fees in accordance with the value of the Deliveries received by SNBV.

Article 18 Force majeure

- 18.1 An invocation of force majeure by a Party shall lead to a full or partial suspension of the performance of the Agreement for the duration of the force majeure period for that Party, without the Parties being mutually liable to pay any compensation. If the force majeure situation lasts longer than thirty calendar days, the other Party has the right to terminate the Agreement with immediate effect by means of a written notification without being liable to pay any compensation.
- 18.2 Force majeure on the part of the Supplier shall, in addition to the law, in any case not mean: lack or illness of Personnel, strikes, non-performance of third parties engaged by the Supplier, failure and/or unsuitability of auxiliary materials and/or liquidity or solvency problems at the Supplier.
- 18.3 SNBV shall also be entitled to suspend the Agreement in the event of a crisis situation with significant impact on SNBV as a result of which Supplier's performance is temporarily not

required. If such a situation arises and SNBV has suspended the Agreement for a period of at least thirty calendar days pursuant to this article, after the expiry of such thirty calendar days the Supplier shall be entitled to require SNBV, by written notice, to terminate the suspension within thirty calendar days. If SNBV fails to do so, the Supplier shall be entitled to terminate the Agreement by registered letter with immediate effect, without being liable to pay any damages.

Article 19 Liability and insurance

- 19.1 If the Supplier fails to fulfil an obligation towards SNBV, the Supplier shall be liable for SNBV's damages.
- 19.2 The parties may make further arrangements regarding the Supplier's liability in the Agreement.
- 19.3 Liability for consequential damages is excluded. Consequential damages means:
- a) loss of profits;
 - b) unrealised sales or expected savings or reputational damage; and
 - c) costs incurred to prevent, limit or ascertain consequential damage.
- 19.4 The restrictions contained in paragraphs 2 and 3 of this article do not apply:
- a) in the event of third-party claims for damages resulting from death or injury; or
 - b) if there is wilful intent or gross negligence on the part of Supplier or its management;
 - c) if there is a violation of Article 22 (Confidentiality); or
 - d) in case of infringement of an intellectual property right.
- 19.5 The Supplier indemnifies SNBV against all third-party claims in connection with the performance of the Agreement. The indemnification shall include all damage and costs suffered or incurred by SNBV as a result of such claim, including but not limited to any fines imposed.
- 19.6 The Supplier shall adequately insure and keep insured against the liability referred to in the Agreement, and shall allow SNBV inspection of the policy and proof of payment of the premiums if requested. The insurance premiums payable by the Supplier shall be included in the agreed prices and rates.
- 19.7 SNBV is not liable for any damage suffered by the Supplier or its Personnel, unless the damage is the result of wilful intent or gross negligence on the part of SNBV or its management.
- 19.8 No limitations of liability apply with regard to indemnification obligations.

Article 20 Processing personal data

- 20.1 Insofar as the Supplier processes personal data for SNBV in the context of the performance of the Agreement as a processor as defined in the General Data Protection Regulation (GDPR), the Data Processing Agreement as published on [Schiphol | Procurement documents and terms and conditions](#) pursuant to Article 28 (3) GDPR applies to such processing of personal data. The applicable version of the Data Processing Agreement is the version in force on the date on which you accepted these Conditions. By accepting these Conditions, the Supplier agrees to the applicability of this Data Processing Agreement. The Supplier is not entitled to use the personal data it receives in any way wholly or partially other than for the performance of the Agreement, or to have it used, unless the law obliges the Supplier to do so.
- 20.2 In the case referred to in this article, the Supplier shall implement appropriate technical and organisational security measures to secure the personal data against loss or any form of unlawful processing. These measures, taking into account the state of the art and the costs of their implementation, guarantee an appropriate level of security given the risks involved in the processing and the nature of the data to be protected. The measures shall also aim to prevent unauthorised or unlawful processing and accidental loss, destruction or damage of personal data. The Supplier shall document the measures in writing. If desired, SNBV may request

inspection of the measures taken by Supplier.

- 20.3 The Supplier shall process personal data in accordance with the principles set out in Article 5 GDPR, in a lawful, fair and transparent manner and in accordance with the applicable laws and regulations as well as the agreed Data Processing Agreement.
- 20.4 The Supplier shall process personal data only within the European Economic Area, unless SNBV has given prior written consent to the processing of personal data outside the European Economic Area. SNBV shall grant such consent only after ensuring that the Supplier complies with one of the conditions for transfers to a third country or international organisation laid down in Chapter V of the GDPR.

Article 21 (Digital) Security

- 21.1 The Supplier shall implement appropriate technical and organizational measures aligned with the current best practices, the risks associated with the agreed services, applicable laws and regulations, and relevant standards such as ISO/IEC 27001, IEC 62443, ISAE 3402/SOC2 type 2 or equivalent industry standards throughout the duration of the Agreement. A copy of the statements relevant to the services provided will be shared with SNBV. The Supplier shall periodically monitor the effectiveness of these measures throughout the duration of the Agreement, adjust them when necessary, and shall demonstrate compliance upon Schiphol's request.
- 21.2 The SNBV Security Annex as published on [Schiphol | Procurement documents and terms and conditions](#) applies to every request, Offer, and Agreement. The applicable version of the Security Annex is the version in force on the date on which you accepted these Conditions.
- 21.3 The Supplier shall not use Schiphol Data for any purposes other than the execution of the Agreement without written consent from Schiphol's data owner.

Article 22 Confidentiality

- 22.1 The Parties shall keep confidential and shall not share with third parties all business information including in any case but not limited to business assets, business operations, software and other data originating from the other Party that they obtain in connection with the Agreement and its performance that is designated as confidential or is confidential by its nature.
- 22.2 The Parties shall not upload, enter, process, or otherwise make available, in whole or in part, any confidential business information as referred to in Article 22.1 into artificial intelligence applications or comparable systems (including, but not limited to, ChatGPT, Copilot, Gemini, Claude, Perplexity, Midjourney, and GitHub Copilot). This prohibition applies irrespective of any statements made by the relevant Party or by the provider of such application that the data (i) will not be shared with third parties, (ii) will not be used for training purposes, or (iii) are protected by technical or contractual safeguards. Any deviation from this prohibition is permitted only if the other Party has given its prior express written consent.
- 22.3 The Parties are not allowed to reproduce confidential business information or make it available to third parties for inspection other than necessary within the framework of the execution of the Agreement and after written approval from the other Party.
- 22.4 The Supplier shall not provide information to third parties about SNBV and all its activities and the content of the Agreement. This prohibition applies in particular and especially towards the (social) media.
- 22.5 Only press spokespersons of SNBV will speak to the press. If the press approaches Supplier about SNBV, Schiphol Airport, Royal Schiphol Group, Affiliated Companies and/or the services, Supplier will not make any announcements to the press but will contact SNBV. In addition, the

Supplier must submit all its statements such as press releases, publications, websites, etc. in which the Supplier mentions SNBV, Amsterdam Airport Schiphol, Royal Schiphol Group or Affiliated Companies to SNBV for approval. Actual publication may only take place with the written approval of SNBV.

- 22.6 The confidentiality obligation does not apply to the extent that:
- a) A Party is obliged to disclose under the law, any regulation of a body to the supervision of which that Party is subject or a binding decision of a court or governmental body;
 - b) A Party can demonstrate that the information is already publicly available, other than as a result of a breach of a confidentiality provision;
 - c) A Party can demonstrate that the information was lawfully obtained from a third party, other than as a result of a breach of a confidentiality provision;
 - d) A Party can demonstrate that the information was developed independently by that Party without using any confidential information.
- 22.7 The parties shall also impose the obligations set out in this article on their Personnel and third parties involved in the performance of the Agreement.

Article 23 Takeover of Personnel

- 23.1 The Parties shall, during the term of the Agreement and within one year after its termination, not employ personnel directly involved in the performance of the Agreement without the other Party's consent. A Party must grant such consent, unless that Party has good reason to refuse such consent. This Article does not affect the Parties' right to recruit personnel through public vacancies.

Article 24 Legal obligations towards Personnel

- 24.1 In performing the Agreement, the Supplier shall comply with the applicable (fiscal, civil and administrative) laws and regulations, including but not limited to those arising from - if applicable - the Dutch Act on Tackling Shadow Constructions (WAS) (Misconduct Act), the Dutch Act on allocation of labour forces by intermediaries (Waadi) (Labour Force Allocation by Intermediaries Act) the Dutch Minimum Wage and Minimum Holiday Allowance Act (WML), the Dutch Working Hours Act regulations, the Dutch Deregulation of Assessment of Employment Relationships Act (DBA Act), (collective) labour conditions regulations and pension laws and regulations, the Dutch Working Conditions Act and regulations and the Dutch Act on Working Conditions for Seconded Employees in the European Union (WagwEU).
- 24.2 The Supplier is at all times responsible for full and timely compliance with its obligations under tax and social security legislation regarding the payment of (wage and turnover) taxes, social and/or pension contributions. The Supplier must always comply with the requirements pursuant to the Dutch Chain Liability Act (WKA) in order to ensure SNBV's tax indemnification.
- 24.3 At SNBV's first request, the Supplier shall demonstrate that it has ensured payment of the correct wages and payment of the taxes, social and/or pension contributions due, by providing a Statement of Payment Behaviour Compliance with Tax Obligations from the Tax Authorities and/or a statement from a (chartered) accountant, both at SNBV's discretion and at the Supplier's expense. At SNBV's first request, the Supplier shall give its cooperation to a check and/or audit carried out by SNBV and/or a third party to be appointed by it, so that SNBV can verify that the Supplier has complied and is complying with the applicable laws and regulations and the Agreement.
- 24.4 The Supplier indemnifies and holds SNBV fully harmless against any costs, (direct and indirect) damage, claims, fines, after-taxes or liability of third parties, including the government, in the

- event that the Supplier acts in breach of the applicable laws and regulations and/or the Agreement.
- 24.5 If and for as long as SNBV has reasonable cause to assume that the Supplier has not or will not fully comply with the obligations described in this article, SNBV shall not be obliged to pay any amount to the Supplier. Furthermore, SNBV is always entitled to suspend its (payment) obligation(s) vis-à-vis the Supplier until the Supplier complies with the obligations. In the event SNBV makes use of these rights, it shall not be obliged to compensate the Supplier for any damage or otherwise be obliged to compensate the Supplier.
- 24.6 Without prejudice to the provisions of paragraph 5 of this article, SNBV is at all times entitled to withhold the amounts of taxes and/or contributions and/or any interest and penalties charged thereon from the payments made to the Supplier or to pay them into a G account held by the Supplier. Upon payment into the G account, SNBV shall be discharged vis-à-vis the Supplier.
- 24.7 In performing the Agreement, the Supplier shall comply with the applicable laws and regulations in the field of (legal) employment of Personnel, including the Foreign Nationals (Employment) Act (WAV), the WagwEU and the Compulsory Identification Act (WID).
- 24.8 The Supplier indemnifies SNBV against any claim, possible fines and/or otherwise concerning illegal labour and/or failure to comply with the obligations under the laws and regulations referred to in paragraph 7. The Supplier is obliged to provide SNBV with all relevant information and/or documentation correctly, completely and on time.
- 24.9 SNBV avoids all forms of (unlawful) discrimination and/or unequal treatment. The Supplier is prohibited from (unlawful) discrimination and/or unequal treatment of persons as referred to in the law. At SNBV's first request, the Supplier will provide the necessary data and/or information in the context of (a suspicion of) discrimination and/or unequal treatment.
- 24.10 The Supplier is obliged to impose all the obligations set out in this article in full on all parties with whom it enters into agreements for the purposes of the Agreement.
- 24.11 Supplier is hereby obliged to also stipulate that such parties subsequently incorporate the above contractual obligations in full into agreements they enter into for the purpose of performing this Agreement.

Article 25 Integrity & Corporate Responsibility

- 25.1 The Supplier shall act in accordance with applicable laws and regulations regarding sustainability, human rights, working conditions, and the environment when performing the Agreement. The Supplier shall demonstrably implement policies aimed at preventing negative impacts on people and the environment and takes appropriate measures to mitigate risks where necessary. In this context, the Supplier adheres to the OECD guidelines (<https://www.oecdguidelines.nl/>).
- 25.2 The Supplier complies with all other applicable national and international laws and regulations, as well as relevant guidelines and standards within the sector. This includes, but is not limited to, regulations on corruption and bribery, fraud and money laundering prevention, unfair competition, and sanctions legislation. SNBV may terminate the Agreement in whole or in part upon discovering any violation of laws and/or regulations in accordance with Article 17.3.
- 25.3 The Supplier shall familiarize itself with the applicable Code of Conduct and the Responsible Business Policy and shall comply with them. The Supplier shall also make efforts to share these documents with any subcontractors and do everything possible to ensure that subcontractors, suppliers, and partners act in line with these documents. The current versions can be found here: [Schiphol | Integrity within Royal Schiphol Group](#).
- 25.4 The Supplier shall exercise restraint in contact with Schiphol employees that exceeds the business relationship. The Supplier and SNBV staff must avoid any (apparent) dependent position

resulting from the mixing of business and private interests. The Supplier shall also exercise restraint in offering sponsorship to SNBV and may only do so if there is a clear business relationship and relevance. Under no circumstances shall the Supplier sponsor SNBV employees in private.

- 25.5 If it is found that SNBV staff holds a secondary position, whether paid or unpaid, with the Supplier at the time of negotiations concerning the establishment of the Agreement and was also involved in the negotiations, without SNBV being informed of this by the Supplier before the establishment of the Agreement, SNBV may immediately terminate the Agreement without being liable for any compensation and without prejudice to any right of SNBV to compensation.
- 25.6 The Parties are obliged to report any careless, dishonest, or unethical behavior, or any (other) suspicion of a wrongdoing as referred to in these Conditions and/or SNBV policies such as the Code of Conduct and the Responsible Business Policy.
- 25.7 The Supplier shall cooperate with investigations related to reports of (suspected) violations as described in Article 25.6. The Supplier shall provide SNBV, or other parties engaged by SNBV for the investigation, with all data and information reasonably required for the investigation. Depending on the findings of the investigation, SNBV will communicate any consequences if relevant and as far as possible. If the implementation of remedial measures is among the consequences, SNBV reserves the right to monitor and evaluate the application and results of the remedial measures and to link consequences to the outcomes of that monitoring and evaluation, as recorded after the investigation.
- 25.8 The Supplier declares that it is not subject to an exclusion decision or temporary suspension pursuant to the EIB Exclusion Policy ([European Investment Bank Exclusion Policy](#))

Article 26 Assignment

- 26.1 Parties shall not be entitled to assign the rights and obligations under the Agreement to a third party without the written consent of the other Party. Parties shall not refuse consent on unreasonable grounds, but the consenting Party shall be entitled to pose conditions to consent.
- 26.2 Consent given by SNBV shall not affect the Supplier's responsibility and liability for the fulfillment of its obligations under the Agreement.

Article 27 General provisions

- 27.1 Any failure by SNBV to demand strict performance of the Supplier's obligations, or to invoke the provisions of the Agreement, shall in no way constitute a waiver of any right, either in respect of the provisions of the Agreement, or in respect of the right to compensation in connection with any failure on the part of the Supplier.

Article 28 Applicable law and disputes

- 28.1 These Conditions, the Agreement and all obligations related to it shall be governed exclusively by Dutch law. The United Nations Convention on Contracts for the International Sale of Goods ("CISG") shall not apply.
- 28.2 All disputes arising between the Parties in connection with this Agreement or any obligations resulting from it must be brought before the competent court in Amsterdam.
- 28.3 A Party may only bring a dispute if the Party concerned has notified the other Party in writing that a dispute exists as well as its content. After such written notification, that Party shall be entitled to submit the dispute in accordance with the provisions of paragraph 2 of this article.

