

**BUNKER PRODUCT TERMS - ZERONORTH A/S**

These Bunker Product Terms apply to the Solutions and Services provided by Supplier to Customer to the extent the Solutions or Services have been purchased by Customer.

Capitalised terms used in these Bunker Product Terms but not defined herein are defined in Supplier’s General Terms and Conditions.

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**1 UNIVERSAL BUNKER PRODUCT TERMS**

This section 1 of the Bunker Product Terms apply to all Solutions and Services set out in these Bunker Product Terms to the extent purchased by Customer.

**1.1 Description of the Cloud Services**

Supplier can provide the following Cloud Services which are integrated into the Solutions:

Access to and use of the Solution

Supplier shall provide Customer with access to the Solutions (web-based) and will provide Customer with all relevant login access to the Solutions. Based on the access to the Solution, Customer is entitled to use the Solution in accordance with the Agreement.

Data requirements

Data required by Supplier to deliver the Solutions and Services is set out in the Bunker Product Terms applicable to each Solution or Service.

In addition, in order to provide the best experience to Customer, Supplier may obtain additional data about the vessels to be registered with the Solution or Service using data collection templates provided by Supplier. Customer’s inability to provide such additional data requested in these templates will not prevent Customer from accessing and using the Solutions but may degrade the quality of the Solution or Service delivered by Supplier.

Material sub-suppliers

*General:*

- Amazon Web Services ("AWS")
- Mixpanel
- Auth0

*Bunker Procurement:*

- Sisense
- Amazon Web Services ("AWS")

*Bunker Tramp:*

- Microsoft Azure

Please note that Supplier is entitled to change a material sub-supplier as set out in Suppliers T&Cs.

## **1.2 General support and maintenance**

### Implementation and migration services

Supplier will provide the following implementation and migration services to Customer at no additional cost. Supplier has a designated customer success manager and sales account manager for each customer at no cost to Customer. Supplier offers in-software feedback for customers to share bugs, improvements or issues as per below.

### Training

Supplier will provide group trainings to Customer's operators as well as trainings to designated super users as reasonably necessary for the effective use of the Cloud Services.

### Go-Live services:

Supplier will perform set-up services, such as project management, design, development, implementation, integration, conversion, testing, installation, documentation and training services, as necessary and agreed.

### Documentation

The documentation for any Solution will describe fully and accurately the features and functions of the Solution well enough to allow a reasonably skilled user to effectively use all of its features and functions without assistance from Supplier.

### Operation and management of the Solution

Supplier will operate and manage the Solution, including the underlying technical infrastructure and software, in order to ensure its availability to Customer in accordance with the Agreement. Supplier will continuously monitor the Solution for any technical, security, performance or other issues and take appropriate measures to address such issues, including diagnostics/troubleshooting, configuration management and system repair management. The operation of the Solution also includes continuous updates of business continuity plans, contingency plans and disaster recovery plans on an ongoing basis.

### Maintenance services

The Solutions and Cloud Services will regularly be improved, amended and enhanced in accordance with the roadmap of Supplier. Supplier will update the Service Description accordingly. Supplier will provide (i) regular scheduled maintenance tasks and activities and (ii) limited unplanned/emergency maintenance tasks and activities.

### Support services

Customer will have access to Supplier's technical support services. Each customer will be assigned a customer success manager. Support can be reached in two methods: (i) through an in-tool feedback button directly in a Solution or (ii) via email to Supplier's customer team at the email inserted below:

- Email: support@zeronorth.com
- Supplier will provide standard support between 6 AM and 6 PM CET, Monday through Friday.

Supplier will provide support services in accordance with industry practice

## **1.3 Technical requirements**

### General requirements

Unless otherwise set out in these Product Terms, the Solutions and Services are accessed through a website. Hence, a modern web browser, such as the latest version of Google Chrome (available at the following link: <https://www.google.com/chrome/>) is required. In addition, stable internet connectivity is required for the Solutions to work. Customer may be required to whitelist relevant URLs (from time to time) that enable access, login and authentication to the Solutions.

### On-board requirements

Some Solutions and Services can or must be accessed from the vessel, in order to register and use the vessel with the Solution. The following technical requirements must be available on the vessels to be registered with and to access the Solutions from the vessel:

#### *Minimum requirements:*

- Software: Google Chrome internet browser (recent version, no more than 1,5 years old).
- Hardware: 2 GB memory (RAM) and 4 GB available storage (HDD/SDD), or the Google Chrome system requirements if superior to the aforementioned.
- Operating System: OS with support for latest version of Google Chrome.

- Network (for the initial login to the Solutions): Download 300 kb/s, Latency 2000 ms.

*Recommended requirements:*

- Software: Google Chrome internet browser (recent version, no more than 1,5 years old).
- Hardware: 8 GB memory (RAM) and at least 16 GB available storage (HDD/SDD), or the Google Chrome system requirements if superior to the aforementioned.
- Operating system: OS with support for latest version of Google Chrome and eligible to security updates.
- Network: Stable 4G LTE connection.

In addition to the above, the ability to whitelist domains requested by Supplier including the following:

- [https://\\*.mixpanel.com](https://*.mixpanel.com)
- [https://\\*.noonreport.app](https://*.noonreport.app)
- [https://\\*.auth0.com](https://*.auth0.com)

#### **1.4 Liability**

Supplier does not in any way take nor accept any liability for the decisions concerning Customer's decision made based on the output of the Solutions and Services set out in these Bunker Product Terms. Such output is to be considered general advice and not hard facts, and Customer acknowledges and accepts that any decision concerning its operations is taken solely by Customer and that Solutions and Services are provided for reference only and shall in no way substitute sound judgment.

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## **2 BUNKER PLANNER**

This section 2 of the Bunker Product Terms apply to the Bunker Planner Solution.

### **2.1 Description of the Solution**

Bunker Planner helps operators optimise their bunker planning process by addressing the questions about where to bunker, when to bunker, and what to bunker. The Solution helps the operations team to keep track of upcoming voyages and plan ahead as the Solution indicates that the vessel will need to or may want to bunker along the voyage to reach the destination.

The Bunker Planner is a powerful data driven solution that introduces the new market standard for planning. From a user perspective, the Solution includes the following:

- (i) Seamless flow to generate and decide on the most optimal bunker plan
  - Simple user experience for setting up constraints and optimise
  - Caters for both short and longer time charters with optimal or target ROB
  - Optimise for ROB per grade or ROB per tank
  - Possibility to plan for undefined vessels and voyages
  - Map with overview of best bunkering options & ranked results
- (ii) Access to a large real time data pool integrated into one tool
  - Bunker price from several data sources
  - Extended coverage on ports, port cost, delivery charges and port restrictions
  - Access to dynamic fuel tables for consumption predictions
  - Relevant data for calculating deviation cost included
  - Ability to take in Customer's own prices & port list
- (iii) Solution supports full system integrations & manual adjustments
  - Set up for automatic integration of itinerary from VMS
  - Set up for automatic integration of ROB data
  - Set up for automatic integration of vessel specific tank layout
  - Ability to overwrite relevant data sources incl. ROB, burn order, safety levels, etc.

### **2.2 Technical requirements**

Customer is responsible for delivery of data (see below) to Supplier or making the data readily available for Supplier through APIs, SFTPs or similar as instructed by Supplier.

### **2.3 Data**

Supplier requires the following data from Customer to deliver the Solution and related Cloud Services:

- Vessel specifics including tank layout with capacity, max burn, safety levels, burning order, un-pumpable
- Voyage data
- Port data
- Market rates
- Bunker price
- All daily noon reports from Customer's vessels. All types of noon reports are required, including but not limited to sea, port, arrival and departure.

If additional data is required for the Solution, Supplier will inform Customer.

#### **2.4 Third party software or data**

Auth0 is used to facilitate login and authentication to the Solution.

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### **3 BUNKER PROCUREMENT**

This section 3 of the Bunker Product Terms apply to the Bunker Procurement Solution.

#### **3.1 Description of the Solution**

The Bunker Procurement Solution enables bunker procurement optimisation by connecting buyers and sellers in an independent, market neutral platform. The Bunker Procurement Solution handles general bunker inquiry management from procurement to payment, including contracts, fuel tests and quality reporting and audit trails. Further, the Bunker Procurement Solution helps buyers match suppliers with ports, manage confirmations, amendments, claims, fuel tests, documentation and invoicing etc.

In general, the Bunker Procurement Solution allows Customer to do the tasks listed below on desktop:

- Customize the program with their settings and frequently used trading partners and areas
- Manage open inquiries (RFQs)
- Manage vessels, ports, suppliers, agents, labs, fuel tests and claims
- Generate an inquiry (RFQ) to the suppliers in a port
- Compare the offers received from the suppliers on dynamic trading screens
- Generate a stem confirmation between the buyer and the seller with the buyers' and sellers' relevant clauses and notifications to interested third parties
- Generate stem amendments and cancellations
- Manage contract and spot purchases
- Manage closed orders
- Initiate, track and settle claims and other non-conformance items
- Track order documentation
- Track accounts payable
- Contract Management
- Provide full audit trail for all transactions
- Make reports on business statistics and price performance including:
  - Buyer price performance
  - Bunker supplier delivery quality performance
  - Fuel test performance (specs met, Sulphur, CCAI, density, water, etc.)
  - Claim statistics
  - Fuel purchase statistical and trending reports
  - Port and contract reports
  - Accounting reports

#### **3.2 Responsibilities & Resources**

For the purpose of the initial implementation and training Parties shall have the following responsibilities set out below.

Supplier Responsibilities:

- Project management, review & report to Customer progress
- Product deployment & configuration

- Data population, migration, management and
- Provide knowledge

Customer Responsibilities:

- Provide project leader with approval authority, who is responsible for issue resolution and reviewing and accepting plan deliverables or changes
- Provide timely access to Customer resource that has adequate understanding of Client's existing data, systems, and reporting
- Provide deployment data to Supplier

### **3.3 Technical requirements**

Customer is responsible for delivery of data (see below) to Supplier or making the data readily available for processing by Supplier in CSV templates.

### **3.4 Data**

Supplier requires the following data from Customer to deliver the Solutions and related Cloud Services:

- Agents
- Broker users
- Buying entities
- Contracts (if applicable)
- Labs and surveyors
- Ports
- Bunker suppliers
- Users
- Vessels
- Transactions (If loading historical information)

With regard to any contact information provided by Customer on individuals employed or associated with bunker suppliers and agents, Supplier will have a right to use such contact information at its own discretion and Supplier is entitled to make such information available to other customers in the Solution e.g., on the public list of bunker suppliers. If Customer does not want the contact information to be disclosed on the public list of bunker suppliers, Customer can choose to mark such individual as a "private" contact for Customer in the Solution, in which case, Supplier will not make such contact information available on the public list of bunker suppliers.

### **3.5 Transactions and interaction facilitated through the use of the Bunker Procurement Solution**

Supplier disclaims all liability for the general or commercial terms of any and all transactions, or any liability resulting from a transaction facilitated in whole or in part through the use of the Bunker Procurement Solution. In no way will Supplier be held liable for any costs or damages associated with users of Customer interacting with counterparties whether added to the Bunker Procurement Solution by Customer (e.g., as a new supplier), or selected from the current list of counterparties on the Bunker Procurement Solution.

Supplier does not have possession, and will not take possession at any time, of anything listed or sold through the Bunker Procurement Solution and is not involved in the actual transaction between the Customer and bunker suppliers and agents in respect of the sale and purchase of any goods or services or other items. For the avoidance of doubt, all contracts relating to such sales and purchases are made directly by the Customer on such terms and conditions as it may agree. This is expressly acknowledged and agreed by the Customer when using the Bunker Procurement Solution.

While Supplier will make commercially reasonable efforts to vet the parties on the Bunker Procurement Solution as legal entities, it is Customer's full and absolute responsibility to vet the counterparties with whom it interacts and transacts. Customer is responsible for selecting and vetting credit worthiness, terms and conditions and other factors related to its transactions.

If and when Customer and a seller/bunker supplier or agent conclude a transaction, such parties will be responsible of ensuring that there is agreement on all aspects of the transaction. Supplier will take no responsibility for any errors or omissions to the contract to which Customer and the bunker supplier or agent have agreed.

### **3.6 Third party software or data**

MandrillApp is used to host email-services and Sisense hosts reporting & business intelligence services.

### **3.7 SPGCI Performance Benchmark Module**

This section 3.7 apply to the add-on module SPGCI Performance Benchmark Module, which is part of the Bunker Procurement Solution, if the SPGCI Performance Benchmark Module is purchased by Customer. Customer must have a valid subscription to the Bunker Procurement Solution to use the add-on module.

### Description of the add-on module

The SPGCI Performance Benchmark Module enables Customer to access the SPGCI Bunkerwire index price alongside the fuel purchase price and the price indications prepared by Supplier on the same day of the stem. The relevant index price, including its name and description will be conveniently displayed on the screen in the "Stemmed Order Page" in the Bunker Procurement Solution.

### Technical requirements

A modern web browser such as Google Chrome, Microsoft Edge etc.

Further, Customer must have an active account on a valid subscription to at least the following datasets provided by S&P Global Commodity Insights ("SPGCI"):

- Refined CSM – Market Data
- Market Data - Bunker Fuel - BA
- Market Data - Bunker Fuel - BL - Latin America
- Market Data - Marine Fuels - BWD - Bunkerworld - Assessments
- Shipping CSM - Market Data
- Market Data - Bunker Fuel - BA
- Market Data - Bunker Fuel - BL - Latin America
- Market Data - Marine Fuels - BWD - Bunkerworld - Assessments

### Data

SPGCI Performance Benchmark Module uses data provided as part of the Bunker Procurement Solution, so no additional data is required aside from the data required under these terms. However, the comparison is only possible to be conducted for stems where the stem confirmation price of the fuel has been provided into the Bunker Procurement Solution.

If any additional data is required for the add-on module, Supplier will inform Customer.

### Third party software or data

The SPGCI Bunkerwire index.

### Special conditions / third-party terms

Customer acknowledges and accepts that Supplier as part of ensuring that Customer has sufficient licenses to the SPGCI Bunkerwire index will exchange the names of the users of the Bunker Procurement Solution to SPGCI and their e-mail addresses and other information regarding such users as requested by SPGCI.

It is a prerequisite for Supplier's provision of the SPGCI Performance Benchmark Module that the SPGCI Bunkerwire index is made available by SPGCI (including in a manner which enables such to be configured by Supplier). If this is no longer the case (regardless of the reason), Supplier shall be entitled to terminate Customer's subscription to SPGCI Performance Benchmark Module for convenience with immediate effect and remove the add-on module from the Bunker Procurement Solution.

Customer warrants that it at all times complies with all the license terms (including usage requirements) applicable to its relationship with both Supplier as well as SPGCI.

Customer acknowledges and agrees that the following terms apply to its access to the SPGCI Performance Benchmark Module:

- Neither Supplier, SPGCI, their affiliates nor any third-party licensor shall have any liability for the accuracy or completeness of the SPGCI Performance Benchmark Module and any information or software furnished through such, or for delays, interruptions or omissions therein, nor for any lost profits, indirect, special or consequential damages.
- Customer accepts and acknowledges that the SPGCI Bunkerwire index are not investment advice and a reference to a particular investment or security, a credit rating or any observation concerning a security or investment provided in such is not a recommendation to buy, sell or hold such investment or security or make any other investment decisions.
- Supplier, SPGCI, their affiliates and/or third-party licensors have exclusive proprietary rights in any information and software included within the SPGCI Performance Benchmark Module.
- Customer shall not use or permit its employees or anyone else to use the information or software provided through the SPGCI Performance Benchmark Module for any unlawful or unauthorized purpose.
- Customer and its employees are not authorized or permitted to furnish any of the SPGCI Bunkerwire index or any related information or software to any person or firm for reuse or retransmission without the prior written approval of the source of such information or software.

- Access to the SPGCI Performance Benchmark Module is subject to termination in the event that any agreement between SPGCI and a provider of information or software distributed through the SPGCI Bunkerwire index is terminated in accordance with its terms.

If Customer at any time does not fulfill the requirements set out in herein, Customer shall indemnify Supplier and its Affiliates in respect of fines, penalties, damages awarded, or any settlement amount agreed, and reasonable legal and other professional fees and any other cost incurred by or awarded against Supplier and its Affiliates in connection with any non-compliance with such requirements.

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## **4 BUNKER REPORTING**

This section 4 of the Bunker Product Terms apply to the Bunker Reporting Advisory Service.

### **4.1 Description of the Solution**

Customers lack transparency, skillset, and capacity to utilize data to make better decisions - therefore, despite utilizing Procurement Platform, may not be optimized by not identifying and acting on opportunities highlighted from the data already captured.

Bunker Reporting is an Advisory Service that provides a powerful analytical framework to measure performance against peers and industry benchmarks to identify sub-optimal purchasing decisions, quantify savings opportunities, and recommend better ways to buy.

Bunker Reports are normally delivered to Customer on a quarterly, bi-annually, or annually basis (as per agreement with Customer).

### **4.2 Technical requirements**

The solution is web-based (in which case a modern web browser is required) or is delivered as static reports (in which case the reports are delivered in a standardized file format, where Customer must procure the necessary applications to open the file).

### **4.3 Data**

Bunker Reporting can use data provided as part of the Bunker Procurement Solution, in which case no additional data should be required. If additional data is required for the Solution, Supplier will inform Customer.

Where Customer does not have a subscription to the Bunker Procurement Solution, Customer must provide the data requested by Supplier.

### **4.4 Special conditions / third-party terms**

Whereas new reports will be shared with Customer during the term of the Bunker Reporting subscription, Supplier does not undertake to update existing reports after these have been shared, notwithstanding that such information may become outdated or inaccurate. Customer understands and acknowledges that Bunker Reporting is based on data available to Supplier at the time of preparing the report, and though Supplier strives to obtain the highest quality of data possible, the quality of data Bunker Reporting may vary from time to time. Bunker Reporting should be viewed as Supplier's professional subjective opinion and should not be viewed as objective facts. The reports serve only as the focus for discussion; they are incomplete without the accompanying oral commentary and may not be relied on as a stand-alone document.

Supplier does not provide fairness opinions or valuations of market transactions, and Bunker Reporting should not be relied on or interpreted as such. Further, financial evaluations, projected market and financial information, and conclusions contained in these are not definitive forecasts and are not guaranteed by Supplier. Supplier has used public and/or confidential data and assumptions provided to Supplier by the Customer. Supplier has not independently verified the data and assumptions used in these analyses. Changes in the underlying data or operating assumptions will impact the analyses and conclusions.

All Bunker Reports delivered to Customer must be preserved in their original form, and Customer is not permitted to make any changes to the Bunker Reports, including the removal of trademarks or other information indicating that the reports have been prepared by ZeroNorth and/or its Affiliates, however, excluding converting the Bunker Reports to other formats (where required for Customer's use in accordance with the Agreement).

Bunker Reporting is designed for the sole use by the board of directors or senior management of Customer and solely for the limited purposes described in the reports. The reports shall not be copied or given to any person or entity other than the Customer without the prior written consent of Supplier.

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## **5 BUNKER TRAMP**

This section 5 of the Bunker Product Terms apply to the Bunker Tramp Solution.

## 5.1 Description of the Solution

The Bunker Tramp Solution optimises the bunker procurement process, handling everything from request creation to invoicing and claims management, with a strong emphasis on transaction transparency. The platform minimises manual input by integrating with Vessel Management Systems (VMS) and accounting systems, capturing all relevant data while providing buyers with a comprehensive view of each trade. It enables easy comparison of offers, facilitates the selection of the most cost-effective option, and ensures seamless communication between buyers and sellers. Additionally, for management, the platform supports customizable and efficient reporting through flexible data export options.

### Key Features:

- **Bunker Requirements:** Create manually or integrate directly from VMS.
- **Offer Management:** Manage inquiries, compare offers, and finalise contracts or spot purchases.
- **Directory Management:** Oversee vessels, ports, agents, and surveyors, including managing seller directories with product availability, port contacts, and whitelist/blacklist functions.
- **Contract & Approval Management:** Manage bunker contracts and implement approval processes for contracts, nominations, and invoices.
- **Post-Bunkering and Documentation Management:** Manage the entire post-bunkering process, including the storage and handling of Bunker Delivery Notes (BDNs), fuel analysis, lab reports, time sheet statements, claims, and invoices.
- **Invoice Management:** Add sales invoice details related to purchases, attach invoice PDFs, manage approval and payment statuses, facilitate internal communication via email
- **Selling Invoices:** For buyers acting as traders or brokers, generate and send selling invoices (PDF format via email) directly to clients.
- **Data Integration:** Sync finalised purchase data, invoices, BDNs, and other relevant order details with external systems or sources.
- **Claims Management:** Handle claims for issues like quality, quantity, delays, damages, or non-delivery. Add claims with relevant details, communicate directly with sellers via email, and export claims data for reporting.
- **Data Security and Auditability:** Tailor user access rights, implement optional approval workflows for confirmations and amendments, and maintain a clear, traceable transaction history to ensure secure, transparent, and accountable operations.
- **BI Reporting:** Access standard reports for business insights based on your data.
- **Third-Party Purchase Management:** Manage the selling process when buying bunkers on behalf of other companies. Add selling data (selling price, commission, credit terms), generate selling invoice PDFs, communicate with buyers via email, and integrate invoice details back into VMS

## 5.2 Technical requirements

Customer is responsible for delivery of data (see below) to Supplier or making the data readily available for processing by Supplier.

### 5.3 Data

#### Mandatory Data:

- Vessel list
- Service provider lists and related information
- Email settings and templates (inquiry, nomination, contract nomination, operation, etc.)
- Fuel types
- Buying entities
- Users and roles
- Buying credit terms

#### Optional Data:

- Integration settings
- Ports and regional configurations
- Pricing indexes and holiday calendars
- Product units and currency
- Invoice PDF templates (for brokers or traders)
- Historical transactions

If additional data is required, the Supplier will notify the Customer.

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

#### **5.4 Integrations**

**Login and Authentication:** Microsoft Active Directory can be used for login and authentication, or the system can be accessed via standard username and password credentials.

#### **ZeroNorth - Bunker Pricer Integration**

The following apply to the integration of Bunker Pricer.

Integrated Data:

- Spot Pricing: Access real-time market data.
- Map View: Interactive global map showing ports, spot prices, forward curves, and visualizations.
- Forward Price Tab: View forward curves and swap prices.

This integration provides real-time market pricing, usable as an index for contracts or a benchmark for stemmed spot prices.

#### **ZeroNorth – eBDN Integration**

The following apply to the add-on data integration of eBDN.

##### Description of the add on functionality

Seamless integration of BDN information from the eBDN Solution into the Bunker Tramp Solution, including:

- BDN quantity
- Delivery dates
- BDN attachments

This integration reduces manual input, thereby minimizing the risk of manual errors and simplifying the validation process of final BDN data.

#### **S&P Global Commodity Insights – Platts Prices**

The following apply to the Platts Price add-on data integration from S&P Global Commodity Insights. Customer must hold a valid subscription with S&P Global Commodity Insights to access and utilise this data.

##### Description of the add on-module

The integration of SPGCI's Platts Prices allows:

- Automatically compute contract prices using Platts Price data.
- Export this data for benchmarking against stemmed spot prices.

#### **Imarex - Traffic Light System**

The following apply to the add-on data integration of Traffic Light System from Imarex. Customer must have a valid subscription with Imarex to access and use this data.

##### Description of the add-on module

The data integrated from Traffic Light System of Imarex provides market price forecasts, offering recommendations on whether to wait or proceed with stemming the order.

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## **6 BUNKER LINER**

This section 6 of the Bunker Product Terms apply to the Bunker Tramp Solution.

### **6.1 Description of the Solution**

The Liner Solution is an integrated platform that manages the entire bunker procurement process for ships, from planning and requests to post-bunkering activities like invoicing and claims. It streamlines operations by enabling simultaneous generation of multiple bunker plans while considering regional contract balances.

The system automates communication with ships through customisable web forms and supports the creation of bunker requirements manually, via VMS integration, or through its planning module. Users can send and manage spot inquiries, compare offers by price or energy content, and finalise contracts or purchases. Additionally, it manages details of vessels,

ports, agents, sellers, product availability, and contacts, as well as handling contracts, nominations, approvals, and invoicing processes. Post-bunkering management includes handling Bunker Delivery Notes (BDNs), fuel analysis, claims, and offers options for data integration and reporting.

### Key Features:

- **Bunker Planning:** Generate multiple bunker plans simultaneously, factoring in open contract volume balances across regions.
- **Automated Ship Communication:** Finalise bunker plans through automated communication with ships via customizable web forms
- **Bunker Requirements:** Create manually, integrate from VMS, or generate through the bunker planning module. Send spot inquiries directly from the system.
- **Offer Management:** Manage inquiries, compare offers by price or energy, and finalise contracts or spot purchases.
- **Directory Management:** Oversee vessels, ports, agents, and surveyors, including managing seller directories with product availability, port contacts, and whitelist/blacklist functions.
- **Contract & Approval Management:** Manage bunker contracts and implement approval processes for contracts, nominations, and invoices.
- **Post-Bunkering and Documentation Management:** Manage the entire post-bunkering process, including the storage and handling of Bunker Delivery Notes (BDNs), fuel analysis, lab reports, time sheet statements, claims, and invoices.
- **Invoice Management:** Add sales invoice details related to purchases, attach invoice PDFs, manage approval and payment statuses.
- **Data Integration:** Sync finalised purchase data, invoices, BDNs, and other relevant order details with external systems or sources.
- **Data Security and Auditability:** Tailor user access rights, implement optional approval workflows for confirmations and amendments, and maintain a clear, traceable transaction history to ensure secure, transparent, and accountable operations.
- **Claims Management:** Handle claims for issues like quality, quantity, delays, damages, or non-delivery. Add claims with relevant details, communicate directly with sellers via email, and export claims data for reporting.
- **BI Reporting:** Access standard reports for business insights based on your data.

### 6.2 Technical requirements

Customer is responsible for delivery of data (see below) to Supplier or making the data readily available for processing by Supplier.

### 6.3 Data

#### Mandatory Data:

- Vessel list
- Service provider lists and related information
- Email settings and templates (inquiry, nomination, contract nomination, operation, etc.)
- Fuel types
- Buying entities
- Users and roles
- Buying credit terms

#### Optional Data:

- Integration settings
- Ports and regional configurations
- Pricing indexes and holiday calendars
- Product units and currency
- Historical transactions

If additional data is required, the Supplier will notify the Customer.

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

## 6.4 Integrations

**Login and Authentication:** Microsoft Active Directory can be used for login and authentication, or the system can be accessed via standard username and password credentials.

### ZeroNorth - Bunker Pricer Integration

The following apply to the integration of Bunker Pricer.

Integrated Data:

- Spot Pricing: Access real-time market data.
- Map View: Interactive global map showing ports, spot prices, forward curves, and visualisations.
- Forward Price Tab: View forward curves and swap prices.

This integration provides real-time market pricing, usable as an index for contracts or a benchmark for stemmed spot prices.

### ZeroNorth – eBDN Integration

The following apply to the add-on data integration of eBDN.

#### Description of the add on functionality

Seamless integration of BDN information from the eBDN Solution into the Bunker Tramp Solution, including:

- BDN quantity
- Delivery dates
- BDN attachments

This integration reduces manual input, thereby minimising the risk of manual errors and simplifying the validation process of final BDN data.

### S&P Global Commodity Insights – Platts Prices

The following apply to the Platts Price add-on data integration from S&P Global Commodity Insights. Customer must hold a valid subscription with S&P Global Commodity Insights to access and utilise this data.

#### Description of the add on-module

The integration of SPGCI's Platts Prices allows:

- Automatically compute contract prices using Platts Price data.
- Export this data for benchmarking against stemmed spot prices.

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## 7 BUNKER PRICER - SPOT PRICING

This section 6 of the Bunker Product Terms apply to the Bunker Pricer - Spot Pricing Solution.

### 7.1 Description of the Solution

The Spot Pricing Solution is an engine for live spot bunker prices for more than 170 global ports. The system calculates bunker fuel prices on a formula basis, utilizing live market swaps and proprietary transaction data available from ZeroNorth Bunker. The Solution is web-based (in which case a modern web browser is required).

The web-based interface includes:

- Spot pricing consisting of live spot indications as well as live market data
- Map view allowing users to interact with ports from a global map, including filtering for specific fuel grades
- Analysis tab gives users ability to view historic spot prices, as well as build out arbitrage views for comparing prices.
- Port profiles that give insight into known suppliers, available fuel grades.

### 7.2 Technical requirements

See description above. Supplier will provide Customer with all relevant login access to the Solution.

### **7.3 Data**

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

### **7.4 Special conditions / third-party terms**

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may not use the output data to create derivative works.

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## **8 BUNKER PRICER - FORWARD PRICING**

This section 8 of the Bunker Product Terms apply to the Bunker Pricer - Forward Pricing Solution.

### **8.1 Description of the Solution**

The Forward Pricing Solution is an engine for live forward price indications for more than 170 global ports. The system calculates bunker fuel prices on a formula basis, utilizing live market swaps and proprietary transaction data available from ZeroNorth Bunker. Available forward periods include M+1-12, Q+1-5, Cal +1-2. The Solution is web-based (in which case a modern web browser is required).

The web-based interface includes:

- Forward pricing tab enabling users to build out a price matrix of forward curves. Including control of which ports, grades, and forward periods are displayed
- Analysis tab giving users the ability to view historic forward prices, as well as build out arbitrage views for comparing prices. Visualization of current forward curves is also available from this screen.

### **8.2 Technical requirements**

See description above. Supplier will provide Customer with all relevant login access to the Solution.

### **8.3 Data**

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

### **8.4 Special conditions / third-party terms**

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may not use the output data to create derivative works.

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## **9 BUNKER PRICER - SPOT PRICING API**

This section 9 of the Bunker Product Terms apply to the Bunker Pricer - Spot Pricing API Solution.

### **9.1 Description of the Solution**

The Spot Pricing API provides endpoints for consuming the spot bunker prices provided by ZeroNorth, for more than 170 global ports. The API provides the same prices available in ZeroNorth's front-end solution, which are calculated on a formula basis, utilizing live market swaps and proprietary transaction data available from ZeroNorth Bunker.

The API interface includes:

- Latest intra-day prices
- Latest end of day prices
- Access to historical prices

The Supplier will provide the Customer with the required documentation and an API Key for accessing the data. Unless otherwise agreed, the API is provided "as is" and Customer is responsible for establishing connection to the API and ensuring that integrating with the API is possible. The API covers the same ports, fuel grades available on the web-based solution

### **9.2 Technical requirements**

See description above. Supplier will provide Customer with all relevant requirements to access the Solution.

### 9.3 Data

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

### 9.4 Special conditions / third-party terms

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may not use the output data to create derivative works.

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## 10 BUNKER PRICER - FORWARD PRICING API

This section 10 of the Bunker Product Terms apply to the Bunker Pricer - Forward Pricing API Solution.

### 10.1 Description of the Solution

The Forward Pricing API provides endpoints for consuming the forward bunker prices provided by ZeroNorth, for more than 170 global ports. The API provides the same prices available in ZeroNorth's front-end solution, which are calculated on a formula basis, utilizing live market swaps and proprietary transaction data available from ZeroNorth Bunker. Available forward periods include M+1-12, Q+1-5, Cal +1-2.

The API interface includes:

- Latest intra-day prices
- Latest end of day prices
- Access to historical prices

The Supplier will provide the Customer with the required documentation and an API Key for accessing the data. Unless otherwise agreed, the API is provided "as is" and Customer is responsible for establishing connection to the API and ensuring that integrating with the API is possible. The API covers the same ports, fuel grades available on the web-based solution.

### 10.2 Technical requirements

See description above. Supplier will provide Customer with all relevant requirements to access the Solution.

### 10.3 Data

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

### 10.4 Special conditions / third-party terms

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may not use the output data to create derivative works

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## 11 BUNKER PRICER - DAILY PRICE REPORT

This section 11 of the Bunker Product Terms apply to the Bunker Pricer - Daily Price Report Solution.

### 11.1 Description of the Solution

The Daily Price Report is round-up of the day's closing spot prices delivered via email to all registered subscribers. The report is delivered as a static End Of Day PDF (in which case the reports are delivered in a standardized file format, where the Buyer must procure the necessary applications to open the file).

The Daily Price Report includes:

- Closing prices for Brent, WTI, and relevant Singapore and Rotterdam 0.5% swaps
- Latest bunker market commentary
- Spot and forward price graphs for ZeroNorth's designated top 5 ports
- Closing spot prices for all ports and grades included in coverage

### 11.2 Technical requirements

See description above. Supplier will provide Customer with all relevant login access to the Solution.

**11.3 Data**

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

**11.4 Special conditions / third-party terms**

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may not use the output data to create derivative works. Customer may not forward the contents of the Solution to any third party or non-subscribed entity

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**12 BUNKER PRICER - WALLBOARDS**

This section 12 of the Bunker Product Terms apply to the Bunker Pricer - Wallboards Solution.

**12.1 Description of the Solution**

The Wallboards Solution provides hostable screens for displaying live market data for crude, fuel oils, gasoils and swaps. The Solution allows for the Customer to choose which products and time periods display, with live price changes and the subsequent spread from the previous day's close shown on the board.

Solution can also be delivered via an analytics screen. This screen provides the ability to perform technical analysis of the market data on a graph, while also allowing the Customer to choose curves to display in a listed view for the available forward months.

**12.2 Technical requirements**

Supplier will provide Customer with all relevant login access to the Solution.

**12.3 Data**

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

**12.4 Special conditions / third-party terms**

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may not use the output data to create derivative works. Customer may not forward the contents of the Solution to any third party or non-subscribed entity.

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**13 BUNKER PRICER - CUSTOM PRICE REPORT**

This section 13 of the Bunker Product Terms apply to the Bunker Pricer - Custom Price Report Solution.

**13.1 Description of the Solution**

The Custom Price Report Solution provides pricing data in a structured .pdf, .xlsx, .csv, or JSON format to the Customer. Contents of the report are constrained to the available pricing data provided via ZeroNorth's Spot Pricing and Forward Pricing solutions.

Customer has the option to choose any ports, grades, or forward periods in coverage for inclusion in their custom report

**13.2 Technical requirements**

Supplier will provide Customer required reports in the format requested by the Customer.

**13.3 Data**

Customer must duly provide all necessary data and information requested by Supplier. Customer must ensure that no technical communication or other facility platform on Customer's part may disturb or prevent the accessibility and use of the Solution.

**13.4 Special conditions / third-party terms**

Any output data generated by the Solution is the sole property of Supplier and the limited license granted to Customer in the T&C apply to the output data as well. Customer may not use the output data of the Solution or software product(s) forming a part thereof in connection with any software other than what is strictly related to the Solution. Customer may

not use the output data to create derivative works. Customer may not forward the contents of the Solution to any third party or non-subscribed entity

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## **14 API INTEGRATIONS**

This section 14 of the Bunker Product Terms apply to the API integrations purchased by Customer.

### **14.1 IMOS Read Integration and IMOS Back Integration for Bunker Tramp**

This Section 14.1 of the Bunker Product Terms apply to the add-on modules IMOS Read Integration and IMOS Back Integration which Customer can subscribe to as part of its subscription to the Bunker Tramp (the "IMOS Relevant Solution"). Customer must have a valid subscription to the Bunker Tramp to use the API Integration.

#### Description of the IMOS Read Integration

The IMOS Read Integration enables Customer to integrate data that is maintained within the Veson IMOS Platform ("IMOS Platform") (provided by Veson Nautical LLC ("Veson")) with the IMOS Relevant Solution. Supplier and Veson will rely on Veslink API to access Customer's master data, as well as voyages, including voyage itinerary data and voyage activity report data. The Veslink API provides a set of calls to access data from the IMOS Platform database on a per client basis, delivering data for vessels, fuel, and ports. For data that is not provided by the Veslink API, Veson has developed an additional API endpoint that delivers query results to Supplier for voyage itinerary and voyage activity report information. Requests made to any endpoints that are made available are expected to happen as frequently as hourly.

#### Description of the IMOS Back Integration

The IMOS Back Integration enables Customer to integrate data that is maintained within the Bunker Tramp Solution provided by Supplier back to the IMOS Relevant Solution. Supplier and Veson will rely on Veslink API to transfer the data stored in the IMOS Relevant Solution.

#### Technical requirements

Customer is required to have purchased a license for the IMOS Platform prior to its subscription to the IMOS Integrations as well as any required API licenses under a separate agreement with Veson.

#### Special conditions / third-party terms

As regards to the IMOS Integrations, Customer hereby grants Supplier and Veson all necessary rights, licenses and permissions to export the relevant data from the IMOS Platform and import that data into the IMOS Relevant Solution through an API including, if applicable, any third-party data. For clarity, the right to use the IMOS Integrations under this Agreement will not allow Customer to export data subject to Intellectual Property Rights from the IMOS Platform to the IMOS Relevant Solution, unless Customer obtains all necessary rights, licenses and permissions from the relevant third-parties holding rights to such data protected by Intellectual Property Rights.

If and to the extent Customer intends to export data subject to Intellectual Property Rights to the IMOS Relevant Solution, Customer shall - prior to the Effective Date - provide Supplier with a list of the current third-party data protected by Intellectual Property Rights or similar to be transferred via the API, as well as the licenses and permissions from Customer needed to allow a transfer of such third-party data, to the IMOS Relevant Solution.

Customer will at all times be responsible for compliance with the terms and conditions of such third-party data providers and shall indemnify and hold harmless from any and all claims arising out of failure to comply with the above in accordance with Supplier's T&Cs.

The IMOS Integrations may be further developed at Supplier's sole discretion.

### **14.2 Dataloy Read Integration and Dataloy Back Integration for Bunker Tramp**

This Section 14.2 of the Bunker Product Terms apply to the add-on modules Dataloy Read Integration and Dataloy Back Integration which Customer can subscribe to as part of its subscription to the Bunker Tramp (the "Dataloy Relevant Solution"). Customer must have a valid subscription to the Bunker Tramp to use the API Integration.

#### Description of the Dataloy Read Integration

The Dataloy Read Integration enables Customer to integrate data that is maintained within the Dataloy VMS Platform ("Dataloy Platform") (provided by Dataloy Systems AS ("Dataloy")) with the Dataloy Relevant Solution. Supplier and Dataloy will rely on an API to access Customer's master data stored in the Dataloy Platform.

#### Description of the Dataloy Back Integration

The Dataloy Back Integration enables Customer to integrate data that is maintained within the Bunker Tramp Solution provided by Supplier back to the Dataloy Relevant Solution. Supplier and Dataloy will rely on an API to transfer the data stored in the Dataloy Relevant Solution.

#### Technical requirements

Customer is required to have purchased a license for the Dataloy Platform prior to its subscription to the Dataloy Integrations as well as any required API licenses under a separate agreement with Dataloy.

#### Special conditions / third-party terms

As regards to the Dataloy Integrations, Customer hereby grants Supplier and Dataloy all necessary rights, licenses and permissions to export the relevant data from the Dataloy Platform and import that data into the Dataloy Relevant Solution through an API including, if applicable, any third-party data. For clarity, the right to use the Dataloy Integrations under this Agreement will not allow Customer to export data subject to Intellectual Property Rights from the Dataloy Platform to the Dataloy Relevant Solution, unless Customer obtains all necessary rights, licenses and permissions from the relevant third-parties holding rights to such data protected by Intellectual Property Rights.

If and to the extent Customer intends to export data subject to Intellectual Property Rights to the Dataloy Relevant Solution, Customer shall - prior to the Effective Date - provide Supplier with a list of the current third-party data protected by Intellectual Property Rights or similar to be transferred via the API, as well as the licenses and permissions from Customer needed to allow a transfer of such third-party data, to the Dataloy Relevant Solution.

Customer will at all times be responsible for compliance with the terms and conditions of such third-party data providers and shall indemnify and hold harmless from any and all claims arising out of failure to comply with the above in accordance with Supplier's T&Cs.

The Dataloy Integrations may be further developed at Supplier's sole discretion.

### **14.3 Softmar Read Integration and Softmar Back Integration for Bunker Tramp**

This Section 14.3 of the Bunker Product Terms apply to the add-on modules Softmar Read Integration and Softmar Back Integration which Customer can subscribe to as part of its subscription to the Bunker Tramp (the " Softmar Relevant Solution"). Customer must have a valid subscription to the Bunker Tramp to use the API Integration.

#### Description of the Softmar Read Integration

The Softmar Read Integration enables Customer to integrate data that is maintained within the Softmar Shipping Management Software ("Softmar Platform") (provided by the ION Group) with the Softmar Relevant Solution. Supplier will rely on an API or SFPT connection (as available) to access Customer's master data stored in the Softmar Platform.

#### Description of the Softmar Back Integration

The Softmar Back Integration enables Customer to integrate data that is maintained within the Bunker Tramp Solution provided by Supplier back to the Softmar Relevant Solution. Supplier will rely on an API or SFTP connection (as available) to transfer the data stored in the Softmar Relevant Solution.

#### Technical requirements

Customer is required to have purchased a license for the Softmar Platform prior to its subscription to the Softmar Integrations as well as any required licenses under a separate agreement with the ION Group.

#### Special conditions / third-party terms

As regards to the Softmar Integrations, Customer hereby grants Supplier and the ION Group all necessary rights, licenses and permissions to export the relevant data from the Softmar Platform and import that data into the Softmar Relevant Solution through an API or SFTP connection (as available) including, if applicable, any third-party data. For clarity, the right to use the Softmar Integrations under this Agreement will not allow Customer to export data subject to Intellectual Property Rights from the Softmar Platform to the Softmar Relevant Solution, unless Customer obtains all necessary rights, licenses and permissions from the relevant third-parties holding rights to such data protected by Intellectual Property Rights.

If and to the extent Customer intends to export data subject to Intellectual Property Rights to the Softmar Relevant Solution, Customer shall - prior to the Effective Date - provide Supplier with a list of the current third-party data protected by Intellectual Property Rights or similar to be transferred via the API or SFTP connection (as available), as well as the licenses and permissions from Customer needed to allow a transfer of such third-party data, to the Softmar Relevant Solution.

Customer will at all times be responsible for compliance with the terms and conditions of such third-party data providers and shall indemnify and hold harmless from any and all claims arising out of failure to comply with the above in accordance with Supplier's T&Cs.

The Softmar Integrations may be further developed at Supplier's sole discretion.