

The "Agreement" between you ("Supplier") and the ordering Unilever group company ("Buyer") (collectively "parties") comprises: these terms ("Terms") or Unilever Purchasing Agreement or other Unilever contract; any and all relevant purchase orders requesting or specifying a supply of services or products ("PO"); and supporting terms such as statements of work (SOWs), project work order (PWO) and Commercial Terms Contracts ("CTC"). CTCs may include: central CTCs agreed between a Unilever group company ("UGC") and a Supplier group company each acting as a supply chain hub; local CTCs agreed between a Buyer and a Supplier; and Unilever Purchasing Contracts ("UPC"). It is agreed by the parties that any terms and conditions other than the Agreement which attempt to add to or vary the Agreement have no force or effect unless expressly agreed by both parties. If there is conflict between parts of the Agreement, the terms in any central CTC will take precedence, followed by any other CTC, these Terms and finally any PO.

**1. Supply of Products and/or Services**

- 1.1. The Supplier shall supply to the Buyer, the products ("Products") and/or services ("Services") (together "Products/ Services") in accordance with the Agreement and with the skill, care, prudence and foresight of a diligent supplier of such Products/ Services.
- 1.2. Any items, services, functions or responsibilities not specifically described in the Agreement and which are reasonably necessary for the proper supply of the Products/ Services are deemed to be included within the scope of the Products/ Services to be delivered for the Price.
- 1.3. The Supplier shall comply with all written policies (whether presented electronically or otherwise), recommendations and requirements and reasonable instructions of the Buyer provided from time to time. The Supplier shall at all times comply with Buyer's quality assurance requirements and shall remain responsible for quality assurance with respect to all Products/ Services.
- 1.4. Upon expiry or termination of the Agreement (in whole or in part) for any reason the Supplier shall (a) provide such reasonable transfer assistance (including continued provision of the Services) to a new supplier in respect of the Products/ Services as the Buyer may require to minimise any disruption and ensure continuity of the Buyer's business and (b) the Supplier shall cease to use for any purpose, and shall deliver to the Buyer, in the Buyer's chosen format, on media free of viruses, within 5 days of expiry or termination, any work product (whether or not in final form) purchased by the Buyer. On termination, supplier undertakes to return or securely delete or destroy Buyer's personal data, Confidential Information and/or commercial data.
- 1.5. In case of partial termination this provision shall apply only to the work product relating to the terminated part of the Agreement.

**2. Ordering**

- 2.1. The Supplier shall be deemed to have accepted a PO on receipt unless it gives written notice within 3 days of receipt if the PO does not conform to any relevant CTC. The Buyer may cancel a rejected PO in whole or in part.
- 2.2. If any PO is sent by electronic communication, Unilever's E-Commerce Terms and Conditions available at [www.unileversuppliers.com](http://www.unileversuppliers.com) shall also apply.
- 2.3. Where any correspondence (including emails and CTCs) specifies a volume of Products/ Services to be purchased by the Buyer, such volumes shall be non-binding estimates only, to the Buyer, and shall be without prejudice to the volumes actually purchased under the Agreement, unless expressly stated as binding in the CTC.
- 2.4. The Buyer may forward regular forecasts of requirements to the Supplier. Such forecasts are non-binding estimates only and are only intended to assist the Supplier in scheduling its production and delivery of Products or provision of Services and they are without prejudice to the volumes actually purchased under the Agreement.

**3. Delivery, Non-Performance & Indemnity**

- 3.1. Without prejudice to any rights of the Buyer, the Supplier shall immediately give notice to the Buyer if it becomes aware or anticipates: (a) it will be unable to supply any Products/ Services at the agreed time; (b) the Products/ Services do not comply with the Agreement; or (c) any matter which may result in a potential safety risk to consumers arising from the Products/ Services (whether such risk arises as a result of non-conforming Products or otherwise).
- 3.2. If any Products/ Services do not comply with the Agreement, or are not provided in full within the agreed time the Buyer may, at its discretion reject the non-conforming or late Products/ Services and/or require the Supplier to re-supply non-conforming Products/ Services at the Supplier's expense or terminate the PO in whole or in part. These rights to reject and/or require re-supply or terminate shall not affect any other remedy to which the Buyer may be entitled, including without limitation, reimbursement by Supplier for incremental costs incurred relating to procurement of replacement Products/ Services.
- 3.3. If there is (i) any matter which may result in a safety risk to consumers arising from the Product / Services or (ii) a voluntary or mandated recall, withdrawal or similar measure ("Recall") of any of the Products, the Supplier shall:
  - (a) provide reasonable assistance to the Buyer in developing and implementing a strategy;
  - (b) where practicable and as soon as possible give the Buyer advance notice and full details of any action it is legally obliged to take including communicating with any governmental body.
- 3.4. Except to the extent required to comply with any legal obligation, no Supplier shall voluntarily initiate any Recall of any Unilever products without the prior written consent of Unilever, which consent shall not be unreasonably withheld.
- 3.5. The Supplier shall be liable for, and shall indemnify, defend and hold harmless all UGCs from and against, all losses incurred or suffered as a result of Recall of a product incorporating the Products to the extent that such Recall arises as a result of the Products/ Services, except to the extent that these situations arise due to the requirements of the Specifications of the Products.
- 3.6. The Supplier shall ensure it has, and shall for the duration of the Agreement maintain in place, adequate general liability insurance and as relevant, professional liability, product liability and/or other insurance and shall provide satisfactory evidence at the Buyer's request.

**4. Price and Payment**

- 4.1. The price for the Products/ Services shall be as set out in the Agreement ("Price") which Price includes all shipment preparation and packaging cost but excludes VAT, sales tax or equivalent unless set out in a breakdown of the Price and agreed in writing.
- 4.2. Invoices shall comply with the invoicing requirements on [www.unileversuppliers.com](http://www.unileversuppliers.com)
- 4.3. Payment terms are 90 days from receipt of invoice or receipt of Products/ Services if later, except as specified otherwise in the PO or CTC or if restricted under mandatory Applicable Laws. Where the day nominated or determined for payment is not a day on which

banks are open for general business in the country in which the Buyer is located ("Working Day"), then the day for payment shall be the first Working Day after the day nominated or determined.

**5. Warranties, Representations, Undertakings and Indemnities**

- The Supplier represents, warrants and undertakes to the Buyer that:
- 5.1. it possesses the requisite skill, experience, knowledge, personnel and facilities necessary to fulfill its obligations under this Agreement. Supplier further possesses and/or is in compliance with all necessary licences, intellectual property ("IP") rights, permits and approvals required to execute, deliver and perform its obligations under this Agreement.
  - 5.2. at the time of provision, the Products/ Services shall, where applicable, be (a) supplied or manufactured in accordance with the specifications for such Products/ Services as approved or provided by Buyer ("Specifications"), (b) of good quality, (c) free from any defects, (d) fit for the purpose for which they are reasonably expected to be used and (e) free from any liens, claims, pledges or other encumbrances;
  - 5.3. the Products/ Services and their supply, sourcing, manufacture, packaging, sale, delivery or the use by the Buyer thereof shall not infringe the IP rights of any third party. In the event of a third party claim for IP infringement in breach of the Agreement, the Supplier shall be liable for, and shall indemnify, defend and hold harmless all UGCs from and against all losses incurred in connection with such claim;
  - 5.4. it shall and the applicable Products/ Services supplied shall comply with all relevant laws, including but not limited to governmental, legal, regulatory and professional requirements ("Applicable Laws") in force in the countries of manufacture, supply and/or receipt of the Products/ Services and any countries of which it has been notified where the Buyer will use the Products/ Services or sell products incorporating the Products and the Supplier shall provide Buyer with the information reasonably required by Buyer in order for Buyer to utilise the Products/ Services in compliance with Applicable Laws.
  - 5.5. It explicitly consents to the processing of personal, including sensitive personal data by Buyer, including that of their individuals, personnel, contractors, etc. associated with them for the purpose of this Agreement.

**6. Responsible Sourcing Policy and Anti-Bribery Compliance**

- 6.1. Supplier acknowledges that it has read the Unilever Responsible Sourcing Policy (the "RSP") and understands that it replaces all previous supplier codes. Supplier agrees:
  - a) that all entities of the Supplier group will comply with the Mandatory Requirements set out in the RSP (the "Mandatory Requirements"); and
  - b) to take at its own cost any action reasonably required by Unilever to:
    - (i) verify compliance by all entities of the Supplier group with the Mandatory Requirements; and
    - (ii) rectify any non-compliance by an entity of the Supplier group within the timeframe stipulated by Unilever.
- 6.2. Consistent with its undertakings under (6.1) above, Supplier undertakes that:
  - (a) to the best of its knowledge (reasonable enquiries having been conducted by the Supplier), at the date of entering into force of this Agreement, neither it, nor its directors, officers or employees, have directly or indirectly, paid, promised or offered to pay, authorised the payment of, or accepted any undue money or other advantage of any kind in any way connected with the Supplier's relationship with Unilever under this Agreement or otherwise;
  - (b) neither it, nor its directors, officers or employees, will violate any applicable anti-bribery laws or standards. Specifically, Supplier agrees that it will not, directly or indirectly, pay, promise or offer to pay, accept or authorise the payment of any undue money or other advantage to a public official or representative of a State-owned enterprise, or to any person or entity in connection with the improper performance of any public or business function or activity. In addition, no payment shall be made to anyone for any reason on behalf of or for the benefit of Unilever which is not properly and accurately recorded in the Supplier's books and records, including amount, purpose and recipient, all of which shall be maintained with supporting documentation;
  - (c) it shall not and shall not authorize its subcontractors, agents or other third parties to request, agree to receive or accept a financial or other advantage where, in anticipation of or in consequence thereof, a relevant function or activity is or may be performed improperly;
  - (d) it has taken and will continue to take reasonable measures to prevent its subcontractors, agents or any other third parties, subject to its control or determining influence, from engaging in any conduct that would contravene (a), (b) or (c) above.

Supplier acknowledges the importance that all entities of the Supplier group comply with the Mandatory Requirements set out in the RSP together with the requirements at 6.2 (a), (b) and (c) above. Further, Supplier undertakes to notify Unilever if it learns of or has reason to believe that any breach of any such obligation has occurred. If any member of the Supplier Group fails to meet the relevant Mandatory Requirements in the RSP or any of the representations and/or warranties set out in 6.2 (a), (b) and (c) above, then where Unilever considers that such a breach can be remediated, Supplier shall take all further steps as reasonably stipulated by Unilever to remedy the breach, including the implementation of adequate procedures so that no such breach will arise again. Where concerns arising out of the breach are material and the breach cannot be or is not remedied in accordance with the requirements set out above, Unilever reserves the right to terminate this Agreement with immediate effect. In the event that Unilever terminates this Agreement under this provision, without prejudice to any charges owing or any other pre-existing liabilities, no member of the Supplier Group shall be entitled to claim compensation or any further remuneration, regardless of any activities or agreements with additional third parties entered into before termination.

The RSP including the Mandatory Requirements can be accessed on:

<http://www.unilever.com/responsible-sourcing-policy/>.

- 6.3. Where reasonably required by Unilever, Supplier shall (at the Supplier's own cost) register with Unilever's Supplier Qualification System ("USQS") and complete any steps required to achieve compliance.
- 6.4. Supplier must complete a questionnaire, provided from time to time by Unilever, designed to identify the potential presence of "conflict minerals" (as defined under applicable laws) in any products. If requested by Unilever based on the results of such questionnaire, Supplier must perform appropriate due diligence on its supply chain in order to identify the actual presence and origin of conflict minerals in any product no later than thirty (30) days following each calendar year. Unilever may not necessarily ask Supplier to complete a questionnaire if Unilever determines the items Supplier provides do not contain conflict minerals.

**7. Confidentiality**



7.1. The Buyer will disclose or make available to the Supplier information relating to Unilever group business or products ("Confidential Information"). The existence and content of these Terms and the Agreement are also Confidential Information.

7.2. The Supplier undertakes (a) to keep all Confidential Information strictly confidential and (b) not to use any Confidential Information for any purpose other than in complying with its obligations under the Agreement and (c) not to disclose any Confidential Information to any person other than its officers and employees, except to the extent it is necessary for the purpose of performing its obligations under the Agreement. The undertaking shall not apply to the extent Confidential Information is information in the public domain through no fault of the Supplier or the Supplier is required to disclose it by law. Any breach of the Supplier's obligations under this clause by its officers and employees shall be deemed to be a breach by the Supplier. Except to the extent required under Applicable Laws or necessary for the performance of remaining obligations under the Agreement, all Confidential Information shall be returned to the Buyer or, if requested, destroyed on termination or expiry of the Agreement.

#### **8. Intellectual Property Rights**

8.1. Each party shall remain the owner of all IP owned by it before the start of its relationship with the other party independently or created outside the scope of such relationship ("Background IP"). The Buyer shall remain the owner of IP, whether existing or future, relating to or created in the course of the Supplier's performance of its obligations under the Agreement and as such Supplier shall assign and shall procure that all third parties assign to the Buyer with full title guarantee, the IP rights in the deliverables, including any customisations to the Products/ Services, but excluding the Supplier's Background IP. Where assignment of title is not legally feasible, Supplier hereby grants and shall procure that all third parties grant to Unilever/Buyer, a world-wide, perpetual, irrevocable, non-exclusive, assignable, royalty-free licence (with full right to sublicense) to use, reproduce, exploit, modify, alter or integrate the Products/ Services without restriction. For all copyright work created under this Agreement, Supplier shall complete and maintain a copyright record form containing all necessary information including the author, work, date and place.

8.2. Each Supplier shall permit the use of its and its affiliates' Background IP, to the extent reasonably necessary in order for any UGC and its respective suppliers, copackers and repackers to utilize customized IP owned or licensed by any UGC ("Unilever IP") under the Agreement to make, use, modify, incorporate, develop or supply the Products/ Services.

8.3. The Supplier a) shall supply all Products/ Services that require Unilever IP exclusively for each Buyer and (b) shall not and shall procure that its affiliates do not supply such Products/ Services or any components that contain Unilever IP (or any products which embody any Unilever IP) to, or permit them to be provided, distributed or sold, directly or indirectly, to any person other than a UGC or a third party nominated by a UGC, including co-manufacturers, copackers and repackers ("Third Party"). No Supplier shall sell, market or distribute any lookalikes, counterfeit, defective or surplus products containing or embodying any Unilever IP.

8.4. The Supplier shall ensure all defective, obsolete or excess materials containing Unilever IP are rendered unsuitable for usage. The Supplier shall provide evidence of compliance with this provision to Buyer when required.

#### **9. Data Protection and Privacy**

9.1. A reference to UGC in this clause means UGC or the Buyer that is the Controller of the relevant Personal Data for the particular Processing.

9.2. For the Services, the Supplier is a Processor acting only on UGC's documented instructions. The context for and purposes of Processing UPD is the Supplier's provision of the Services under this Agreement. It will include all Processing activities required to perform the Services, will relate to various categories of Personal Data (which may include personal and contact details, employment information, marketing information, financial or payment details) and will affect Data Subjects (which may include UGC employees and staff, customer and clients), as more particularly recorded by the parties. No special categories of Personal Data will be Processed without UGC's prior written approval. UPD shall be Processed for the Agreement duration and following termination or expiry as required to comply with the deletion/return obligations below.

9.3. The parties may, individually as separate Controllers, need to Process Personal Data of each other's representatives. The Supplier may also Process UPD for the purposes of providing the Services as a separate Controller in some respects, as agreed in writing by the parties.

9.4. The Supplier will only Process UPD in accordance with this Agreement as necessary to provide the Services to UGC.

9.5. The Supplier shall: (i) comply with and process all UPD in accordance with applicable Data Protection Laws and in accordance with Annex C - Data Privacy herein; (ii) co-operate and assist UGC with any data protection impact assessments and consultations with (or notifications to) or responding to questions from or investigations by regulators or supervisory authorities; and (iii) promptly inform UGC if any of its instructions infringe Data Protection Laws.

9.6. The Supplier shall ensure that its personnel are subject to an appropriate contractual or statutory duty of confidentiality in relation to the UPD.

9.7. Supplier personnel shall cease Processing UPD when it is no longer necessary to do so to provide the Services or earlier within 15 business days of UGC's instruction to do so unless it is subject to a legal obligation to retain the UPD. At UGC's option, the Supplier shall securely delete or return that data and shall certify to UGC in writing that it (including its group companies) and each subcontractor has done so.

9.8. If the Supplier receives any complaints, claims or requests in relation to Processing of UPD (particularly those relating to the exercise of Data Subject rights), it shall, without undue delay, forward such to UGC and cooperate and assist UGC with responding to such as directed by UGC.

9.9. The Supplier warrants it has implemented and shall maintain appropriate technical and organisational measures to protect UPD against a Personal Data Breach, which shall at all times satisfy, at a minimum, the standards required by Data Protection Laws.

9.10 If the Supplier becomes aware of any Personal Data Breach, it shall without undue delay (and in any event within 24 hours) notify UGC, investigate the Personal Data Breach, remediate/mitigate any damage and prevent re-occurrence (providing UGC with detailed related information throughout), and cooperate in informing the relevant supervisory authorities or affected Data Subjects.

9.11 The Supplier may appoint sub-processors or allow its group companies to Process UPD. The Supplier shall notify UGC before the appointment of a new or replacement sub-processor and shall provide UGC with a reasonable period of time to object to the appointment or replacement of any such sub-processor. The Supplier shall use its reasonable endeavours to respond to any objection raised by UGC including, if UGC's objection cannot be adequately addressed, the appointment of an alternative sub-processor.

9.12 Supplier shall ensure subcontractors are contractually bound to the same obligations as contained in this Agreement and shall remain fully liable to UGC for a subcontractor's performance, as well as for any of its acts or omissions relating to its Processing of Personal Data.

9.13 The Supplier (or any subcontractor) shall only transfer UPD from the UK/EEA to a country outside the EEA or an international organisation where such transfer has been approved in writing by UGC, is subject to appropriate safeguards, and otherwise complies with Data Protection Laws.

9.14 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this clause 9 (promptly providing these to UGC on request) and allow for audits by UGC or its designated representatives.

9.15 The Supplier understands and explicitly consents that the Buyer may collect and process personal data, including that of individuals, personnel, contractors, etc. associated with them, for the purpose of this Agreement, including but not limited to performance of the obligations/services by either Parties and mutual business interests in furtherance of the Agreement.

#### **10. Records, Business Continuity**

10.1 The Supplier shall keep appropriate records (including in respect of ingredients, components and quality control of Products) for no less than: 5 years; or 7 years for financial information. The Supplier shall at all times upon reasonable notice, allow the Buyer to enter, access, inspect and audit (i) all information, documentation and records related to the Products/ Services, and (ii) the location, equipment, stocks, methods used and performance by the Supplier in the preparation, manufacture, packaging, storage, handling and supply of the Products/ Services.

10.2 The Supplier shall reliably back up all data provided, used or generated in connection with the Products/Services (with respect to electronic data, in encrypted form of no less than 256 bit key strength) and shall otherwise establish and maintain adequate organisational and technical safeguards against the destruction, theft, use, disclosure or loss of such data in the possession or control of the Supplier.

10.3 The Supplier must manage the security of their systems with respect to identifying and resolving security weaknesses and limiting access to systems/data to authorised individuals.

#### **11. Term and Termination**

11.1 The Agreement shall apply until the expiry or termination of all relevant periods or fulfilment of relevant volumes specified in any part of the Agreement.

11.2 The Agreement may be terminated earlier in whole or part by the Buyer without any penalty or further obligation or liability:

- on 10 days' written notice in the event of material breach of this Agreement by the Supplier or breach by the Supplier of more than 20% of the number of POs submitted by the Buyer in any preceding 3 month period;
- on no less than 7 days' written notice where there is material or deliberate or persistent non-compliance with clause 6.1;
- on giving notice in the event of a Force Majeure Event affecting the Supplier which continues for more than 10 days;
- for convenience on 30 days' written notice (subject to mandatory local laws requiring a longer notice period); or
- immediately or at a later specified date if the Supplier becomes insolvent or enters into administration or is unable to pay its debts as they fall due or threatens to do any of the foregoing or the equivalent.

11.3 Any individual PO under this Agreement may be terminated earlier by the Supplier on giving 30 days' notice where any invoiced and undisputed sums due under such PO, remain unpaid for a period of 60 days after the applicable due date provided such notice states that a failure to pay within 30 days will result in the termination of that PO.

11.4 Expiry or termination of the Agreement (in whole or part) shall not affect clauses 1.4, 3.3, 3.4, 3.5, 3.6, 5, 7, 8, 9.1, 10.4, 11, 12 Annex A 2 or any clause expressed or designed to survive expiry or termination.

#### **12. Miscellaneous**

12.1 References to "Unilever" or "Unilever group" mean Unilever PLC, Unilever N.V. and any company or partnership from time to time in which either or both directly or indirectly owns or controls the voting rights attached to not less than 50% of the issued ordinary share capital, or controls directly or indirectly the appointment of a majority of the board.

12.2 The Buyer may assign the Agreement in part or in full to another UGC or, in the event of an acquisition of Buyer's business to which the Agreement relates, to the purchaser of such business. Otherwise, no party shall without the prior written consent of the other assign (including by operation of law) or otherwise dispose of the Agreement in whole or part or subcontract any duties or obligations under the Agreement to any third party.

12.3 In respect of any payment to the Supplier, the Buyer may at any time, without notice to the Supplier, deduct or set off any sum payable by the Supplier to the Buyer.

12.4 No delay or failure to exercise by any party any of its rights, powers or remedies under or in connection with the Agreement shall operate as a waiver of that right, power or remedy. No amendment or variation to any part of the Agreement or any waiver or release of any right, power or remedy of a party shall be of any effect unless it is agreed in writing (excluding email) by each party.

12.5 The Supplier is an independent contractor engaged by the Buyer to supply the Products/ Services. Nothing in the Agreement shall make the Supplier the legal representative or agent of (or be in partnership with) the Buyer nor shall any of them have the right or authority to assume, create or incur any liability or obligation of any kind, express or implied, against, in the name of or on behalf of, the Buyer.

12.6 The Supplier is and remains responsible for its employees, subcontractors, agents and representatives. The Supplier is not relieved of liability for and no obligations in relation to these persons pass to the Buyer or any UGC as a result of the Agreement.

12.7 Supplier hereby transfers, conveys and assigns to Buyer all right, title and interest in and to all claims and/or causes of action that Supplier may have under the antitrust or competition laws of any applicable jurisdiction arising out of or relating to Supplier's purchases of any item that was, is or will be supplied by Supplier to Buyer. Upon request by Buyer, Supplier shall promptly execute assignments of claims or causes of action to evidence the foregoing assignment.

12.8 No one other than a party to the Agreement, their successors and permitted assignees and UGCs upon whom the Agreement confers a benefit shall have any right to enforce any of its terms.

12.9 If any party is as a result of an event beyond its reasonable control unable to perform all or any part of its obligations under the Agreement (and such an event shall include being

unable to, in relation to the Buyer, receive, accept or use Products) ("Force Majeure Event"), then the party suffering such disability shall be excused from such performance for as long as and to the extent that such inability continues, provided it complies with this clause. The party disabled by a Force Majeure Event shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event in the best possible way. Failure of mechanical equipment, computer hardware and/or telecommunications equipment, failure of software, power outages, changes in economic conditions, costs and/or delivery of raw materials, and strike and other labour dispute of any Supplier's representatives (or its affiliates or their representatives) shall not be a Force Majeure Event of the Supplier.

12.10. If any provision or part of any provision of the Agreement is or becomes illegal, invalid or unenforceable in any respect under any applicable law, the remaining parts of that provision or of the Agreement shall not in any way be affected. The parties agree to modify or attempt to substitute for any illegal, invalid or unenforceable provision a legal, valid or enforceable provision in order to achieve to the greatest extent possible the same effect.

12.11. If where the Supplier is based the official language is not English, the parties may agree to append to the Agreement (or part) a translation of the Agreement (or part) in the local language. In the event of any conflict between the English and the local language version of the Agreement (or part), the parties agree that the English version shall prevail.

### 13. Laws and Jurisdiction

13.1 Unless otherwise specified in a CTC, the Agreement is governed by and construed in accordance with the laws of the following countries and their courts shall have exclusive jurisdiction to settle any dispute which arises under or in connection with the Agreement. Where the Buyer is Unilever Supply Chain Company AG, Unilever Business and Marketing Support AG or Unilever Americas Supply Chain Company AG, the applicable law and jurisdiction is English. Where the Buyer is Unilever Asia Private Limited, the applicable law and jurisdiction is Singapore. In all other cases, the applicable law and jurisdiction is that where Buyer is incorporated or formed. The application of the 1980 Vienna Convention on the International Sale of Goods is excluded.

### Annex A - Specific provisions for the supply of Products

These clauses apply to the extent the Supplier supplies Products.

1. The Products will be delivered in accordance with the details provided in the CTC or PO or other agreed written instructions. Save as otherwise provided, title and risk shall pass to the Buyer on delivery. Delivery terms shall be interpreted in accordance with the current edition of Incoterms at the time the PO is issued. Each shipment of Products will be accompanied by all documentation required under Applicable Laws.
2. The Supplier shall: (a) only supply Products from a location approved by the Buyer; (b) at its expense, ensure full traceability of Products, ingredients and components; (c) keep and provide to Buyer on request a reasonable number of samples of the Products, ingredients and components. This clause shall survive expiry or termination.
3. No Supplier shall without the Buyer's prior written consent (a) change the ingredients or components (including feedstock and raw materials) used to produce the Products, Specifications, manufacturing process, approved plant or agreed delivery method, or (b) implement any changes which alter any of the Products in such a way that is not acceptable to the Buyer's technical clearance process, even if the Products are still within the Specifications.
4. The Supplier acknowledges that it is aware that it is not usual practice for the Buyer to inspect any Products on delivery as the Buyer relies on the Supplier's quality assurance and no Buyer shall be under any obligation to do so. All removal, destruction, storage and other costs relating to or arising out of defective or non-conforming Products shall be at the Supplier's cost and responsibility.
5. If the Buyer appoints a Third Party to manufacture or process finished products for purchase by a UGC, then Buyer may require a Supplier to make an offer (or procure that an offer is made) on substantially the same terms as those set out in the Agreement for the sale and supply by the Supplier of the Products to the Third Party for the manufacture of such finished products only. If any Products are so sold to the Third Party, such supply shall be a contractual arrangement between only the Third Party and the Supplier and no UGC shall be party to or have any liability for payment of such Products.
6. Unless otherwise agreed Supplier shall ensure that: (i) the Products are prepared for shipment so as to prevent damage, contamination or deterioration to the Products; (ii) packaging shall not be assembled using either rivets, steel staples or steel wire; (iii) palletised deliveries shall be stacked neatly with no overhang; (iv) pallets shall be stable and protected with an impermeable wrap covering the entire pallet load; and (v) the Products shall be transported in clean, hygienic, physically sound conditions.

### Annex B - Country specific provisions

You must comply with the requirements set forth in the Country Specific Clauses Exhibit at <https://www.unilever.com/countryspecificclauses/> that apply to certain of our transactions when goods or services are provided to members of the Unilever Group in the countries noted. We may amend this exhibit from time to time to reflect any changes required by law. If we do so, we will post the amended exhibit at <https://www.unilever.com/countryspecificclauses/> inform you and provide you with a reasonable compliance period if permitted by applicable law.

### Annex C - Data Privacy

#### 1. Definitions and Interpretation

- 1.1. In this, unless otherwise defined herein, capitalized terms and expressions shall have the following meaning:
  - 1.1.1. "Controller" means the Unilever party which determines (individually or jointly or in common with others) the purposes for which and the manner in which any Personal Data are or will be Processed;
  - 1.1.2. "Data Protection Laws" means the data protection or privacy laws of India or as applicable considering the nature of processing of Personal data;
  - 1.1.3. "Data Protection Losses" means all liabilities and amounts, including all: (i) costs (including legal costs), claims, demands, actions, settlements, losses and damages; (ii) regulatory fines, penalties and Data Subject compensation; and (iii) costs of rectification or restoration of Unilever Personal Data;
  - 1.1.4. "Data Transfer" means:
    - 1.1.4.1. a transfer of Personal Data between Unilever and the Processor; or
    - 1.1.4.2. an onward transfer of Personal Data from the Processor to a Sub-Processor, in each case, where such transfer would be provided by Data Protection Laws (or per the written contract put in place to address any data transfer restrictions placed by Data Protection Laws);
  - 1.1.5. "Processor" means a person who Processes Personal Data on behalf of the Controller, or as otherwise defined under Data Protection Laws; and

1.1.6. "Sub-Processor" means any person appointed by or on behalf of the Processor upon the written approval of Unilever, to process Personal Data on behalf of the Parties in connection with the Agreement.

1.1.7. "UPD" means Personal Data provided or made available to Supplier by (or collected or created for) UGC or a Buyer in connection with this Agreement.

- 1.2. The terms "Data Subject", "Personal Data", "Personal Data Breach", "Process(ing)" and "Supervisory Authority" shall have the same meaning as in the Data Protection Laws, and their cognate terms shall be construed accordingly.

## 2. Processing of Personal Data

- 2.1. The Parties acknowledge that the Company is a Processor of the Personal Data and that each Party shall comply with their respective obligations under the Data Protection Laws.
- 2.2. In processing Personal Data, the Processor shall not Process Personal Data other than as set out in this Annex and per Unilever's written instructions shared from time to time.
- 2.3. Unilever shall instruct the Processor through written instructions shared from time to time, the modalities of Processing Personal Data.
- 2.4. Company shall indemnify Unilever on demand and shall at all times keep Unilever indemnified in respect of all Data Protection Losses suffered or incurred by Unilever, its agents or a Unilever Group Company, arising directly or indirectly from or in connection with:
  - 2.4.1. any breach by Company of its obligations under Data Protection Laws or its obligations under this Annex; or
  - 2.4.2. the Company (or any person acting on its behalf) acting outside or contrary to the lawful Processing instructions of the Unilever in respect of the Processing of Unilever Personal Data.

Any financial caps on liability set out elsewhere in the Agreement shall not apply to this indemnity.

- 2.5. The Processor shall not transfer the Personal Data or any derived information generated while Processing such Personal Data to any other person or entity, without the express written authorization of Unilever.
- 2.6. Where the Processor collects any Personal Data on behalf of Unilever, it shall ensure that it is done in accordance with this Annex and Unilever's written instructions shared from time to time, after providing notice and obtaining consent, in accordance with such instructions and the Data Protection Laws.

## 3. Processor Personnel

- 3.1. The Processor shall take reasonable steps to ensure that access to the Personal Data is strictly limited to those individuals who need to know / access the relevant Personal Data, as strictly necessary for the purposes of the Agreement. The Processor shall ensure compliance with Data Protection Laws in the context of that individual's duties to the Processor, ensuring that all such individuals are subject to confidentiality undertakings or professional or statutory obligations of confidentiality.

## 4. Security

- 4.1. The Processor shall use the appropriate technical and organizational security measures required by Unilever in accordance with Data Protection Laws.

## 5. Appointment of Sub-Processors

- 5.1. The Processor shall not appoint (or disclose any Personal Data) to any Sub-Processor unless required and authorized in writing by Unilever. The list of authorized Sub-Processors, if any, are set out in Sub-Processor Annex of this Agreement.
- 5.2. Where Processor appoints Sub-Processors, it shall ensure that the Sub-Processors be contractually bound to the same obligations with respect to the Processing of Personal Data as to which Processor is bound by this Annex and Agreement relating to confidentiality, security, audit, transfer of data and otherwise, and Processor shall provide copies of documentation to evidence its compliance with this provision to Unilever on request.

## 6. Data Subject Rights

- 6.1. Taking into account the nature of the Processing, Processor shall assist Unilever by implementing appropriate technical and organizational measures, insofar as this is possible, for the fulfilment of Unilever's obligations, as reasonably understood by Unilever, to respond to requests to exercise Data Subject rights under the Data Protection Laws.
- 6.2. Processor shall:
  - 6.2.1. promptly notify Unilever if it receives a request from a Data Subject under any Data Protection Law in respect of Personal Data; and
  - 6.2.2. ensure that it does not respond to that request except on the written instructions of Unilever or as required by the Data Protection Laws to which the Processor is subject, in which case Processor shall to the extent permitted by the Data Protection law, inform Unilever of that legal requirement before the Processor responds to the request.

## 7. Personal Data Breach

- 7.1. Processor shall notify Unilever without undue delay upon Processor becoming aware of a Personal Data Breach affecting Personal Data, providing Unilever with sufficient information to allow Unilever to meet any obligations to report or inform Data Subjects of the Personal Data Breach as required by the Data Protection Laws.
- 7.2. Processor shall co-operate with Unilever and take reasonable commercial steps as are directed by Unilever to assist in the investigation, mitigation and remediation of each such Personal Data Breach.

## 8. Data Protection Impact Assessment and Prior Consultation

- 8.1. Processor shall provide reasonable assistance to Unilever with any data protection impact assessments, and prior consultations with Supervising Authorities or other competent data privacy authorities, which Unilever reasonably considers to be required under the provisions of the Data Protection Laws, in each case solely in relation to Processing of Personal Data by, and taking into account the nature of the Processing of the Personal Data available to, the Processor or Sub-Processor.

## 9. Deletion or return of Unilever Personal Data

- 9.1. Subject to this clause, the Processor shall promptly and in any event within ten (10) business days of the date of cessation of any services involving the Processing of Personal Data (the "Cessation Date"), delete and procure the deletion of all copies of those Personal Data.
- 9.2. Processor shall provide written certification to Unilever that it has fully complied with this clause within ten (10) business days of the Cessation Date.

## 10. Audit rights

- 10.1. Subject to this clause, the Processor shall make available to Unilever upon reasonable

request all information reasonably necessary to demonstrate compliance with this Annex.

10.2. Information rights of Unilever under clause 10.1 shall be in addition to information and audit rights available to it under Data Protection Laws.

**11. Data Transfer**

11.1. The Processor may not transfer or authorize the transfer of Personal Data to countries outside India without the prior written consent of Unilever. If such a transfer is authorized by Unilever, the Processor shall ensure that the Personal Data are adequately protected. To achieve this, the Processor shall, unless agreed otherwise, rely on obligations for the transfer of Personal Data as provided under the Data Protection Laws.

11.2. When processing personal data, each Party must comply with applicable Data Protection Laws (as defined in the Data Privacy Annex) at all times during the Term.

11.3. The Company may be provided with access to the Personal Data. In respect of any Personal Data with which Company is provided, Company undertakes to Unilever, the Controller of that Personal Data and each Unilever Affiliate fully to perform and comply with, and to process the Personal Data in accordance with and subject to the terms and conditions of the Data Privacy Annex (with "Controller", "Data Subject", "Personal Data", "Personal Data Breach", "Process(ing)" and "Supervisory Authority" being as defined in that Annex).