

## CONDITIONS OF PURCHASE

### 1. Definitions

**Call-off PO** means a purchase order issued by Civica to call off Goods and/or Services thereunder from the Supplier during an agreed period, it does not represent a commitment for the full value stated thereon.

**Civica** means Civica Resource Private Limited having CIN number U72200GJ2013FTC074041 and registered office at 101 A B C, 1st Floor, Notus Pride, Sarabhai Campus, Bhailal Amin Marg, Vadodara-390007 Gujarat, India.

**Conditions of Purchase** means these terms and conditions, as varied in accordance with clause 15.4.

**Contract** means the contract between Civica and Supplier for the supply of Goods and/or Services in accordance with these Conditions of Purchase and the PO.

**Goods** means the products, items, hardware or computer programs described in the PO, or as otherwise agreed, in accordance with the Specification, pricing, lead time and scheduling (if any) to be provided by Supplier. The expression "Goods" includes parts of Goods.

**IPR** means intellectual property rights including any and all patents, trademarks, service marks, copyright, database rights, moral rights, rights in a design, know-how, confidential information and all or any other intellectual or industrial property rights whether or not registered or capable of registration and whether subsisting in the India or any other part of the world together with all or any goodwill relating or attached thereto.

**Materials** means all tools, equipment, software, materials, documentation and other things supplied, owned by, paid for, or agreed to be paid for by Civica.

**PO** means Civica's purchase order together with the Specification which includes, as applicable, a Call-Off PO.

**Services** means the services including without limitation any agreed deliverables to be provided by Supplier as set out in the Specification.

**Specification** means in relation to Goods any specification for them (including any relevant plans or drawings) provided by Civica to Supplier and includes the standard specification issued by the manufacturer and in relation to Services the description or specification for services produced by Civica or Supplier and agreed in writing by Civica.

**Supplier** means the person, firm, or company to whom the PO is addressed.

**Supplier Personnel** means any of Supplier's personnel including its agents, contractors employees, staff, or sub-contractors.

### 2. Agreement

2.1 The PO constitutes an offer by Civica to purchase the Goods and/or Services from Supplier in accordance with these Conditions of Purchase.

2.2 The PO shall be deemed to be accepted on the earlier of:

2.2.1 Supplier issuing written acceptance of the PO; or

2.2.2 any act by Supplier consistent with fulfilling the PO;

at which point and on which date the Contract shall come into existence.

- 2.3 Where a Call-Off PO is issued by Civica it does not represent a commitment for the full value (the "Grand Total") stated thereon, it is an estimated value and invoices should only be presented by the Supplier in accordance with clause 2.4.
- 2.4 Invoices issued under a PO will only be processed for payment by Civica provided:
- 2.4.1 the Goods and/or Services have been delivered and accepted by Civica; and
  - 2.4.2 the Grand Total on the PO has not been exceeded.
- 2.5 These Conditions of Purchase apply to the Contract to the exclusion of any other terms that Supplier seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

### **3. Pricing and Payment**

- 3.1 The price for the Goods shall be the price set out in the PO, or as otherwise agreed, inclusive of the costs of packaging, insurance and carriage of the Goods unless otherwise agreed. No extra charges shall be effective unless agreed in writing and signed by Civica.
- 3.2 Prices are exclusive of Goods Service Tax (GST) which will be added to Supplier's invoices by Supplier at the current rate as at the time of delivery of the Goods and/or Services, unless otherwise mentioned.
- 3.3 In respect of Goods, Supplier shall invoice Civica on or at any time after delivery and in respect of Services, Supplier shall invoice Civica on completion of the Services and in accordance with clause 2.4. Each invoice shall include such supporting information required by Civica to verify the accuracy of the invoice, including but not limited to the relevant PO number.
- 3.4 In consideration of the supply of Goods and/or Services by Supplier, Civica shall pay the invoiced amounts within 30 calendar days of receipt of a correct invoice. Payment shall not constitute acceptance of non-conforming Goods or Services.
- 3.5 Civica may, without limiting its other rights or remedies, set off any amount owing to it by Supplier against any amount payable by Civica to Supplier.

### **4. Supply of Goods**

- 4.1 Supplier shall ensure that the Goods shall:
- 4.1.1 correspond with their description and any applicable Specification; and
  - 4.1.2 be of satisfactory quality and fit for any purpose held out by Supplier or made known to Supplier by Civica, expressly or by implication, and in this respect Civica relies on Supplier's skill and judgment.
- 4.2 Supplier shall ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under the Contract in respect of the Goods and it has the right to accept and fulfil the PO.

### **5. Delivery of Goods**

- 5.1 Supplier shall ensure that:
- 5.1.1 the Goods are properly packed and secured in such manner as to enable them to reach their destination in good condition; and
  - 5.1.2 each delivery of the Goods is accompanied by a delivery note which shows the date of the PO, the PO number, the type and quantity of the Goods (including the code number of the Goods (where applicable)), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered.
- 5.2 Supplier shall deliver the Goods:
- 5.2.1 on the date specified in the PO or, if no such date is specified, then within 30 days of the date of the PO or as otherwise agreed;

- 5.2.2 to the location as is set out in the PO or as instructed by Civica before delivery ("Delivery Location"); and
- 5.2.3 during Civica's normal hours of business, or as instructed by Civica.
- 5.3 Supplier shall not deliver the Goods in instalments without Civica's prior written consent. Where it is agreed that the Goods are delivered by instalments, they may be invoiced and paid for in instalments. However, failure by Supplier to deliver any one instalment on time or at all or any defect in an instalment shall entitle Civica to the remedies set out in clause 14.
- 5.4 Risk shall pass on delivery to the Delivery Location provided that a Civica employee has signed a delivery note acknowledging receipt. Title to the Goods (other than software and programs) shall pass to Civica upon payment for the Goods or as otherwise agreed.
- 5.5 Where the Goods are, or include, computer programs or software unless Supplier specifies otherwise, then upon delivery Supplier grants Civica an irrevocable, non-exclusive, right and licence, with authority to sell or grant sub licences directly or indirectly to other companies in Civica's group of companies, to use each copy of such programs or software supplied and to make such other copies as are reasonably necessary to support such licensed use.

## **6. Supply of Services**

- 6.1 Supplier shall from the date set out in the PO and for the duration of the Contract provide the Services to Civica and/or to Civica's group of companies in accordance with the terms of the Contract.
- 6.2 Supplier shall meet any performance dates for the Services specified in the PO or notified to Supplier by Civica.
- 6.3 In providing the Services, Supplier shall:
  - 6.3.1 co-operate with Civica in all matters relating to the Services and comply with all instructions of Civica;
  - 6.3.2 perform the Services with the best care, skill and diligence, in accordance with best practice in Supplier's industry, profession or trade;
  - 6.3.3 use Supplier Personnel who are suitably skilled and experienced to perform tasks assigned to them and in sufficient number to ensure that Supplier's obligations are fulfilled in accordance with the Contract;
  - 6.3.4 ensure that the Services and any deliverables will conform with all descriptions and conditions set out in the Specification, and that any deliverables shall be fit for any purpose expressly or impliedly made known to Supplier by Civica;
  - 6.3.5 provide all equipment, tools and vehicles and such other items as are required to perform the Services;
  - 6.3.6 obtain and at all times maintain all necessary licences and consents, and comply with all applicable laws and regulations; and
  - 6.3.7 observe all health and safety rules and regulations and any other security requirements that apply when at any of Civica's premises.

## **7. Acceptance**

- 7.1 Civica may, by written notice to Supplier, reject any Goods supplied which are found within a reasonable time of delivery not to be:
  - 7.1.1 in accordance with the Contract and/or the Specification;
  - 7.1.2 of satisfactory quality; or
  - 7.1.3 reasonably fit for purpose for which they were ordered where the purpose was made known to the Supplier or by implication.

- 7.2 Where Goods have been developed, modified, enhanced or altered in any way to suit the requirements of Civica, the parties shall agree on acceptance tests and a timetable for acceptance, or if no criteria is agreed Civica shall follow its own internal acceptance standards ("Acceptance Criteria"). Any such Goods delivered shall be deemed to have been accepted by Civica when the relevant Acceptance Criteria have been satisfied.
- 7.3 Any Goods rejected under clause 7.1 or 7.2 above shall:
- 7.3.1 be collected by Supplier from Civica at Supplier's cost and expense in a prompt and timely manner and, in any event, by no later than a date reasonably set by Civica; and
  - 7.3.2 promptly be replaced by Supplier at Supplier's expense and this clause 7 shall apply to any such replacements as if they were the Goods originally delivered.
- 7.4 In the event that Supplier fails to collect the Goods within 30 days, Civica shall have the right to dispose of the Goods at its discretion without liability and to use any proceeds to offset any disposal costs.
- 7.5 Unless otherwise specified on the PO, Supplier agrees to provide spare parts and maintenance services for the Goods for a period of not less than five (5) years from the date of delivery of such Goods (if delivered in parts it shall be from the final delivery date).

## **8. Warranty**

- 8.1 Supplier warrants to Civica that:
- 8.1.1 the Goods shall be new, conform to the Specification and be free from defects in workmanship, materials and design if properly used in accordance with the user documentation supplied by Supplier for a period of thirty six (36) months after delivery to Civica;
  - 8.1.2 where Goods constitute software, clause 8.1.1 shall not apply and the Goods are warranted instead to conform substantially to their published functional specification, if properly used in accordance with any user documentation supplied by Supplier, for a period of ninety (90) days from the date of installation at Civica;
  - 8.1.3 all Goods delivered to Civica shall comply with all applicable laws, regulations concerning any activities in performance of this Contract;
  - 8.1.4 it shall not cause Civica to be in violation of any laws including without limitation import or export laws, security requirements, materials content, packaging regulations, social responsibility code of conduct requirements (including the Responsible Business Alliance), background check requirements including e-verification, environmental regulations and any applicable security guidelines;
  - 8.1.5 all Goods delivered to Civica shall comply with all applicable laws, regulations concerning any activities in performance of the Contract;
  - 8.1.6 it shall obtain and maintain at its own expense all applicable listings, certificates and approvals in Supplier's own name;
  - 8.1.7 it shall use all reasonable skill and care in carrying out the Services;
  - 8.1.8 it has and shall pass to Civica good title for the Goods (excluding software and programs) free and clear of all liens and encumbrances; and
  - 8.1.9 the Goods and any deliverables (delivered as part of the Services) do not infringe any patent, copyright, or design right or otherwise violate the rights of any third party.
- 8.2 In respect of a warranty claim Supplier shall forthwith at its own expense under:
- 8.2.1 clause 8.1.1 repair or replace such Good(s);
  - 8.2.2 clauses 8.1.2 and 8.1.6, and at Civica's option (i) correct any non-conforming software; or (ii) replace the software; or (iii) grant Civica a full refund. This warranty is subject to the following conditions:

8.2.2.1 damage resulting from negligence or misuse by Civica is excluded from this warranty; or

8.2.2.2 any unauthorised modification of the software shall void this warranty;

8.2.3 clause 8.1.4 re-perform the Services to Civica's reasonable satisfaction;

provided that Civica gives notice to Supplier detailing such warranty claim upon becoming aware of such event.

8.3 These Conditions of Purchase shall extend to any substituted or remedial services and/or repaired or replacement goods supplied by Supplier.

## **9. Statutory Requirements**

9.1 Supplier warrants that the Goods and Supplier's carrying out of the Services will comply with all rules and regulations, standard operating procedures, relevant statutory requirements under applicable law, including the compliances under various labour laws in India.

9.2 Supplier shall be responsible for all Supplier Personnel who enter Civica's premises and will ensure that they adhere to all applicable site rules and health and safety legislation which are applicable from time to time.

9.3 Supplier shall be responsible for payment of all taxes and duties that may be due in the country of origin of the Goods and for obtaining at its expense any necessary import or export licences or government consents. Supplier shall indemnify Civica against all losses and expenses incurred by Civica as a result of Supplier's breach or failure to obtain necessary licences or consents under this clause 9.3.

9.4 Supplier shall not:

9.4.1 offer, give or agree to give to any person working for or engaged by Civica (including any person working for Civica's group of companies) any fee, gift, reward or other consideration of any kind, which could act as an inducement or a reward for any act or failure to act connected to the Contract, or any other agreement between Civica and Supplier; nor

9.4.2 offer, give or agree to give any fee, gift, reward or other consideration to any person the receipt of which is an offence under the applicable anti-bribery and corruption laws including but not limited to the relevant provisions of the Indian Penal Code 1860, the Prevention of Corruption Act 1988, Prevention of Money Laundering Act 2002, the Lokpal and Lokayuktas Act 2013 and the UK Bribery Act 2010;

9.4.3 enter into a Contract if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by Civica (including any person working for Civica's group of companies) by or for Supplier, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to Civica before agreeing the Contract.

9.5 Supplier warrants that any Goods supplied and Supplier's carrying out of the Services have been done so in compliance with the requirements of the applicable labour laws in India including but not limited to The Contract Labour (Regulation and Abolition) Act 1970 to regulate the employment and prevent exploitation of contract labour employed to do work which is not of an intermittent or casual nature. Also Supplier warrants that it has passed this obligation on to all organisations in its supply chain that have contributed to the supply of Goods or Services.

9.6 If Supplier (including any Supplier Personnel, in all cases whether or not acting with Supplier's knowledge) breaches:

9.6.1 any applicable laws;

9.6.2 clause 9.4; or

9.6.3 clause 9.5; or

Civica may terminate all Contracts and these Conditions of Purchase by written notice with immediate effect and to recover from Supplier the amount of any loss resulting from such cancellation.

- 9.7 Any termination under clause 9.6 shall be without prejudice to any right or remedy that has already accrued or subsequently accrues to Civica.

## **10. Intellectual Property Rights**

- 10.1 All IPR created or invented (including without limitation by the creation or customisation of a computer program or marketing, technical or training material or the internal or external design of an article) whether patentable or not, know-how, designs, trademarks, drawings and copyright in documents of any description as a result of or in the performance of the Contract shall be the exclusive property of Civica from the date of creation.
- 10.2 Supplier assigns to Civica, unconditionally and irrevocably, with full title guarantee and free from all third party rights, all IPR in the Goods, including for the avoidance of doubt any deliverables delivered as part of the Services.
- 10.3 Supplier shall obtain waivers of all moral rights in any products, including for the avoidance of doubt any deliverables (delivered as part of the Services) to which any individual is now or may be at any future time entitled under provisions of law in any jurisdiction, to the extent permissible.
- 10.4 The Goods developed and the Services rendered by the Supplier shall at all times constitute and shall be deemed to constitute works-made-for-hire at the instance of Civica in accordance with the Copyright Act, 1957 under a 'contract of service' as per the Copyright Act, 1957 and Civica and/or its assignee(s) (as the case may be) shall be the first and exclusive owner of all rights including but not limited to IPR and copyright in the Goods and Services for all purposes, in the whole world and in perpetuity. Civica and/or its assignee(s) (as the case may be), as first and exclusive owner, shall have the sole and exclusive right to exercise all rights comprised in copyright in the Goods and Services in accordance with the Copyright Act, 1957 or any other equivalent provision thereof. The Supplier further acknowledges that the Civica and/or its assignee(s) (as the case may be) shall be the sole and exclusive owner of derivative rights and shall have the sole and exclusive right to produce derivative works based on the Goods and results of the Services.
- 10.5 Supplier shall, promptly at Civica's request, do (or procure to be done) all such further acts and things and the execution of all such other documents as Civica may from time to time require for the purpose of securing for Civica the full benefit of the Contract, including all right, title and interest in and to the IPR assigned to Civica in accordance with clause 10.2 or 10.4.
- 10.6 All Materials are the exclusive property of Civica including all related IPR.

## **11. Civica Materials**

- 11.1 All Materials shall be and remain the sole property of Civica. Supplier undertakes to ensure that Civica's title to the Materials is not prejudiced while the Materials are in the possession of Supplier or Supplier Personnel.
- 11.2 Materials shall be used by Supplier exclusively for the purposes of the PO, maintained in good working order at Supplier's expense and fully insured by Supplier against fire, theft and other risks.
- 11.3 Materials shall not be disposed of without prior written approval from Civica and Supplier shall not tamper with or remove any plates, labels or other indications of Civica's ownership of the Materials.
- 11.4 Supplier shall return the Materials upon request by Civica at any time.

## **12. Confidential Information**

- 12.1 A party ("Receiving Party") shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Receiving Party by the other party, its employees, agents or subcontractors ("Disclosing Party"), and any other confidential information concerning the Disclosing Party's business or its products or its services which the Receiving Party may obtain.

- 12.2 The Receiving Party shall restrict disclosure of such confidential information to such of its employees, agents or subcontractors as need to know it for the purpose of discharging the Receiving Party's obligations under the Contract, and shall ensure that such employees, agents or subcontractors are subject to obligations of confidentiality corresponding to those which bind the Receiving Party.
- 12.3 Each party shall refrain from using any confidential information of the Disclosing Party for any purposes or activities other than those specifically authorised by the Contract.
- 12.4 Supplier shall not, without Civica's permission in writing, advertise publish or disclose the terms, details or any Specifications of any PO, nor the amount of revenue generated from any Contract.
- 12.5 Supplier shall follow the terms of the separate Non-Disclosure Agreement signed with Civica and at all times maintain safeguards against the destruction, loss or alteration of Civica's data in possession of Supplier.

### **13. Liability and Insurance**

- 13.1 Supplier shall keep Civica indemnified in full and hold Civica harmless against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by Civica as a result of or in connection with any claim made against Civica:
- 13.1.1 by a third party (including Civica's group of companies) for death, personal injury or damage to property arising out of, or in connection with the Contract, to the extent that the claim is attributable to the acts or omissions of Supplier or Supplier Personnel;
  - 13.1.2 by a third party (including Civica's group of companies) arising out of, or in connection with, the supply of the Goods or Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the Contract by Supplier or Supplier Personnel;
  - 13.1.3 by Civica's group of companies for actual or alleged infringement of a third party's IPR arising out of, or in connection with, the manufacture, supply or use of the Goods, or receipt, use or supply of the Services (including the deliverables); and
  - 13.1.4 in respect of any theft, loss, unauthorised disclosure or use, or misuse of data or information, including but not limited to personal data and confidential information, in the care, custody or control of Supplier, whether through a security breach, or from Supplier's fault, negligence, action or inaction.
- 13.2 Supplier will be liable to Civica for all loss, damage or other liability whatsoever including without limitation, damages whether direct, indirect, specified, or otherwise resulting directly at any time from:
- 13.2.1 any fault discovered in the Goods, including without limitation, defects in workmanship or materials, defects in design or non-suitability for intended use; or
  - 13.2.2 the failure of the Goods or performance or non-performance of the Services to comply with the Contract.
- 13.3 Supplier shall provide, pay for and maintain in full force and effect the following insurance at not less than the prescribed minimum limits of liability covering the Supplier, any and all subcontractors or anyone directly or indirectly employed by the Supplier and/or the subcontractor.
- 13.4 For the duration of the Contract and for a period of 3 years thereafter, Supplier shall maintain in force, with a reputable insurance company, professional indemnity insurance, cyber and data risks insurance, product liability insurance, public liability insurance and Workers' Compensation Insurance of at least five hundred million Indian Rupee (INR500,000,000) for each policy (or as otherwise stipulated) to cover the liabilities that may arise under or in connection with the Contract and shall, on Civica's request, produce both the insurance certificate giving details of cover and the receipt for the current year's premium in respect of each insurance or evidence of the same.

## **14. Termination**

- 14.1 Either party may, without prejudice to any other remedies it may have, terminate the Contract forthwith at any time by giving notice in writing to the other party, if the other:
- 14.1.1 commits any material breach provided that if the breach is remediable then the notice of termination shall not be effective unless the party in breach fails within thirty days of the date of such notice to remedy the breach complained of; or
  - 14.1.2 ceases to carry on business or a substantial part thereof, commits an act of bankruptcy or is adjudicated bankrupt or enters into insolvency whether compulsory or voluntary other than for the purposes of amalgamation or reconstruction or compounds with its creditors generally or has a receiver or manager appointed over all or any part of its assets or suffers execution or distress or takes or suffers any similar action in consequence of debt or becomes unable to pay its debts as they fall due, or other similar event.
- 14.2 Without limiting its other rights or remedies, Civica may terminate the Contract in respect of the supply of:
- 14.2.1 Services, by giving Supplier 1 months' written notice; and
  - 14.2.2 Goods, with immediate effect by giving written notice to Supplier, in which case Civica shall pay Supplier fair and reasonable compensation for any work in progress on any other Goods (not yet delivered) at the date of termination but such compensation shall not include loss of anticipated profits or any consequential loss.
- 14.3 In any of the circumstances in these Conditions of Purchase in which Civica may terminate the Contract, where both Goods and Services are supplied, Civica may instead terminate part of the Contract in respect of the Goods, or in respect of the Services, and the Contract shall continue in respect of the remaining supply.
- 14.4 If Supplier fails to deliver the Goods and/or perform the Services by the applicable date Civica may, without limiting its other rights or remedies, have one or more of the following rights:
- 14.4.1 terminate the Contract with immediate effect by giving written notice to Supplier;
  - 14.4.2 refuse to accept any subsequent performance of the Services and/or delivery of the Goods which Supplier attempts to make;
  - 14.4.3 recover from Supplier any costs incurred by Civica in obtaining substitute goods and/or services from a third party;
  - 14.4.4 where Civica has paid in advance for Services that have not been provided by Supplier and/or Goods which have not been delivered by Supplier, to have such sums refunded by Supplier; and
  - 14.4.5 claim damages for any additional costs, loss or expenses incurred by Civica which are in any way attributable to Supplier's failure to meet such dates.
- 14.5 Upon expiration or termination of the Contract for any reason Supplier shall promptly re-deliver to Civica all Materials and other materials furnished to Supplier by Civica and all copies made by Supplier.
- 14.6 The accrued rights and remedies of the parties as at termination shall not be affected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.
- 14.7 Clauses which expressly or by implication have effect after termination shall continue in full force and effect.

## **15. General**

- 15.1 Any notices under this Contract shall be in writing and given by hand or pre-paid first-class post or other next working day delivery service to the other party's registered office (if a company) or (in any other case) its principal place of business. In the case of notices to Civica, they shall be addressed for the attention of the Executive Director with a copy to



[purchasing@civica.com](mailto:purchasing@civica.com).

15.1.1 Any notice shall be deemed to have been received (i) if delivered by hand, the time it is left at the address referred to above; and (ii) if sent by prepaid first-class post or other next working day delivery service, at 9.00 am on the second business day after posting.

- 15.2 This Contract constitutes the whole and binding agreement between the parties and supersedes all previous agreements between the parties relating to its subject matter, save that any Non-Disclosure Agreement signed by the parties shall continue in full force and effect. Each party acknowledges that, in entering into this Contract, it has not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently) other than as expressly set out in this Contract. Nothing in this clause shall limit or exclude any liability for fraud or for fraudulent misrepresentation
- 15.3 No variation of this Contract shall be binding unless it is in writing and signed by each of the parties (or their duly authorised representatives).
- 15.4 No failure or delay in exercising any remedy or right under the Contract will operate as a waiver of it, nor will any single or partial exercise of it preclude any further exercise or the exercise of any remedy or right under the Contract or otherwise.
- 15.5 Neither party may assign the benefit of this Contract nor any interest except with the prior written consent of the other, (such consent not to be unreasonably withheld), save that Civica may assign this Contract at any time to any member of the Civica group of companies.
- 15.6 The provisions of the Contract shall be severable in the event that any of its provisions are held by a court of competent jurisdiction or other applicable authority to be invalid, void or otherwise unenforceable, and the remaining provisions shall remain enforceable to the fullest extent permitted by law. However, if the severed provision is essential and material to the rights or benefits received by either party, the parties shall use their best efforts to negotiate, in good faith, a substitute, valid and enforceable provision or agreement which most nearly effects their intent in entering into the Contract.
- 15.7 Nothing in this Contract shall confer or purport to confer on any third party, whether by virtue of the Indian Contracts Act 1872 or otherwise, any benefit or the right to enforce any term of this Contract.
- 15.8 Nothing in the Contract is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.
- 15.9 Neither party will be liable to the other for any failure or delay or for the consequences of any failure or delay in performance of the Contract, if it is due to a force majeure event: any event beyond the reasonable control of a party to this Contract including, without limitation, acts of God, war, industrial disputes, protests, fire, flood, storm, tempest, explosion, an act of terrorism epidemic, pandemic or health crisis, act of government authorities and national emergencies. The party subject to such event shall, as soon as practicable, give notice of the event to the other party, such notice to include a reasonable forecast of the duration of the force majeure event. If such delay or failure prevents Supplier from supplying the Goods and/or Services for at least 2 weeks, Civica shall be entitled to terminate the Contract(s) with immediate effect by giving written notice to Supplier.
- 15.10 The Supplier may not name Civica as a customer nor use Civica's name in any promotional or marketing materials without prior consent.
- 15.10.1 Any promotion or PR of the relationship between Civica and the Supplier is not allowed without prior consent.
- 15.10.2 Promotion and PR includes, but is not limited to press releases, social media content, case studies, testimonials etc. and/or use of the Civica logo.
- 15.10.3 For consent under this clause 15 the Supplier should seek written permission from Civica's Brand & Influence Team at email: [press@civica.com](mailto:press@civica.com).

- 15.11 If any dispute arises between the Supplier and Civica under this Contract, in connection with or arising out of the validity, interpretation, implementation or alleged breach of any provision of the Contract or regarding a question, including the question as to whether the termination of the Contract by any party has been legitimate, the dispute shall be referred to a sole arbitrator to be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996. The seat and venue of the arbitration shall be Vadodara, Gujarat. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be substantiated in writing. The arbitral tribunal shall also decide on the costs of the arbitration proceedings. The award shall be binding on the parties subject to the applicable laws in force and the award shall be enforceable in any competent court of law.
- 15.12 The construction, performance and validity of this Contract shall be governed by Indian Law and subject to clause 15.11, the parties hereby submit to the exclusive jurisdiction of the Vadodara courts, Gujarat.