



## EXHIBIT A

### GENERAL TERMS AND CONDITIONS

These General Terms and Conditions (the “**Terms and Conditions**”) govern the use of all Diligent products and services. These Terms and Conditions are entered into by Diligent and Client (as defined below) as of the date Client purchases, or otherwise accesses or uses, any Diligent products or services.

**1. Definitions.** The following terms, as used within these Terms and Conditions, will have the meanings set out below:

“**Affiliate**” means, with respect to any legally recognizable entity, any other entity Controlling, Controlled by, or under common Control with such entity. “**Control**” means direct or indirect ownership of more than fifty percent (50%) of (i) voting shares for members of the board of directors or other managing officers of such entity or (ii) the ownership interest for such entity. For the avoidance of doubt an entity will be deemed an Affiliate only so long as Control exists.

“**Agreement**” means these Terms and Conditions, together with the applicable Product Terms and Order Form.

“**Client**” means the entity or organization who purchases access to, or otherwise accesses or uses, any Services.

“**Client Data**” means the information successfully submitted by Client or its Users to the Diligent Service.

“**Data Protection Laws**” means any legislation or regulation (to the extent Client, Diligent or Users are subject to it), that govern or otherwise apply to personal information that is processed under the Agreement, including the European Union Regulation 2016/679 (General Data Protection Regulation), the UK Data Protection Act (2018), the Singapore Data Protection Act 2018, the Australian Privacy Act 1988 (Cth), the California Consumer Privacy Act of 2018, each as may be amended from time to time and the Swiss Federal Act on Data Protection and its pertaining Ordinances.

“**Diligent**” has the meaning set out in the Order Form.

“**Diligent Service**” means each proprietary software-as-a-service developed by Diligent, as described in more detail in the applicable Documentation.

“**Documentation**” means the training materials, specifications, and technical information regarding any Diligent Service and Software made available by Diligent to Client, as may be updated by Diligent from time to time. For the avoidance of doubt, Documentation may be made available by electronic means.

“**Effective Date**” has the meaning set out in the Order Form or, if no Effective Date is specified, the date Client purchases access to, or otherwise accesses or uses, any Diligent products or services.

“**Freemium Service**” means a product, service or functionality provided by Diligent that may be made available to Client to use, at Client’s option and at no additional charge, including, but not limited to, any product, service or functionality provided for trial, evaluation, demonstration, educational use, beta, limited release, early access, or other “freemium” or free access use.

“**Order Form**” means the ordering document or invoice issued by Diligent, its Affiliates or one of their authorized resellers for the purchase by Client of access to any Services. “**Order**” or “**Order Form**” includes any Statement of Work agreed by both Parties. An Order Form may for the avoidance of doubt be issued electronically.

“**Party**” and/or “**Parties**” means Diligent and Client (as defined herein).

“**Product Terms**” means any specific terms and conditions applicable to specific Services ordered by Client. The Product Terms are available at <https://www.diligent.com/product-terms> or similar successor website as made available by Diligent. For the avoidance of doubt multiple Product Terms may apply to a Service.



**"Professional Services"** means those specific consulting services (if any) agreed to in an Order Form to be delivered by Diligent (including any services identified as professional services, consulting services, managed services, or implementation services in an Order Form), but excluding support services.

**"Services"** means products and/or services purchased by Client from Diligent under the Agreement, including, as applicable, the Diligent Services, the Software and the Professional Services.

**"Software"** means any proprietary downloadable software applications and products developed by Diligent and provided to Client (and its Users) for installation and use by Client (and its Users) on a personal computer, tablet or other device, including any updates thereto provided by Diligent during the Term.

**"Statement of Work"** or **"SOW"** means an Order Form solely for Professional Services.

**"Subscription Fees"** means the fees for the right to access and use a Diligent Service, Software or, where applicable, Professional Services as set out in the applicable Order Form.

**"User"** means an individual authorized by Client to access a Diligent Service in accordance with the applicable Order Form.

**"User ID"** means a unique alphanumeric identifier assigned to a User so that the User can access the Diligent Service, Software and use the corresponding authorized features of a Diligent Service.

**2. Provision of Product and Services.** During the Term, Diligent will make the Services specified in the Order Form available to Client. Client will provide Diligent with all necessary and reasonable cooperation to enable Diligent to perform its obligations under the Agreement. If Client's subscription includes an hours, days or similar time allotment, Client must fully use such time allotment before the conclusion of each year of the Term or such time allotment shall be forfeited by Client.

**3. Term.** The Term of the Agreement begins on the applicable Effective Date and will continue for the period identified as the "Initial Term" in the Order Form ("**Initial Term**"). If no specific Initial Term period is stated in the Order Form, the Initial Term shall be one year. After the Initial Term, the term of the Agreement will automatically renew for additional one (1) year terms ("**Renewal Term**"), unless either Party provides the other written notice of non-renewal no later than thirty (30) days prior to the expiration of the Initial Term or any Renewal Term. Collectively each Initial Term and each Renewal Term (if any) constitute a "**Term**" in respect of the applicable Order Form.

**4. Access Right; Restrictions.**

**4.1. Access Rights.** During the Term and conditioned upon Client's compliance with all the terms of the Agreement, Diligent grants to Client, a limited, non-exclusive, non-transferable, and non-sublicensable right to (i) allow Users to access and use the applicable Diligent Services set out in the relevant Order Form solely for Client's internal business purposes and/or (ii) install and use the applicable Software in accordance with the Documentation solely for Client's internal business purposes. Certain Diligent Services and Software may be accessed and delivered electronically through a secure area of the applicable Diligent website and are deemed delivered when they are made available for access or download by Client, as applicable.

**4.2. Affiliates.** To the extent that Client is purchasing access on behalf of its Affiliates, Client guarantees the compliance of each Client Affiliate with the Agreement and will be jointly and severally liable with each Client Affiliate for breach of the Agreement. All remedies available to Diligent, including the ability to obtain injunctive relief, will apply to such Client Affiliates, and Client will reasonably assist Diligent in enforcing Diligent's rights and remedies against such Client Affiliates. Client's Affiliates may enter into an agreement with Diligent on the same terms as Client under the Agreement by entering into an Order Form referencing the agreed terms between Client and Diligent. Any such Order Form shall be its own separate agreement between Diligent and Client Affiliate, running on its own term, and the termination of the Agreement shall not terminate such separate agreement (or vice versa). Notwithstanding the foregoing, the provisions and limitations of the Agreement will apply to Client and all of its Affiliates entering into an Order Form referencing the agreed terms between Client and Diligent in the aggregate. For the avoidance of doubt, where Client Affiliate is based outside Client's

country, a Diligent Affiliate (where applicable) may enter into such Order Form in lieu of Diligent and pricing may be converted to a local currency where such local currency is supported by the Diligent Affiliate.

4.3. Reservation of Rights. Except for the limited rights set forth in Section 4.1 above, Client does not acquire any intellectual property or other rights, express or implied, in or relating to any Software or Diligent Services. Diligent reserves all title, ownership, and other rights to all Software and Diligent Services, and nothing in the Agreement shall transfer or assign any right, title or interest to the Software or Diligent Services to Client. Client and Users will not remove, obscure, or alter copyright notices, trademarks, other proprietary rights notices, or any other content of any kind appearing in the Diligent Services, Software, or Documentation.

4.4. Restrictions. Client represents and warrants it will not use the Diligent Services in any manner that is not described in the Documentation or in any manner that is prohibited by the Agreement. Client is responsible for all access and use of the Diligent Services and Software by its Users and any person that gains access through Client or any of its Users or User IDs. Client shall not (i) access the Diligent Service and/or the Deliverables if Client is a competitor of Diligent or (ii) provide competitors of Diligent with access to the Diligent Service and/or the Deliverables.

4.5. Restrictions on Use. Client must not and must ensure that Users do not, directly or indirectly: (i) reverse engineer, disassemble, decipher, translate, decompile, mirror, or prepare derivative works of the Diligent Services or Software or otherwise attempt to access, imitate, derive or discover the source code thereof, except where applicable law requires permitting the foregoing; (ii) upload any Client Data that is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, invasive of another's privacy or right of publicity, hateful, or racially, ethnically or otherwise objectionable; (iii) infringe the intellectual property or privacy rights of any third party in connection with use of the Diligent Services, Software or Documentation (including by uploading Client Data to the Diligent Services); (iv) interfere with or disrupt Diligent's software, the Diligent systems used to host the Diligent Services, other equipment or networks connected to the Diligent Services, or disobey any requirements, procedures, policies or regulations of networks connected to the Diligent Services made known to Client; (v) license, sell, rent, lease, lend, transfer, outsource, sublicense or otherwise provide access to the Diligent Services or Software or utilize the Diligent Services for the benefit of a third party, including through a service bureau, commercial time-sharing arrangement, or application service provider (ASP) arrangement; (vi) provide publicly, or make publicly available, any links, hypertext (Universal Resource Locator (URL) address) or otherwise (other than a "bookmark" from a Web browser) to the Diligent Services, or any part thereof; (vii) except where applicable law requires it to be permitted despite this limitation, circumvent the User authentication or security of the Diligent Services or any host, network, or account related thereto; (viii) perform any penetration testing on or with respect to the Diligent Services, including use of any tools, code or instruction intended to fuzz, damage, destroy, alter, reveal any portion or expose vulnerability of the Diligent Services (unless specifically authorized by Diligent in writing); (ix) make any unlawful use of the Diligent Services; (x) use the Diligent Service, in whole or in part, in any manner that competes with Diligent or its Affiliates; (xi) create a database not derived from Client Data in any form whatsoever from the Diligent Service; (xii) associate the Diligent Service or its content to another website by employing any technology, including, but not limited to, hyper linking and framing; (xiii) use automated systems, software or processes to extract or compile data from the Diligent Service ("data scraping"); or (xiv) use the Diligent Service as part of Client's intranet or other internal network.

4.6. User IDs. As part of the implementation of certain Diligent Services, Client may be required to identify in writing the Users, who will be assigned User IDs. Client is responsible for setting up and ensuring the confidentiality of User accounts and passwords assigned to them for use with the Diligent Service. Rights of any User to utilize any Diligent Services cannot be shared or used by more than one individual. Client must not and will ensure that Users do not permit any other individual or entity to access (through User ID and password sharing or otherwise) the Diligent Service or Software. Client is restricted to the number of Users for which it has purchased subscriptions. Virtualization technology may not be used to circumvent the restrictions in the Agreement. Client may on a permanent basis transfer a User's access right purchased by Client to another User without incurring additional Subscription Fee charges (but subject to payment of an installation fee, if applicable), as long as the number of Users does not exceed the number of Users purchased, and the original User is no longer a User and is not permitted access to the Diligent Service. If Client exceeds, or wishes to increase, the number of Users, additional fees will apply.

4.7. Feedback. Client is not required to provide Diligent any feedback about the Services or Diligent's other

technologies, products, or services (“**Feedback**”). However, if Client provides Feedback, Client agrees that even if it is designated confidential, the Feedback is not confidential and, Diligent is free to use, disclose, reproduce, license or otherwise distribute the Feedback without any obligations or restrictions of any kind, including intellectual property rights. For the avoidance of doubt if such Feedback includes personal information under Data Protection Law then Section 5.5 of the Agreement shall apply.

## **5. Client Data and Client Materials.**

5.1. Client reserves all title and ownership of Client Data. Diligent will take reasonable security measures with respect to the storage and transmission of Client Data. Upon Client's reasonable request, Diligent will provide Client with Diligent's then-current security Documentation made generally available to customers of the relevant Diligent Service. Diligent shall promptly and without undue delay notify Client after confirming any actual or reasonably suspected information security breaches affecting the security of Client Data.

5.2. Client hereby grants Diligent the right to use Client Data for the purposes of providing the Services. If Client furnishes to Diligent any content, materials or other intellectual property (including graphics, logos, trademarks, etc.) other than Client Data (collectively “**Client Materials**”). Diligent may use Client Materials in connection with the provision of the Services. Client agrees that Diligent may collect, create, use and disclose information generated or derived from use of the Services (which may include aggregated, anonymized data, statistics and/or similar information derived from Client Data) (“**Derived Data**”) for its business purposes and use Client Data for product development and service improvement purposes.

5.3. Client agrees that Diligent and its affiliated companies may reference Client as a Diligent customer (including using Client's name and logo), including on Diligent's and its affiliated companies' website. Diligent will (a) comply with Client's reasonable instructions that are provided to Diligent related to such use of name and logo and (b) promptly cease such reference upon Client's request (such requests may be directed to [marketing@diligent.com](mailto:marketing@diligent.com)).

5.4. Client is responsible for providing sufficient bandwidth and network connectivity to ensure all Users can access and use the Diligent Service and using hardware and software systems that match or exceed the specifications recommended by Diligent in the Documentation for the Diligent Service and/or Software. The technical requirements set forth in the Documentation are subject to change upon notice. Client is responsible for ensuring its firewalls permit access to the Diligent-owned URLs/IP Addresses. Client is responsible for taking reasonable security precautions, including, without limitation, determining the security configurations of its systems (e.g., password construction rules and expiration intervals) and for periodically reviewing such precautions. Client is responsible for promptly notifying Diligent after confirming any actual or reasonably suspected information security breaches affecting the security of the Diligent Service or Software of which it becomes aware, including without limitation compromised User accounts. Client is responsible for defining its authorized approvers, documentation and validation requirements for changes to its use and access to the Diligent Service.

5.5. Each Party will comply, to the extent applicable, with Data Protection Laws in performing their obligations under the Agreement. Diligent's Data Processing Addendum is also available [here](#), and the terms of such Data Processing Addendum as of the Effective Date are hereby incorporated into the Agreement by reference. Diligent's EU Data Act Addendum is also available at <https://www.diligent.com/legal/terms-of-use-and-related-resources>, and the terms of such EU Data Act Addendum as of the Effective Date are hereby incorporated into the Agreement by reference.

## **6. Pricing and Payment.**

6.1. **Fees.** In consideration for the provision of the applicable Services, Client will pay the amounts set forth in the Order Form in accordance with the terms set forth in this Section. All Subscription Fees are to be paid annually in advance. Except as specifically provided to the contrary in the Agreement and to the maximum extent permitted under applicable law, in the event of the cancellation, completion, expiration or termination of the Agreement, all monies paid or due or owing to Diligent by Client shall be deemed non-refundable. Diligent may implement revised pricing for any Renewal Term by giving written notice of the new pricing to Client at least sixty (60) days prior to the commencement of a Renewal Term and such revised pricing will apply to the

Renewal Term unless Client provides written notice of non-renewal to Diligent in accordance with Section 3 (Term). Any reduction in the quantity of any purchase made in an Order Form must be agreed to in writing by the Parties at least thirty (30) days in advance of the commencement of the next Renewal Term and any such reduction shall only take effect as of the commencement of the next Renewal Term. If there is no written agreement to reduce the quantity of any purchase in an Order Form by such time and the Agreement renews, the Agreement will renew for the same quantity purchased in the preceding Initial or Renewal Terms, as applicable. Diligent will issue an invoice to Client for the Initial Term's Subscription Fee for the first year and any other fees on or about the date the Order Form is executed. For each year of the Term thereafter, Diligent will invoice Client for Subscription Fees approximately thirty (30) days prior to the anniversary of the applicable Effective Date. Client will pay all invoices within thirty (30) days of the date of invoice. For any amount not paid when due and without prejudice to any other rights and remedies of Diligent, Diligent may charge a 1.5% per month (18% per annum) finance charge or, if lower, the maximum amount allowed under applicable law in the jurisdiction in which Client is located. Client will reimburse Diligent for its costs incurred (including reasonable attorney's fees) in the collection of Client's past due amounts. If in Diligent's reasonable opinion a User or Client is in breach of the Agreement, including Client's payment obligations hereunder, Diligent may, without limiting its other rights and remedies, suspend access to the Services by such User or Client on ten (10) days' prior notice. Client will be responsible for all reasonable, pre-approved travel, accommodation and meal expenses incurred in connection with any on-site training, services or instruction. Such expenses will be invoiced at actual cost. If Client reschedules or cancels any onsite training, instruction or Professional Services for which Diligent has incurred non-refundable out-of-pocket expenses, Client will reimburse Diligent for such non-refundable expenses. All amounts payable to Diligent hereunder are payable in full in the currency specified in the Order Form without deduction or set off, and shall be in addition to all applicable taxes, bank fees or duties, which are also Client's responsibility.

6.2. Taxes. All Subscription Fees are quoted exclusive of all sales or value-added tax. Client is responsible for payment of all applicable value-added, sales, use, license and other transaction-based taxes (such as gross receipts or excise taxes), withholding taxes, and all applicable export and import fees, customs duties, and similar charges (other than taxes based on Diligent's net income) which are levied or imposed by reason of the transactions contemplated by the Agreement. In the event that any withholding taxes are payable under any applicable law in respect of any payment due to Diligent under the Agreement, Client shall gross up such payment such that the balance payable to the Diligent after deduction of the applicable withholding taxes shall be equivalent to the original amount due to Diligent. Provided that in the event any avoidance of double taxation treaty is applicable to such payments, Diligent and Client shall cooperate to obtain the full benefit of such treaty.

## **7. Warranties and Disclaimers.**

7.1. Software and Services. During the Term, Diligent represents and warrants that the applicable Diligent Service and Software will materially conform to the applicable Documentation. The warranty will not apply: (i) if the applicable Diligent Service or Software is not used in accordance with this Documentation; or (ii) if the defect is caused by Client Data, Client Materials or any third-party services, content, products or modification or customization to such Diligent Service or Software.

7.2. Remedy for Breach of Warranty. If notified in writing of a valid warranty claim under Section 7.1, Diligent will, at its option: (i) correct the non-conforming Diligent Service or Software so that it materially complies with the Documentation; (ii) provide a replacement with substantially equivalent functionality; or (iii) terminate the Agreement and refund a pro-rata portion of the prepaid Subscription Fee based on the number of months remaining in the Initial Term or Renewal Term as of the date that Client provided written notice of the warranty claim under Section 7.1. Subject to Section 7.1, this Section states Diligent's entire liability and Client's sole and exclusive remedy for breach of warranty under Section 7.1.

7.3. Viruses. Diligent will take reasonable precautions to protect against any person acting by, under or through Diligent from introducing any software virus, worm, "back door," "Trojan Horse" or similar harmful code into the Software provided hereunder.

### **7.4. Disclaimer.**

A. EXCEPT AS SPECIFICALLY PROVIDED IN THE AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, DILIGENT DISCLAIMS ALL WARRANTIES, REPRESENTATIONS, CONDITIONS AND ALL OTHER TERMS WHETHER EXPRESS, IMPLIED OR STATUTORY.

B. THE WARRANTIES, REPRESENTATIONS, CONDITIONS AND ALL OTHER TERMS DISCLAIMED IN SECTION 7.4(A) SHALL INCLUDE (WITHOUT LIMITATION) ANY WARRANTIES, REPRESENTATIONS, CONDITIONS AND OTHER TERMS OF QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

C. DILIGENT MAKES NO WARRANTY, UNDERTAKING, REPRESENTATION, CONDITION OR OTHER AGREEMENT THAT THE DILIGENT SERVICE, PROFESSIONAL SERVICES, SOFTWARE, OR ANY INFORMATION OR DATA ACCESSED OR STORED THEREIN WILL MEET CLIENT'S REQUIREMENTS OR BE ACCURATE, COMPLETE, ERROR-FREE, RELIABLE, OR AVAILABLE.

D. TO THE EXTENT THAT A PARTICULAR JURISDICTION DOES NOT ALLOW FOR THE EXCLUSION OF A WARRANTY, THAT WARRANTY WILL BE LIMITED TO THE MINIMUM PERIOD OF TIME REQUIRED BY APPLICABLE LAW FROM THE EFFECTIVE DATE, AND THE INVALIDITY OF THIS DISCLAIMER WILL NOT AFFECT ANY OTHER DISCLAIMER OR LIMITATION CONTAINED IN THE AGREEMENT.

**8. Indemnification.** Diligent will indemnify Client against any bona fide third party claim that the grant of a right to, or the access and use by, Client and its Users of the Services in accordance with the Agreement infringes a validly existing trademark, copyright, patent, or other proprietary right of a third party, and pay any final judgment awarded or Diligent-negotiated settlement. Diligent's obligations under this Section are conditioned upon Client providing Diligent (i) prompt written notice of any claim; (ii) sole and exclusive control over the defense and settlement of the claim; and (iii) such cooperation as Diligent may reasonably request with respect to the defense or settlement of such claim at Diligent's expense. Diligent will defend any claim under this Section with counsel of its own choosing and settle such claim as Diligent deems appropriate, provided that this does not require an admission of guilt or liability by Client. Client may participate in such defense with counsel of its own choosing and at its own cost and expense. Client will not admit liability, take any position adverse or contrary to Diligent, or otherwise attempt to settle any claim or action for which it is seeking indemnification without the express written consent of Diligent. If, in Diligent's sole opinion, an infringement claim may have validity, then Diligent may modify the Services to make it non-infringing, procure any necessary license, or replace the affected item with one that is reasonably equivalent in function and performance. If Diligent determines in its sole opinion that none of these alternatives are reasonably available, then Diligent may terminate the Agreement, Client will discontinue using the allegedly infringing Services and Diligent will issue Client a pro-rata refund of any prepaid Subscription Fee for such Services based on the number of months remaining in the then-current Initial Term or Renewal Term. This Section states Diligent's entire liability and Client's sole and exclusive remedy for claims of infringement. Diligent has no obligation under this Section for and Client will indemnify Diligent against, any third-party claim arising from: (i) Client Data or Diligent's compliance with Client's or its representatives' designs, specifications, instructions, or technical information; (ii) modifications to the Services not made by Diligent; (iii) Client's use of the Services that is non-compliant with the Documentation; (iv) use of the Services in any manner that is not authorized or is not permitted by the Agreement; (v) Client use or combination of the Services with any other software, hardware, or services that are not provided by Diligent; or (vi) Client's failure to implement changes recommended by Diligent if the infringement would have been avoided by the implementation of the change.

**9. DISCLAIMER OF CERTAIN DAMAGES.**

9.1. SUBJECT TO SECTION 10.4 AND TO THE MAXIMUM EXTENT PERMITTED BY LAW: IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES BE LIABLE OR RESPONSIBLE TO THE OTHER PARTY FOR: (I) ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES; OR (II) LOSS OF ACTUAL OR ANTICIPATED PROFITS REVENUE, BUSINESS, GOODWILL, ANTICIPATED SAVINGS, OR USE; PROPERTY DAMAGE; OR BUSINESS INTERRUPTION, IN EACH CASE ARISING OUT OF OR IN ANY WAY RELATED TO THE AGREEMENT, ANY DILIGENT SERVICE, PROFESSIONAL SERVICES, OR SOFTWARE (WHETHER CAUSED BY BREACH OF CONTRACT OR TORT (INCLUDING NEGLIGENCE) OR BREACH OF STATUTORY DUTY, IN EQUITY OR ARISING IN ANY OTHER WAY).

9.2. SUBJECT TO SECTION 10.4 AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE FOREGOING DISCLAIMERS WILL APPLY EVEN IF: (I) A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF THE DAMAGES; (II) THE LIMITED REMEDIES SET FORTH HEREIN FAIL OF THEIR



ESSENTIAL PURPOSE, AND (III) REGARDLESS OF IF THE LIABILITY IS BASED ON CONTRACT, TORT, NEGLIGENCE, IN EQUITY, BREACH OF STATUTORY DUTY, STRICT LIABILITY, PRODUCT LIABILITY OR OTHERWISE.

#### **10. LIMITATIONS ON LIABILITY.**

10.1. SUBJECT TO SECTION 10.4 AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL THE AGGREGATE LIABILITY OF EITHER PARTY OR ITS AFFILIATES (TO THE EXTENT NOT DISCLAIMED UNDER SECTION 9) ARISING OUT OF OR IN CONNECTION WITH THE AGREEMENT (WHETHER CAUSED BY BREACH OF CONTRACT OR TORT (INCLUDING NEGLIGENCE OR BREACH OF STATUTORY DUTY, IN EQUITY OR ARISING IN ANY OTHER WAY)) EXCEED THE TOTAL FEES PAID OR PAYABLE TO DILIGENT FROM CLIENT UNDER THE AGREEMENT DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE TIME AT WHICH THE LOSS, COST, CLAIM OR DAMAGES AROSE.

10.2. SUBJECT TO SECTION 10.4 AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE EXISTENCE OF MULTIPLE CLAIMS UNDER OR RELATED TO THE AGREEMENT OR ANY ORDER FORMS INCLUDING CLAIMS BY AFFILIATES OF CLIENT UNDER ORDER FORMS REFERENCING THE AGREEMENT, THE DILIGENT SERVICE, PROFESSIONAL SERVICES, OR SOFTWARE WILL NOT ENLARGE OR EXTEND THE LIMITATION ON MONEY DAMAGES.

10.3. WITHOUT LIMITING SECTIONS 10.1 AND 10.2 (BUT SUBJECT TO SECTION 10.4), IN NO EVENT WILL DILIGENT BE LIABLE FOR LOSS, CORRUPTION OR COMPROMISE OF THE CONFIDENTIALITY OF CLIENT DATA, UNLESS THE LOSS, CORRUPTION OR COMPROMISE IS DUE SOLELY TO DILIGENT'S BREACH OF THE AGREEMENT, DILIGENT'S NEGLIGENCE OR DILIGENT'S INTENTIONAL MISCONDUCT.

10.4. Nothing in the Agreement excludes the liability of either Party for: (a) death or personal injury caused by that Party's negligence; (b) fraud or fraudulent misrepresentation; (c) fees due under the Agreement; (d) misappropriation or infringement of the other Party's intellectual property rights; (e) a Party's express indemnification obligations under the Agreement; or (f) any other liabilities that cannot be excluded by law.

**11. Termination.** Either Party may terminate the Agreement if the other Party materially breaches such Agreement and fails to cure the breach (if the breach is curable) within thirty (30) days after receiving the non-breaching Party's written notice specifying the breach. Notwithstanding the foregoing, Diligent may terminate the Agreement immediately upon providing written notice to Client if Client breaches Section 12 (Confidentiality), Section 15.11 (Export Controls) or Section 4 (Access Right; Restrictions), and Client may terminate the Agreement immediately upon providing written notice to Diligent if Diligent breaches Section 12 (Confidentiality). Either Party may terminate the Agreement immediately (i) upon the institution by or against the other Party of insolvency, receivership or bankruptcy proceedings or any other proceedings for the settlement of such Party's debts; (ii) upon the other Party making an assignment for the benefit of creditors; or (iii) upon the other Party's dissolution or ceasing to do business. Upon termination of the Agreement, all rights granted to Client pursuant to the Agreement (as the case may be) will terminate, Client will immediately cease all access and use of the applicable Diligent Service(s) and Software and pay all unpaid fees. If Client terminates the Agreement due to Diligent's breach of the Agreement, then to the extent Client has paid fees to Diligent that relate, on a pro-rated basis, to any portion of the Term that is after the date of termination, Diligent will pay to Client a pro-rated refund of such fees. If requested by Client after termination of the Agreement, Diligent will make Client Data available for Client to export or download, as provided in the Documentation, for a period not to exceed thirty (30) days from the date of termination, which period may be extended by an additional thirty (30) days upon Client's further written request within such period. After such period (or if Client does not make such a request within ten (10) days of the date of termination), Diligent will be under no obligation to hold the Client Data and Diligent will remove Client Data from the Diligent Service, however, Client Data may remain in backups of the Diligent Service until such backups are deleted. Sections 1, 4.4, 4.5, 5.2, 5.4, 6, 7.4, 9-12, the ownership language in 13.6 (but not the license granted to Client), and 14-15 will survive termination of the Agreement for any reason.

**12. Confidentiality.** Client will retain in confidence the terms and pricing of the Agreement and all other non-public information, technology, and materials (including the Diligent Service, Software and Derived Data) provided by or on behalf of Diligent during the Term (Diligent's "**Confidential Information**"), and Diligent shall

retain in confidence Client Data (Client's "**Confidential Information**"). Any Client Confidential Information that is information about any identifiable individual will be destroyed when it is no longer needed by Diligent to perform its obligations under the Agreement. Each Party will not disclose the Confidential Information of the other to any third party except for those provided under the Agreement or use it for any purpose other than to carry out the activities contemplated under the Agreement. Each Party may only disclose the other's Confidential Information to its employees or third parties who assist with the operation of the Agreement (e.g., Affiliates, Users, contract developers, service providers, etc.), who have a need to know in connection with the Agreement and who have agreed to obligations of confidentiality that are no less restrictive than the obligations in the Agreement. Each Party will take reasonable steps, and in no event will those steps be any less secure than the steps it uses to protect its own similar information, to ensure that the other's Confidential Information is protected. Each Party is responsible for the actions or inactions of its employees and advisors with respect to use and disclosure of the other's Confidential Information. The restrictions set forth in this paragraph will not apply to any information that: (a) was known by the receiving Party without obligation of confidentiality prior to disclosure by the disclosing Party; (b) was in or entered the public domain through no fault of the receiving Party; (c) is disclosed to the receiving Party by a third party legally entitled to make the disclosure without violation of any obligation of confidentiality; or (d) is independently developed by the receiving Party without reference to any Confidential Information. To the extent that Confidential Information is required by applicable law or regulations to be disclosed, a receiving Party may disclose such information after providing to the disclosing Party, to the extent permitted by law, prompt notification of such request for disclosure for the purpose of challenging such request. In the event that Diligent is required by law to disclose any portion of Client Data, or is so directed by Client, Client shall pay any reasonable fees associated with complying with such disclosure. The Parties agree that any violation or threatened violation of this Section will cause irreparable injury to the disclosing Party for which money damages would be an insufficient remedy, therefore the disclosing Party will be entitled to seek injunctive relief, without the necessity of posting bond or proving actual damages, in addition to other appropriate legal remedies.

### **13. Professional Services.**

13.1. Scope of Applicability. The provisions of this Section shall apply solely to Professional Services. This Section does not limit the operation of any other Sections of the Agreement, but in the event of any direct conflict between this Section and other Sections with respect to the Professional Services, this Section shall control. Notwithstanding Section 3 (Term), for purposes of any SOW, the Term of such SOW shall be as set forth in the applicable Order Form.

13.2. Provision of Services. Subject to Section 13.5, Diligent shall use commercially reasonable efforts to perform the Professional Services in accordance with the applicable Order Form or SOW, and Diligent represents and warrants that all Professional Services shall be provided in a professional and workmanlike manner.

13.3. Remedy. If notified in writing of any claim for Diligent's breach of Section 13.2, Diligent will, at its option, (i) reperform the Professional Services so that they comply with Section 13.2; or (ii) terminate the portion of the affected Order Form attributable to such Professional Services and refund the fees attributable for such Professional Services. This Section states Diligent's entire liability and Client's sole and exclusive remedy for Diligent's breach of Section 13.2.

13.4. Suitability. Diligent shall assign employees and subcontractors with qualifications suitable for the Professional Services described in the relevant Order Form. Diligent may replace or change employees and subcontractors in its sole discretion with other suitably qualified employees or subcontractors.

13.5. Client Responsibilities. Client shall make available in a timely manner at no charge to Diligent all technical data, Client Data, computer facilities, programs, files, documentation, test data, sample output, or other information and resources of Client required by Diligent in each case for the performance of the Professional Services, as well as anything specified in the applicable Order Form. Client shall be responsible for, and assumes the risk of, any problems resulting from, the content, accuracy, completeness and consistency of all such data, materials and information supplied by Client. Client shall provide, at no charge to Diligent, reasonable cooperation as Diligent requires to perform the Professional Services.

13.6. Ownership. Ownership of all work product, developments, inventions, technology or materials related to any Professional Services (the “**Deliverables**”) shall be solely owned by Diligent (except with respect to Client Data, which shall remain Client’s sole property). Solely during the applicable Term and conditioned upon Client’s compliance with all the terms of the Agreement, Diligent grants to Client a limited, non-exclusive, non-transferable, and non-sublicensable right to make use of the Deliverables.

13.7. Modifications and Change Orders. For the avoidance of doubt, modifications to the scope of any Professional Services shall become effective only when a document incorporating the relevant written change request is executed by authorized representatives of both Parties.

#### 14. Freemium Services.

From time to time, Diligent may make Freemium Services available to Client at no charge. **Client may choose to try such Freemium Services in Client’s sole discretion.** Unless otherwise determined by Diligent, no Order Form is specifically required to enable Client’s use of Freemium Services. Certain Freemium Services are intended for evaluation purposes and not for production use. Freemium Services are not supported and may be subject to supplemental terms in addition to those set out in the Agreement, which will be presented to Client. Freemium Services are not considered part of the “Diligent Service”, “Software” “Professional Services”, or similar terms under the Agreement; however, all restrictions and Client commitments under the Agreement shall apply to Client’s use of Freemium Services (including for the avoidance of doubt Section 4 (Access Right; Restrictions)). Unless otherwise stated, Freemium Services are available for Client’s use during the Term, except that any Freemium Services that are made available on a trial basis will expire upon the earlier of one year from the trial start date or the date that a version of the Freemium Services becomes generally available on a paid basis. Diligent may discontinue Freemium Services at any time in Diligent’s sole discretion and may never make Freemium Services generally available. FREEMIUM SERVICES ARE PROVIDED “AS IS” AND AS AVAILABLE, EXCLUSIVE OF ANY WARRANTY, REPRESENTATION, GUARANTEE, CONDITION OR TERM OF ANY KIND, WHETHER EXPRESS, IMPLIED OR IMPOSED BY LAW. DILIGENT SHALL HAVE NO INDEMNIFICATION OBLIGATIONS NOR LIABILITY OF ANY TYPE WITH RESPECT TO THE FREEMIUM SERVICES. IN THE EVENT SUCH EXCLUSION OF LIABILITY IS NOT ENFORCEABLE UNDER APPLICABLE LAW, DILIGENT’S LIABILITY WITH RESPECT TO FREEMIUM SERVICES SHALL NOT EXCEED THE GREATER OF (A) \$500.00 OR (B) THE MINIMUM ENFORCEABLE UNDER APPLICABLE LAW.

#### 15. Miscellaneous.

15.1. Conflict. If there is an inconsistency between any of the provisions in an Order Form, the Product Terms, the Terms and Conditions, and any other exhibit or addendum (if any) incorporated into an Order Form, the order of precedence shall be the Order Form, the Product Terms, the Terms and Conditions, then any other exhibit or addendum incorporated into an Order Form (with the first mentioned document prevailing over each subsequently mentioned document in this Section). Notwithstanding the foregoing the applicable local law terms set forth in Section 17 (Local Law Terms) of the Terms and Conditions shall control in the event of a conflict with any terms incorporated into the Agreement.

15.2. Variation. Except as expressly set forth in this Section, no amendment or variation of the Agreement (including any Order Form) will be effective unless it is in writing and signed by each Party. Diligent may amend the Terms and Conditions and Product Terms incorporated into this Agreement from time to time by posting revised versions of such terms at the websites Diligent makes available for the Terms and Conditions and Product Terms (“Revised Terms”). Revised Terms shall be incorporated into the Agreement when: (i) Client enters into a new Order Form incorporating the Revised Terms; (ii) an Order Form automatically renews pursuant to the Agreement; or (iii) the Parties mutually agree in writing to a Renewal Term or account transfer (in which case Client acknowledges that it has reviewed and accepted the then-current version of the Revised Terms). For the avoidance of doubt if Client enters into multiple agreements relating to a specific Diligent purchase (e.g., to add additional Users, services, etc.) then the Revised Terms incorporated via the most recent ordering document shall apply to such purchase in its entirety.

15.3. Waiver. All waivers under the Agreement must be in writing to be effective. No waiver by a Party of any default or breach will be deemed a waiver of any subsequent default or breach. No failure or delay by a Party to exercise any right or remedy provided under the Agreement will operate as a waiver or prevent the exercise

of any such right or remedy of such Party, or the enforcement of any obligation of the other Party, under the Agreement. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

15.4. Severance. If any provision of the Agreement is found to be invalid or unenforceable by any court of competent jurisdiction, the provision will be enforced to the fullest extent permissible to effect the Parties' intent, and the invalidity or unenforceability will not invalidate the remaining provisions of the Agreement. If any invalid or unenforceable provision would be valid or enforceable if some part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intent of the Parties.

15.5. Interpretation of Agreement. The Agreement will be interpreted according to the plain meaning of its terms without any presumption that it should be construed in favor of or against either Party. Any list of examples following "including" or "e.g.," is illustrative and not exhaustive unless qualified by terms like "only" or "solely." All captions and headings are intended solely for the Parties' convenience and will not affect the meaning of any provision. The words "herein," "hereof," and words of similar meaning refer to the Agreement as a whole, including its Exhibits. All references to "days" refer to calendar days, unless otherwise expressly set forth in the Agreement.

15.6. Notices. Any notices required or permitted to be given hereunder by either Party to the other will be given in writing and deemed received: (i) the same day if by personal delivery, (ii) the second working day after the day it was sent if by bonded courier or a nationally-recognized overnight delivery company, (iii) five (5) working days following posting if by prepaid first class, registered or certified mail, postage prepaid, in each case addressed to the other Party at the address set forth in the Order Form (or to such other address as the other Party may request in writing by notice given pursuant to this Section) or (iv) the date of delivery if by email.

15.7. Entire Agreement. The Agreement contains the entire understanding and agreement between Diligent and Client with respect to the subject matter of the Agreement, and supersedes all other prior and contemporaneous proposals, representations, agreements, understandings, and commitments between Diligent and Client with respect to the subject matter of the Agreement. Each of the Parties acknowledges and agrees that in entering into the Agreement, it does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether a Party to the Agreement or not) relating to the subject matter of the Agreement, other than as expressly set out in the Agreement. The Agreement supersedes any conflicting terms in Client's purchase order or other ordering document. Any terms of trade stated or referenced in Client's purchase order, or any other terms to which Diligent has not specifically agreed in a writing signed by an authorized representative of Diligent, are not binding on Diligent.

15.8. No Investment/Legal Advice. Diligent is not an investment advisor and nothing contained in the Services will be construed as to make a representation or warranty, express or implied, regarding the accuracy or completeness of the data and information contained in the applicable product or the advisability to buy, sell, subscribe for, exchange or redeem a particular investment. The Service provided under the Agreement and all related content are for informational purposes only and do not constitute and should not be construed as a solicitation or offering of any investment or other transaction, an identification or offering of any securities for purchase, a recommendation to acquire or dispose of any investment, or the provision of any financial, tax, legal or other advice of any nature whatsoever. Diligent does not (i) serve as an agent for Client, Users, or any other person, (ii) market securities to investors, (iii) participate in negotiations between a Client, Users or any investor, (iv) handle any monies or securities in transactions between investors and Client or Users (or other third parties), or (v) assist Client, Users, or investors with the completion of any transactions between them (such as transaction documentation or paid referrals). Further, the Services are not intended to replace or serve as a substitute for legal advice and Client should not take action in respect of the subject matter of the Services without obtaining its own appropriate legal advice. The provision of Services by Diligent to Client and/or its Affiliates is not intended to create a lawyer-client relationship and communications and information shared between the parties do not establish a lawyer-client relationship.

15.9. Third-Party Services. Diligent Services and/or Software may contain links to or allow Client or its Users to connect and use, certain third-party products, services, or software ("**Third-Party Services**", and each, a "**Third-Party Service**") in conjunction with Client's use of the Diligent Service. To take advantage of these

features, Users may be required to sign up or log into such Third-Party Service. Client acknowledges that any use of such Third-Party Service is governed solely by the terms and conditions and privacy policy of such Third-Party Service, and that Diligent does not endorse, is not liable for, and makes no representations as to any Third-Party Service, its content, or the manner in which such Third-Party Service uses, stores or processes any data. Certain features of certain Diligent Services and/or Software may depend on the availability of these Third-Party Services and the features and functionality they make available. Diligent does not control Third-Party Service features and functionality, which may change without notice to Diligent or Client. If any Third-Party Service stops providing access to some or all of the features or functionality currently or historically available to Diligent, or stops providing access to such features and functionality on reasonable terms, as determined by Diligent in its sole discretion, Diligent may stop providing access to certain features and functionality of the Diligent Services and/or Software. Diligent will not be liable to Client for any refunds or any damage or loss arising from or in connection with any such change made by a Third-Party Service or any resulting change to the Diligent Service and/or Software. Client and its Users irrevocably waive any claims against Diligent with respect to any Third-Party Services.

15.10. Force Majeure. Neither Party will be responsible for failure of performance, other than for an obligation to pay money, due to causes beyond its control, including: acts of God or nature; labor disputes; sovereign acts of any federal, state or foreign governments; network and/or computer failure or shortage of supplied materials (“**Force Majeure Event**”); provided that the affected Party makes a reasonable attempt to remove the impact of the Force Majeure Event as soon as reasonably possible. Either Party will have the right to terminate the Agreement upon written notice if a Force Majeure Event continues to impact performance of the other Party for more than thirty (30) consecutive days.

15.11. Export Controls. Neither Party shall export, directly or indirectly, any technical data acquired from the other Party under the Agreement (or any products, including software, incorporating any such data) to any country or person in breach of any applicable laws or regulations regulating export or sanctions (“**Export Control Laws**”). Client shall ensure that its Users do not access or use any Diligent Service, Software or Deliverables in breach of Export Control Laws. Each Party represents and warrants that it is not, and its Affiliates and Users are not, (i) located in any embargoed jurisdiction, or listed on, or owned or controlled by a party listed on, any applicable restricted or denied-party list, including the Specially Designated Nationals list issued by OFAC, the Consolidated List of Financial Sanctions Targets issued by His Majesty’s Treasury, the European Union’s Consolidated Financial Sanctions List, or any similar list (a “Restricted Party”); or (ii) the subject of any investigation related to Export Control Laws. Each Party shall promptly notify the other Party if it, or any of its Affiliates or Users: (i) becomes a Restricted Party, (ii) becomes the subject of an investigation related to Export Control Laws, or (iii) learns of any violations of this Section. For the avoidance of doubt, any breach of this Section is a material breach of the Agreement and is not subject to cure.

15.12. Anti-Bribery. Each Party shall comply with all applicable anti-bribery legislation in connection with the operation of the Agreement. Each Party agrees that it has not received or been offered any illegal bribe, kickback payment, gift, or thing of value from any of the other Party’s employees or agents in connection with the Agreement. Reasonable gifts and entertainment provided in the ordinary course of business do not violate the above restriction. If a Party learns of any breach of this Section related to the Agreement, it will use reasonable efforts to promptly notify the other Party’s legal department.

15.13. No Assignment or Delegation. Client may not (i) assign the Agreement or rights to the Services, in whole or in part, or (ii) delegate its duties, or have another assume its responsibilities or liabilities, under the Agreement, to any third party without the prior written consent of Diligent. Notwithstanding the foregoing, Client may assign its rights and obligations under the Agreement to an Affiliate or in connection with a merger, acquisition, corporate reorganization or sale of all or substantially all of its assets with notice to Diligent. Any attempted assignment in contravention of this provision will be null and void. The Agreement will be binding on all permitted assignees and successors in interest. Diligent may freely assign or subcontract its rights or obligations under the Agreement.

15.14. Independent Contractor. Diligent is an independent contractor. Nothing in the Agreement shall be construed to create a partnership, joint venture, or agency relationship between the Parties and neither Party shall have the power to act in the name or on behalf of, or otherwise bind the other in any way.

15.15. Third-party Beneficiaries. Other than as expressly set forth in the Agreement, there are no third-party beneficiaries to the Agreement.

15.16. Rights and Remedies. Except as expressly provided in the Agreement, the rights and remedies provided under the Agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

15.17. Counterparts. The Agreement may be executed in any number of counterparts, each of which will be deemed an original and all of which taken together will constitute one signed agreement between the Parties. Signatures may be transmitted by facsimile or electronic mail in PDF or other similar format and will be deemed original. The signatories to the Agreement hereby represent and warrant that they have all necessary authority to enter into and bind their respective Party to the Agreement.

15.18. English Language Controls. The original and controlling version of the Agreement shall be the version using the English Language. All translations of the Agreement into other languages shall be for the convenience of the Parties only and shall not control the meaning or application of the Agreement. All notices and other communications required or permitted by the Agreement must be in English, and the interpretation and application of such notices and other communications shall be based solely upon the English language version thereof.

## 16. Governing Law/Contracting Entity.

16.1 Except as otherwise set forth in an Order Form, the Diligent entity entering into the Agreement, the governing law of the Agreement and the courts with exclusive jurisdiction for disputes arising under the Agreement depend on where Client is located and are as identified below, subject to any additional local law terms identified in Section 17 (Local Law Terms).

### For Clients located in North, South America or Central America:

| Client Location:<br>(based on purchase address) | Diligent Contracting Entity | Governing Law:                                     | Courts with Exclusive Jurisdiction: |
|-------------------------------------------------|-----------------------------|----------------------------------------------------|-------------------------------------|
| Canada                                          | Diligent Canada Inc.        | Ontario law                                        | Toronto, Ontario, Canada            |
| All other locations                             | Diligent Corporation        | Delaware and controlling United States federal law | Wilmington, Delaware, United States |

### For Clients located in Europe, the Middle East or Africa:

| Client Location<br>(based on purchase address) | Diligent Contracting Entity            | Governing Law     | Courts with Exclusive Jurisdiction: |
|------------------------------------------------|----------------------------------------|-------------------|-------------------------------------|
| France                                         | ACL France SARL                        | English law       | London, England                     |
| Germany                                        | Diligent Boardbooks GmbH, Brainloop AG | German law        | Munich, Germany                     |
| Netherlands                                    | AMA Partners B.V.                      | English law       | London, England                     |
| South Africa                                   | Diligent Software Pty. Ltd.            | South African law | Cape Town, South Africa             |
| Switzerland                                    | Info4C AG, Brainloop Switzerland AG    | Swiss law         | Zürich, Switzerland                 |
| All other locations                            | Diligent Boardbooks Limited            | English law       | London, England                     |

### For Clients located in Asia or the Pacific Region:

| Client Location<br>(based on purchase address) | Diligent Contracting Entity                 | Governing Law       | Courts with Exclusive Jurisdiction: |
|------------------------------------------------|---------------------------------------------|---------------------|-------------------------------------|
| Australia                                      | Diligent Board Services Australia Pty. Ltd. | New South Wales law | Sydney, Australia                   |
| India                                          | Diligent APAC Board Services Pte. LTD       | Indian law          | Mumbai, India                       |
| Japan                                          | Diligent Japan Ltd.                         | Japanese law        | Tokyo, Japan                        |

|                     |                                        |                 |                           |
|---------------------|----------------------------------------|-----------------|---------------------------|
| New Zealand         | Diligent Board Member Services NZ Ltd. | New Zealand law | Christchurch, New Zealand |
| All other locations | Diligent APAC Board Services Pte. Ltd. | Singaporean law | Singapore                 |

## 17. Local Law Terms.

17.1. Canada Local Law Terms. If Client is located in Canada, then the following additional terms apply:

- (a) Language. The Parties confirm that it is their wish that the Agreement, as well as any other documents relating to the Agreement, including notices, exhibits and authorizations have been and will be drawn up in the English language only. *Les Parties confirment leur souhait que la présente Entente, ainsi que tous les autres documents y afférents, y compris les avis, les pièces jointes et les autorisations, aient été et soient rédigés en langue anglaise uniquement.*
- (b) Client Data and Client Materials may be stored, processed, transmitted and otherwise handled by Diligent and its authorized subcontractors outside of the jurisdiction in which Client Data or Client Materials originated.

17.2. United States Local Law Terms. If Client is located in the United States, then the following additional terms apply:

- (a) Bench Trial. The Parties agree to waive, to the maximum extent permitted by law, any right to a jury trial with regard to any dispute arising out of the Agreement.
- (b) US Federal Government. The Diligent Services and Software, including related software and technology, are “**Commercial Items**” as that term is defined in FAR 2.101. Government technical data and software rights related to the Diligent Services and Software include only those rights customarily provided to the commercial marketplace as specified in the Agreement. This customary commercial license is provided in accordance with FAR § 12.211 (Technical Data) and FAR § 12.212 (Software) and, for Department of Defense transactions, DFAR 252.227- 7015 (Technical Data – Commercial Items) and DFAR 227.7202-3 (Rights in Commercial Computer Software or Computer Software Documentation). If a government agency has a need for rights not granted under the Agreement, it must negotiate with Diligent to determine if there are acceptable terms for granting those rights, and a mutually acceptable written addendum specifically granting those rights must be included in any applicable agreement.
- (c) No right of action and other entitlements arising from or pertaining to the Diligent Services or Professional Services may be brought by Client more than one (1) year after the date on which Client has become aware of or could have become aware of such right and entitlement.

17.3. Germany Local Law Terms. If Client is located in Germany, then the following additional terms apply:

- (a) The first sentence of Section 4.2 (Affiliates) is hereby restated as follows:

“To the extent that Client is purchasing access on behalf of its Affiliates, Client is obliged to ensure the compliance of each Client Affiliate with the Agreement. Client shall be liable in accordance with the Agreement for any violation of the provisions of the Agreement caused by a Client Affiliate.”

- (b) Section 4.5(i) is hereby restated as follows:

“...(i) reverse engineer, disassemble, decipher, translate, decompile, prepare derivative works of the Diligent Services or Software or otherwise attempt to access, imitate, derive or discover the source code thereof except in accordance with the precondition of § 69e sec. 1 German Copyright Act (UrhG), and only if Diligent is not providing the necessary data and/or information in a reasonable period of time after being requested to do so in writing...”

- (c) Section 4.5(ix) is hereby restated as follows:

“...(ix) make any use of the Diligent Services that violates any applicable law...”

- (d) Sections 7 (Warranties and Disclaimers), 8 (Indemnification), 9 (Disclaimer of Certain Damages) and 10 (Limitations of Liability) are each hereby deleted in their entirety and replaced with the following:

**“7. Warranties and Disclaimers.**

7.1. Software and Services. During the Term, Diligent warrants that the applicable Diligent Service and Software will materially conform to the applicable Documentation. The warranty will not apply: (i) if the applicable Diligent Service or Software is not used in accordance with this Documentation; (ii) if the defect solely results from a violation of these Terms and Conditions by Client or (iii) if the defect is caused by Client Data, Client Materials or any third party services, content, products or modification or customisation made by Client to such Diligent Service or Software unless the aforementioned has been recommended or approved by Diligent.

7.2. Remedy for Breach of Warranty. Client shall provide Diligent with written notice of any defect of the Diligent Service or Software encountered by Client immediately and undertake reasonable actions that enable Diligent to identify and solve the applicable issue. Diligent will, at its option, (i) correct the non-conforming Diligent Service or Software so that it materially complies with the Documentation within a reasonable time; or (ii) provide a replacement with substantially equivalent functionality and performance. If Diligent’s final attempt to remedy a defect within one month of the written notice has failed, Client may: (i) demand a reduction in the fees (*Minderung*) equivalent to a pro-rata portion of the prepaid Subscription Fee based on the number of months remaining in the Initial Term or Renewal Term as of the date that Client provided written notice of the warranty claim; (ii) claim damages subject to the limitations in Section 9 (Limitations on Liability); or (iii) terminate the Agreement for good cause in accordance with Section 10 (Termination for Good Cause) of the Agreement. Defects in title of the Diligent Services or Software shall be handled in accordance with the provisions of Section 8 (Indemnification).

7.3. Viruses. Diligent will take reasonable precautions to protect against any person acting by, under or through Diligent from introducing any software virus, worm, “back door,” “Trojan Horse” or similar harmful code into the Software.

**8. Indemnification.**

8.1. Indemnity by Diligent. Diligent will indemnify Client against any bona fide third party claim that the grant of a right to, or the access and use by, Client and its Users of the Software or any Diligent Service (or any Deliverables if applicable) in accordance with the Agreement infringes a validly existing German trademark, copyright, patent or other proprietary right and pay any final judgment awarded or Diligent-negotiated settlement. Diligent’s obligations under this Section are conditioned upon Client providing Diligent (i) prompt written notice of any claim; (ii) sole and exclusive control over the defense and settlement of the claim; and (iii) such cooperation as Diligent may reasonably request with respect to the defense or settlement of such claim at Diligent’s expense. Diligent will defend any claim under this Section with counsel of its own choosing and settle such claim as Diligent deems appropriate, provided that defense or settlement does not require an admission of guilt or liability by Client. Client may participate in such defense with counsel of its own choosing and at its own cost and expense. Client will not admit liability, take any position adverse or contrary to Diligent, or otherwise attempt to settle any claim or action for which it is seeking indemnification without the express written consent of Diligent. If, in Diligent’s sole opinion, an infringement claim may have validity or if there is an infringement that impairs or prohibits use of the Software by Client, then Diligent may modify the Software, Deliverables or Diligent Service to make it non-infringing, procure any necessary license, or replace the affected item with one that is reasonably equivalent in function and performance. If Diligent’s final attempt to remedy a defect has failed, Client may either (i) demand a reduction in fees (*Minderung*) equivalent to a pro-rata portion of the prepaid Subscription Fee based on the number of months remaining in the Initial Term or Renewal Term as of the date that Client provided written notice of the infringement claim, (ii) claim damages subject to the limitations in Section 9, or (iii) terminate the Agreement for good cause in accordance with Section 10.

8.2. Indemnity by Client. Diligent shall have no obligation under Section 8.1 for and Client shall fully indemnify and hold harmless Diligent (including its representatives, employees and/or agents) from and against all third party claims arising from any inadmissible use of the Diligent Service by Client or Users, in particular but not limited to (i) violations of Sections 4.5, (ii) violations of the first sentence of Section 5.4 and (iii) claims arising from the infringement of third party intellectual property rights by Client in connection with use of the Diligent Service. This Section 8.2 shall not apply in cases where Client has not at least acted with negligence.

## **9. Limitations on Liability.**

9.1. General. If not excluded or limited by any stipulation included in this Section 9, the parties are liable according to the rules and regulations applying under applicable statutory law.

9.2. Limitation of Liability. In case of slight negligence [leichter Fahrlässigkeit], Diligent is liable only in the event of a breach of material contractual obligations, i.e., the breach of material obligations, the breach of which endangers the achievement of the purpose of the Agreement with Client, or the breach of obligations the fulfillment of which is an essential prerequisite for the proper performance of the obligations contained in the Agreement and on the observance of which Client may regularly rely ("**Cardinal Obligations**"). In case of a slightly negligent breach of a Cardinal Obligation, Diligent's liability shall be limited to the contract-typical foreseeable damage. Subject to Section 9.3, any further liability of Diligent in cases of slight negligence shall be excluded. The Parties agree that the contract-typical foreseeable damage per contract year amounts to a maximum of one hundred percent (100%) of the annual contract volume (the remuneration to be paid by Client to Diligent within the contract year in which the damage event falls for all services by Diligent with regard to the use of the Diligent Service) or twenty-five thousand euros (EUR 25,000), whichever is higher.

9.3. Exclusions from Limitation of Liability. The limitations set forth in Section 9.2 will not apply to: (i) any action undertaken by Diligent with willful misconduct or gross negligence; (ii) Diligent's negligence causing death or bodily injury or illness; (iii) fraudulently concealed defects; (iv) the assumption of a guarantee; or (v) any liability requirement for damages under the German Product Liability Act (Produkthaftungsgesetz) or any other mandatory law.

9.4. Limitation on Category of Liability. Subject to Section 9.3, in no event will Diligent be liable for loss of profits (Article 252 German Civil Code (Bürgerliches Gesetzbuch)). In case of such loss (and provided such loss does not include Confidential Information or does not result in or constitute a disclosure of Confidential Information prohibited under Section 12) or corruption of Client Data, Diligent shall only be liable to the extent the loss or corruption of Client Data could not have been avoided by reasonable, appropriate and regular data backup measures on the part of Client. To this extent, Diligent shall in case of loss or corruption of Client Data only be liable for the costs related to the successful data recovery activities by Diligent which would be necessary.

9.5. Notwithstanding Section 9.3, Diligent's strict liability ("verschuldensunabhängige Haftung") for defects existing at the time of conclusion of the Agreement (§ 536a BGB) is excluded.

9.6. Section 9.2 also applies in case of breach by an agent or subcontractor of Diligent and the personal liability of Diligent's employees, representatives, and management and/or corporate body of Diligent.

9.7. Client's claim for damages according to Section 9.2 shall become time-barred according to applicable law. Client's claim for all other damages shall become time-barred after one (1) year beginning with the last day of the year in which Client became aware of the damage. All claims become time-barred latest after five (5) years after arising, or ten (10) years after the respective action, breach of duty or other action causing the damage took place.

**10. Termination for Good Cause.** The Agreement may be terminated, in whole or in part, for good cause (aus wichtigem Grund) upon written notice by either Party. A Party shall have good cause for termination if there are any circumstances that would make a continued cooperation of the Parties

unduly burdensome for the terminating Party, including, but not limited to, a breach of Section 12 (Confidentiality) by one of the Parties, a breach of Section 4 (Access Right; Restrictions) by Client or a breach of Section 5 (Client Data and Client Materials) by Diligent.”

- (e) The first three sentences of Section 11 (Termination) are hereby deleted in their entirety.
- (f) The last sentence of Section 12 (Confidentiality) is hereby deleted.
- (g) The last sentence of Section 13.3 (Remedy) is hereby deleted.
- (h) The last three sentences of Section 14 (Freemium Services) are hereby deleted.
- (i) “[F]or an obligation to pay money...” is hereby deleted from the first sentence of Section 15.10 (Force Majeure).

17.4. South Africa Local Law Terms. If Client is located in South Africa, then the following additional terms apply:

- (a) THE PARTIES AGREE THAT DILIGENT PROVIDES BUSINESS-TO-BUSINESS SERVICES AND IT IS NOT THE INTENT OF THE PARTIES THAT CLIENT IS CONSIDERED A CONSUMER FOR PURPOSES OF THE CONSUMER PROTECTION ACT (“CPA”). TO THE EXTENT THE CPA OR ANY OTHER CONSUMER WARRANTIES ARE DEEMED TO APPLY TO THE AGREEMENT BY LAW, ANY SUCH OBLIGATIONS AND WARRANTIES ARE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

17.5. Switzerland Local Law Terms. If Client is located in Switzerland, the following local law terms apply:

- (a) Any reference to product liability in Section 9.2 is hereby deleted.
- (b) Section 10.4 is hereby restated as follows:

“Nothing in the Agreement excludes the liability of either Party: (a) for death or personal injury caused by that Party's intent or negligence; (b) for fraud or fraudulent misrepresentation; (c) for fees due under the Agreement; (d) for misappropriation or infringement of the other Party's intellectual property rights; (e) for a Party's express indemnification obligations under the Agreement; (f) for unlawful intent or gross negligence; or (g) for any other liabilities that cannot be excluded by law.”

17.6. Australia Local Law Terms. If Client is located in Australia, the following additional terms apply:

- (a) The following provision is added as Section 6.3:

“6.3. GST. Words and expressions used in this Section 6.3 which have a defined meaning in the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)* (“**GST Act**”) have the same meaning in this Section 6.3 as in the GST Act. Unless expressly stated otherwise, all consideration to be provided under the Agreement is expressed exclusive of GST. If GST is payable on any supply made under the Agreement, for consideration that is not expressly stated to include GST, Client will, upon receiving a tax invoice from Diligent, pay to Diligent an amount equal to the GST payable on the supply. Where a Party is required under the Agreement to indemnify, pay or reimburse an expense or outgoing of another Party (“**Payee**”), the amount to be indemnified, paid or reimbursed will be reduced by an amount equal to any input tax credits in respect of the indemnity, expense or outgoing to which Payee (or the representative member of a GST group of which Payee is a member) is entitled.”

- (b) Section 7.5 is hereby inserted as follows:

“7.5. Warranty Required By Law or Mandatory Term. Nothing in the Agreement excludes, restricts or limits any condition, representation, warranty, term or guarantee that cannot be excluded, restricted

or limited under Australian law, including *Australian Consumer Law*. Diligent's provision of goods and services come with guarantees that cannot be excluded under the *Australian Consumer Law*. For major failures with the services, Client is entitled: (i) to cancel Client's service contract with Diligent; and (ii) to a refund for the unused portion, or to compensation for its reduced value. Client is also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, Client is entitled to have a failure rectified in a reasonable time. If this is not done, Client is entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. Client is also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service. However, the liability of Diligent is limited to the maximum extent permitted by Australian law. For the purpose of this Section 7.5, any reference to: (a) "goods" shall mean "Software"; (b) "services" shall mean the "Diligent Service", "Professional Services" and any similar explicitly contracted services under the Agreement; and (c) "service contract" shall mean the Agreement. For clarity, the Diligent Services are not to be used for personal, domestic or household use or consumption."

- (c) If Client's subscription automatically renews then the Revised Terms set forth in Section 15.2 (Variation) shall not be incorporated into the Agreement.

17.7. India Local Law Terms. If Client is located in India, then the following additional terms apply:

- (a) Governing Law and Dispute Resolution. In the event of a dispute arising out of or relating to the Agreement, including any question regarding its existence, validity or termination, the same shall be referred to and finally resolved by arbitration conducted in accordance with the Arbitration Rules of the Mumbai Centre for International Arbitration ("**MCIA Rules**"), which rules are deemed to be incorporated by reference into this clause. The Parties agree that: (i) any arbitration commenced pursuant to this clause shall be conducted in accordance with the Expedited Procedure set out in Rule 12.3 of the MCIA Rules; (ii) the language to be used in the arbitration shall be English; (iii) in any arbitration commenced pursuant to this clause: (x) the number of arbitrators shall be one, who shall be an Indian national resident in India, and appointed by the Council of Arbitration of the Mumbai Centre for International Arbitration ("**MCIA**") in accordance with the MCIA Rules; (y) the seat, or legal place of arbitration shall be Mumbai, India; and (z) the venue of arbitration shall be chosen by Diligent in Mumbai, India and can also be within the premises of the MCIA; (iv) the arbitrator shall endeavor to deliver an award within (6) six months from the date of appointment; (v) in the event the MCIA ceases its operations or if MCIA Rules cease to remain applicable to the Agreement for any reason whatsoever, arbitration shall be conducted in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("**SIAC Rules**"), which rules (including the SIAC Rules) shall at such point be deemed to be incorporated by reference into this clause.

17.8. New Zealand Local Law Terms. If Client is located in New Zealand, then the following additional terms apply:

- (a) If Client's subscription automatically renews then the Revised Terms as set forth in Section 15.2 (Variation) shall not be incorporated into the Agreement.

## Diligent Boards Product Terms:

The following additional product terms apply when the Client purchases access to the Diligent Service identified as Diligent Boards (and any references to “Diligent Service” on this page shall be understood to refer only to such Diligent Service):

These terms reflect Specifications for the Diligent Boards platform (where applicable).

### Overview

The Diligent Service identified as Diligent Boards provides an internet-based platform that enables Client to manage its board and other materials through a site dedicated to Client Data (Client’s “**Diligent Boards Site**”). Client’s Diligent Boards Site is a secured location in the Diligent Service which is designed to be accessed only by authorized Users with unique login credentials. The Client’s administrative staff prepares the meeting materials, which are then uploaded through the Diligent Service web application. Those materials can be accessed and viewed by Users electronically, in a format that can be accessed through the Client Software or a standard web browser. The Order Form reflects Client’s chosen access rights. For clarity, Reporting, News, and Education Services are separate from Diligent Boards and are not within scope of this Exhibit.

### 1. Assigned Groups

**Site:** A Diligent Boards Site for a number of Users of the Diligent Service with access to a set of uploaded materials.

**Committee:** A meeting group within the Site that permits more limited access to certain materials for a particular group of Users.

### 2. User Types

**Users (Board Members/Executives):** Users with the ability to view the Client’s documents using a supported web browser or Client Software.

**Administrators:** Users with the ability to upload, collate, print, view, approve and publish Client’s Board and Committee documents.

### 3. Additional Capabilities

**Premium Questionnaires:** Diligent Premium Questionnaires moves evaluations, assessments, questionnaires and reporting into one convenient, secure, online location in real-time, reducing the time and resources required to fulfill these responsibilities.

**Messenger:** Diligent Messenger can be used to maintain control over confidential communications, distribute documents and files for faster and easier collaboration, and ensure a rapid response through the Diligent Messenger Client Software.

**Minutes Module:** This module enables Client to enhance minute taking with a tool that is integrated with Diligent Boards and enables Client to take minutes, assign action items and conduct the minutes review process in a single tool.

**Diligent Nominations:** This Reporting, News, and Education Service is separate from but supplements the Diligent Boards service offering by providing proprietary governance analytics and information about companies and individuals.

*For the avoidance of doubt, only those access rights listed in the Order Form are included in the pricing selected under the relevant Agreement. For the avoidance of doubt, future additional access rights*

*offering new functionality may be made available at additional cost. A Diligent representative can provide pricing for access rights not listed in the Order Form.*

#### **4. Access for Administrators**

The Diligent Service allows all designated Administrators, i.e., the company secretary and administrative personnel, to upload, collate, print, view, approve and publish the Client's board, committee and meeting group documents with Web Admin, as currently available at [web.diligentboards.com](http://web.diligentboards.com).

#### **5. Access for Users**

Each User can access the Diligent Boards Site with unique login credentials through the Client Software and supported web browsers (i.e., Director Web, currently available at [director.diligentboards.com](http://director.diligentboards.com) or iOS Apps).

Notwithstanding anything to the contrary under the Agreement, Secure File Sharing and/or Secure Meeting Workflow subscriptions purchased under Board & Leadership Collaboration packages (as applicable and as specified by Diligent) may be accessed by unlimited Users, subject to the storage limits specified in connection with each such subscription.

#### **6. Implementation Process**

After execution of this Agreement, Diligent offers a comprehensive onboarding process which includes:

- An onboarding plan to support the priorities, objectives and timelines of the client and sets milestones and goals for both Diligent and Client to ensure successful adoption of the Diligent Service. Client shall reasonably cooperate with Diligent in order to implement all Diligent Services included in the Client's subscription.

*Implementation timeframes may vary depending on the Client's unique requirements and scope of products subscribed to, but typically range from 4-6 weeks from commencement to completion.*

#### **7. Training and Support**

Diligent training for Users includes:

- Administrator training focuses on all aspects of Diligent Boards that Administrators will use to successfully manage Board, Committee, and other group meetings, and securely support Board and group activities beyond the boardroom, including user & site management.
- Director/Executive/End User training ensures your users can access, navigate and annotate their materials with ease, locate historical and resource materials, submit votes/resolutions, and securely access meeting details.

The Diligent "Help Center" provides for quick, easy access to a series of self-help tools, tutorials and "how to" video guides from within the Diligent Service (i.e. Web Admin, Web Director and iOS Apps).

Diligent Customer Support provides email and phone support 24/7/365 to assist all user types with Diligent Boards-related queries.

*Support calls may be recorded for quality assurance.*

#### **8. Updates**

Updates to the Diligent Service and Client Software are included **at no additional cost**.

#### **9. Failover / Backup**

The Diligent Service includes a fault tolerant system configuration that is included **at no additional cost**. Client Data will reside on the Client's Diligent Boards Site in a primary data center, which is replicated to a secondary data center continuously. Each data center is capable of delivering the Diligent Service. Additionally, each data center is built with hardware and network redundancy to offer continuous delivery of the Diligent Service. System availability is continuously monitored and failover is initiated if a primary data center becomes unavailable.

#### **10. Security**

Diligent uses encryption algorithms, consistent with generally-accepted standards and practices adopted and implemented by software-as-a-service ("SAAS") providers, designed to limit unauthorized access to Client Data. Each User will have a unique User ID and password which will be required for the User to access Client's Diligent Boards Site. Diligent enforces password strength requirements, including frequency of password changes, according to Client's request.

Diligent uses a layered approach to security architecture, making use of firewalls, intrusion prevention systems, reverse web proxies, web application firewalls, and segregation of specific application functions to provide security and integrity of the overall environment.

Upon request, more detailed information on Diligent's extensive security measures and protocols can be provided. Technical questions may be addressed to the appropriate salesperson or account management teams, who will engage the appropriate persons from Diligent's network, security and operational departments.

#### **11. Client Requirements**

In order to use the Diligent Service, Client and Users must satisfy Diligent's minimum technology requirements, which, as of the Effective Date, are available at [www.diligent.com/tech-specs](http://www.diligent.com/tech-specs). The URL where such requirements are stored may change, but a current version of Diligent's minimum technology requirements is available from Diligent at any point upon request. All subscription costs for wireless and WiFi services must be covered by the Client / User.

#### **12. Documentation**

Diligent will provide Client with access to the Diligent "Help Center" for quick, easy access to information relating to the Diligent Service and Client Software.