



1. INTERPRETATION

1.1 In these Purchase Terms and any Agreement the following terms shall have the following meanings:

"Affiliates" means in respect of a Party, any company which is a subsidiary or a holding (including ultimate holding) company of that Party, and any company which is a subsidiary of such holding company from time to time, (the terms subsidiary and holding company having the meanings given in the Companies Act 2014) and includes, in relation to AIB, AIB Group (UK) p.l.c. (trading as First Trust Bank in Northern Ireland and Allied Irish Bank (GB) in Great Britain) and EBS d.a.c.;

"Agreement" means a contract between AIB and the Supplier for the supply of the Services, comprised of these Purchase Terms and an Order;

"AIB" means Allied Irish Banks, p.l.c. or such other entity in whose name an Order is placed, as set out in an Order;

"AIB Business Policies" means policies, procedures, rules, standards and codes of conduct as notified by AIB to the Supplier from time to time, or of which the Supplier ought reasonably to have been aware, including, but not limited to, those regarding travel, health and safety, information security and conduct;

"AIB Developments" means all items created by or on behalf of the Supplier, its Affiliates or any third party, or any of their respective Service Personnel, pursuant to, or in connection with, an Agreement or arising from the performance of their obligations under any Agreement, and any updates and amendments of these items;

"AIB IPR" means any and all Intellectual Property Rights owned or licensed to AIB and/or its Affiliates;

"Applicable Laws" means all laws, regulations, orders, by-laws, codes, standards, guidelines, decisions and opinions determined by any governmental or regulatory authority, which apply to any undertaking or circumstance relevant to the subject matter of this Agreement, including, but not limited to, the F&P Requirements, GDPR, the Data Protection Acts 1988 to 2018, the UK Data Protection Act 2018 (each as amended or replaced from time to time) and any other laws, regulations (EU or Irish statutory), directives, decisions or guidelines relating to the protection of personal data, and any laws relating to the protection of the environment, the health and safety of employees and/or the public;

"Business Day" means Monday to Friday inclusive, excluding Irish bank and public holidays;

"Business Hours" means the hours of 9 am to 5 pm Irish time on a Business Day;

"Change of Control" means, in respect of any corporate body, any change in the entity or entities having Control of that corporate body;

"Charges" means the charges payable for the Services, as set out in an Order;

"Confidential Information" means the terms of this Agreement and any information relating to the business affairs and/or activities of either Party (and in the case of AIB, includes information of AIB's Affiliates and any Personal Data disclosed by or on behalf of AIB and/or its Affiliates) including, but not limited to, research, products, plans, services, customers, members, markets, ideas, software, inventions, processes, designs, marketing, financial or other information in whatever form, whether in writing or orally, visually or in any other medium;

"Control" or **"Controlled"** means the ability to control or direct, directly or indirectly, the board, executive body, decision making process or management of an entity by virtue of ownership, right of appointment, right to control election or appointment, voting rights,

the ability to control the exercise of voting rights, management agreement or any other agreement;

"Controller", "Processor", "Data Subject", "Personal Data" and "Special Category Data" shall have the meanings attributed to those terms in GDPR;

"Data Protection Laws" means all applicable laws, regulations and standards which apply to any undertaking or to data protection, including but not limited to GDPR, the Irish Data Protection Acts 1988 to 2018, the UK Data Protection Act 2018 (as may be amended or replaced from time to time) and any other laws, regulations (EU or Irish statutory), directives, decisions or other guidelines;

"Deliverables" means all output to be created as a result of the Services required to be undertaken by the Supplier;

"DP Incident" means any incident, regardless of size and scope, where Personal Data, in manual or electronic form, which was disclosed by AIB and/or its Affiliates to the Supplier, or obtained or accessed by the Supplier in the course of the provision of the Services or otherwise, has been or could have been put at risk of unauthorised access, disclosure, loss, destruction or alteration;

"Divestment" means any divestment, re-organisation, de-merger or sale of any Affiliate of AIB or part thereof, or of any of the assets or undertakings of AIB or any of the Affiliates of AIB which AIB or an Affiliate is required to undertake in connection with a Resolution Event;

"Divested Entity" means an entity to whom or an undertaking in respect of which any of the Services provided by the Supplier is supplied that will cease to be or be owned or operated by AIB or an Affiliate of AIB as a result of a Divestment;

"F&P Requirements" means the fitness and probity standards and requirements set out in the 2014 Fitness and Probity Standards (Code issued under s. 50 of the Central Bank Reform Act 2010), the Guidance on Fitness and Probity Standards of 2018 and such other codes and standards published by the Central Bank of Ireland or other applicable regulatory authority from time to time (including any amendment, supplement or replacement thereof) relating to fitness and probity for persons involved providing the Services;

"Future Supplier" means any third party providing services to AIB similar to the Services (or any part thereof) following the expiry or termination of an Agreement (in whole or in part);

"Good Practice" means exercising such skill, diligence, prudence, experience, expertise, foresight and judgement as can be expected from a skilled and experienced person under the same or similar circumstances;

"GDPR" means the General Data Protection Regulation (Regulation (EU) 2016/679) (as may be amended from time to time and includes all GDPR implementing legislation);

"Intellectual Property Rights" means patents, trade marks, service marks, logos, get-up, trade or business names, internet domain names, design rights, copyright (including rights in computer software) and moral rights, database rights and rights to extract data, semi-conductor topography rights, utility models, rights in trade secrets, know-how, and goodwill associated with the foregoing, in each case whether registered or not and whether registerable or not, and including applications for any of the foregoing, and all rights or forms of protection having equivalent or similar effect, anywhere in the world including the right to bring, make, oppose, defend and appeal claims, proceedings or actions relating to ownership;

"Losses" means all losses, damages, costs, charges, expenses, claims, actions, suits, demands, penalties, fines, proceedings and liabilities of any nature or kind;

"Order" means any order placed and issued by AIB and/or its Affiliates to the Supplier for Services, including, but not limited to, pursuant to AIB's standard order form;

"Regulator" means any person or professional body having regulatory or supervisory authority over any part of the Deliverables or AIB, its Affiliates or the Supplier, including the Central Bank of Ireland, the Data Protection Commission, the Financial Conduct Authority and the Information Commissioner's Office;

"Resolution Event" means any event affecting AIB or any Affiliate of AIB arising as a result of, or in connection with, the application, or anticipated application, of a resolution tool, entry into a period of stress within the meaning of the Prudential Regulatory Authority (or any successor or replacement thereof) ("PRA") Supervisory Statement 9/16 (including any amended versions), or the invocation of powers, by a Regulator pursuant to the European Union (Bank Recovery and Resolution) Regulations, 2015 (S.I. No. 289 of 2015) (as amended) or any other future legislative measures extending to financial institutions or their affiliates, whether giving effect to Directive 2014/59/EU (as amended) of the European Parliament and of the Council of 15 May 2014 establishing a framework for the recovery and resolution of credit institutions and investment firms or otherwise, or equivalent resolution legislation applicable to non-Irish parties and having the aim of safely and effectively resolving a financial institution or its group in financial difficulties, including any measures made or taken in connection with the withdrawal of the United Kingdom from the European Union;

"Party" means either AIB or the Supplier and "Parties" shall mean both of them;

"Purchase Terms" means these AIB Standard Terms of Purchase, together with any schedule, attachment or addendum hereto, including any additional terms and conditions set out therein, indicated in an Order as applying;

"Services" means the services to be supplied under an Agreement, including any instalment or any part of them, as set out in an Order;

"Service Personnel" means the Supplier's and its Affiliates officers, employees, agents, contractors, and their officers, employees, agents and contractors;

"Specification" means any descriptions, plans, manuals, requirements, documentation, data, or other information relating to the Deliverables;

"Supplier" means the supplier of the Services, as named in an Order; and

"Supplier IPR" means any and all Intellectual Property Rights owned or licensed to the Supplier.

- 1.2 Any reference in these Purchase Terms or an Agreement to a statute or a provision of a statute shall be construed as a reference to that statute or provision as amended, re-enacted, consolidated, or extended at the relevant time. The headings in these Purchase Terms are for convenience only and shall not affect their meaning or interpretation. Reference to the singular shall include the plural and vice versa. Reference to a "Clause" means a clause of these Purchase Terms. Reference to one party "indemnifying" the other party shall be construed as a reference to indemnifying the other party on an after tax basis (including any kind of tax, duty or levy or any similar charge, and any related fine, penalty, interest or other amount) and "indemnified" and "indemnify" shall be interpreted accordingly.

2. BASIS OF SUPPLY

- 2.1 An Order duly issued by AIB shall constitute an offer by AIB to the Supplier for the supply of Services on a non-exclusive basis, subject to these Purchase Terms. Acceptance of an Order by the Supplier shall occur upon the earlier of: (a) the Supplier executing such Order; (b) the commencement of supply of the Services by the Supplier in accordance with such Order; or (c) by such other means as may be agreed by the Parties in writing. AIB accepts no liability for any Services provided unless and until they are confirmed by an Order with a corresponding valid AIB purchase order number.
- 2.2 These Purchase Terms shall apply to each Agreement to the exclusion of any other terms and conditions, including those set out in any invoice, delivery note or any other paperwork of the Supplier.

No variation to any Agreement shall be binding unless agreed in writing by the Parties.

- 2.3 To the extent that there is any conflict or inconsistency between any terms of an Order and the provisions of these Purchase Terms, then the terms of the Order shall prevail to the extent of any such conflict or inconsistency.
- 2.4 The Parties acknowledge that each Agreement concluded in accordance with these Purchase Terms constitutes a discrete and separate contractual commitment and nothing in these Purchase Terms shall oblige AIB to place any particular volume, or value, of Orders with the Supplier, which shall be matters entirely within AIB's discretion.
- 2.5 If the Services are to be supplied, by instalments, then, the Agreement shall be treated as a single contract and not severable.
- 2.6 The Supplier shall and shall ensure that its Service Personnel shall, in the performance of each Agreement, comply in all respects with Good Practice, all Applicable Laws, the AIB Business Policies and the terms and conditions of each Agreement. The Supplier shall maintain such records as are necessary pursuant to such Applicable Laws and shall promptly on request make them available for inspection by any Regulator that is entitled to inspect them and by AIB (or its authorised representative).
- 2.7 The Supplier shall monitor and shall keep AIB informed in writing of any changes in Applicable Laws which may impact the Services. The Supplier shall provide AIB with timely details of measures and changes it proposes to make to comply with any such changes (which for the avoidance of doubt include any changes mandated by a Regulator), designed to eliminate (where possible) any potential operational disruption to the Services and to AIB. Without prejudice to the foregoing, the Supplier shall consult with AIB on (and wherever possible agree with AIB) the manner, form and timing of any changes it makes to the Services to meet any changes in Applicable Laws where they would impact the Services.
- 2.8 Without prejudice to the foregoing, any savings or reduction in the Supplier's costs due to any change in Applicable Laws will be passed on directly in full and promptly to AIB in the form of reduced Charges for the applicable part of the Services.
- 2.9 The Supplier shall (at its own cost), on an ongoing basis throughout the term of these Purchase Terms, explore and identify opportunities to improve the Services and reduce the costs and expenses incurred pursuant to these Purchase Terms and/or any one or more Agreements concluded hereunder. The Supplier shall on a regular basis, and at least every twelve (12) months, advise AIB or its Affiliates of potential savings opportunities or opportunities to improve the Services and in each instance will provide an estimate of the potential savings or description of the nature of the improvement to the Services, together with all relevant information required by AIB or its Affiliates. The implementation of any improvements pursuant to this Clause 2.9 shall be subject to agreement in writing by the Parties.

3. CHARGES FOR SERVICES

- 3.1 The Charges for the Services shall be as stated in the Order and, unless otherwise stated, shall be: (a) exclusive of any applicable VAT, which shall be payable by AIB, at the rate and in the manner prescribed by law from time to time, subject to receipt of a valid VAT invoice; and (b) inclusive of any duties, imposts, or levies, other than VAT.
- 3.2 In consideration of the supply of the Services in accordance with the Agreement, AIB shall pay the Charges in accordance with the payment terms set out in Clause 4. No increase in the Charges may be made, whether on account of increased material, labour or transport costs, fluctuation in rates of exchange, or otherwise, without the prior written agreement of AIB.
- 3.3 AIB shall be entitled to any discount for prompt payment, bulk purchase, or volume of purchase, customarily granted by the Supplier.
- 3.4 Upon request from AIB, the Supplier shall promptly provide such information and supporting documentation (including receipts) as may be required by AIB regarding the amounts invoiced for any the Services.

4. PAYMENT TERMS

- 4.1 The Supplier shall submit invoices in accordance with AIB's then current invoicing procedures as advised to the Supplier and any criteria set out in the Order. AIB currently uses the Coupa system to pay e-invoices. An invoice shall not be submitted unless and until the relevant criteria set out in the Order, AIB's invoicing procedures and these Purchase Terms have been satisfied. Where service reports are required in respect of Services, then, no invoice shall be due and payable in respect thereof until AIB has approved the relevant reports. Each invoice shall quote the relevant AIB purchase order number.
- 4.2 Unless otherwise stated in the Order and subject to Clause 4.5, AIB shall pay the Charges by electronic transfer or such other method designated by AIB within thirty (30) days of the date of receipt of a correct and valid invoice submitted in accordance with these Purchase Terms. AIB shall not, unless otherwise agreed in writing, be liable in respect of any amounts not properly invoiced within sixty (60) days of completion of the supply of the relevant Services. Subject to Clause 4.5, if payment in respect of any amounts properly due and owing under an Order is made after the due date, then, AIB shall be liable to pay interest on the amount outstanding, from the due date until the date of payment, at the rate of two per cent (2%) per-annum above the base rate of the European Central Bank.
- 4.3 The Charges and all other amounts payable by AIB to the Supplier under an Order shall be payable in Euro (€), unless set out to the contrary in an Agreement.
- 4.4 Unless otherwise expressly agreed in writing by AIB, AIB shall not be liable to reimburse the Supplier for any expenses (including per-diem, travel or accommodation expenses) incurred by the Supplier in connection with the performance of an Order. Any expenses so agreed shall be payable in accordance with the terms of the Order.
- 4.5 AIB may suspend payment of any invoices (or part thereof) which are subject to a bona fide dispute between the Parties, for the duration of the dispute. AIB shall, within a reasonable period, provide the Supplier with written notice of any dispute. Following resolution of the dispute, the Supplier shall either withdraw the disputed invoice, or obtain payment of the sums suspended by AIB, in whole or in part, as agreed between the Parties in writing.
- 4.6 AIB may withhold and/or set off any amount owed to it by the Supplier or its Affiliates against any amount owed by AIB to the Supplier or its Affiliates under or in connection with any Agreement (including any amounts that may have been paid out by way of settlement or compensation for any claims).

5. WARRANTIES AND LIABILITY

- 5.1 The Supplier warrants, represents and undertakes to AIB that: (a) it will provide all personnel, materials, services and other resources necessary or appropriate for the timely, full and proper performance of the Services; (b) the Deliverables shall conform in all respects to their description and with the Specification; (c) the Services and the Deliverables shall comply with all Applicable Laws; (d) the Services shall be performed by appropriately qualified, skilled, experienced and trained Service Personnel, with all due care and diligence, and to such high standard of quality as it is reasonable for AIB to expect in all the circumstances, which shall not, in any circumstances, be less than Good Practice; (e) where Service Personnel perform "controlled functions" as defined in the Central Bank Reform Act Regulations 2011, the Supplier shall: (i) only utilise Service Personnel who are compliant with the F&P Requirements; (ii) obtain the prior written agreement of any person performing such controlled functions to abide by the F&P Requirements; and (iii) shall provide written confirmation of such agreement to AIB upon request; (f) it will promptly notify AIB if it suffers a deterioration in its risk rating with Dun and Bradstreet so as to fall to a risk score of three (3) or worse; and (g) it shall obtain the prior written agreement of AIB to a Change of Control of the Supplier (or the Supplier's parent company).
- 5.2 Without prejudice to the Supplier's obligations under the Agreement, the Supplier will notify AIB in writing immediately on becoming aware of (i) any material changes in circumstances that could have a material impact on the continuing provision of the Services or (ii) that it will not be able to perform, or has not performed, its obligations in accordance with the terms of the Agreement (an "Early Warning Notice"). The Early Warning Notice shall provide as much detail as is reasonably available to the Supplier so as to describe the affected elements of its obligations, the reason for the disruption and the steps

the Supplier will undertake to prevent the disruption and/or mitigate the effects of the disruption. The Supplier will provide regular status updates and will, in any event, immediately notify AIB in the event of a material change in circumstances. Unless agreed in writing by AIB by express reference to clause 14.11 (Waiver) the service and/or receipt of an Early Warning Notice shall not absolve the Supplier of any responsibility or release the Supplier of any obligations.

- 5.3 Without prejudice to any other right or remedy, if any Services are not supplied or performed in accordance with an Agreement, then, AIB shall be entitled: (a) to require the Supplier to re-perform the Services and/or supply replacement Deliverables in accordance with the Agreement, within seven (7) days or such longer period notified by AIB; and/or (b) to treat the Agreement as discharged by the Supplier's breach and require the repayment of any part of the Charges which has been paid in respect thereof, which shall be payable within thirty (30) days of written notice from AIB.
- 5.4 The Supplier shall indemnify and hold harmless AIB, without limitation and upon demand, against all Losses incurred or suffered by AIB and/or its Affiliates as a result of or in connection with: (a) any claim or allegation that the Services and/or the Deliverables infringe, or their importation, use or resale, infringes, the Intellectual Property Rights of any third party, except and solely to the extent that the claim arises directly from the Supplier's compliance with any Specification supplied by AIB; (b) any liability in respect of death and/or personal injury caused by the Services and/or Deliverables and/or the Supplier Personnel; (c) any breach of its obligations of confidentiality set out in Clause 6; and/or (d) any negligent act or omission, breach or default, of the Supplier or its Service Personnel, in supplying the Services and/or the Deliverables.

6. CONFIDENTIAL INFORMATION

- 6.1 Each Party shall: (a) use Confidential Information of the other Party only for the purposes of exercising rights or performing obligations in connection with this Agreement; (b) only disclose Confidential Information to the other Party as necessary to allow the other Party to perform its obligations hereunder; and (c) use at least the same security measures and degree of care as it applies to its own confidential information to protect from disclosure to any third parties any Confidential Information disclosed by the other Party for the duration of the Agreement and a period of three (3) years after expiry or termination of the Agreement, except with respect to any Personal Data (including AIB's and its Affiliates' customer data), which shall remain confidential in perpetuity.
- 6.2 Notwithstanding the foregoing, (i) AIB may disclose Confidential Information of the Supplier to an Affiliate or contractor (who is under an obligation of confidentiality) for the purpose of fulfilling AIB's obligations or exercising AIB's rights hereunder so long as AIB complies with the confidentiality obligations above, and (ii) a receiving Party may disclose Confidential Information pursuant to a valid order of a court of competent jurisdiction or that of a Regulator.
- 6.3 If AIB so requests in writing at any time, the Supplier will forthwith return to AIB or destroy and make permanently unusable all Confidential Information supplied to it by or on behalf of AIB together with all copies, records, analyses, memoranda or other notes to the extent containing or reflecting any of AIB's Confidential Information made by the Supplier or its Service Personnel.
- 6.4 Each Party acknowledges that any breach of the provisions of this Clause 6 would result in serious and irreparable injury to the non-breaching Party for which the non-breaching Party cannot be adequately compensated. Each Party agrees, therefore, that, in addition to any other remedy that the non-breaching Party may have, the non-breaching Party is entitled to enforce the specific performance of this Clause 6 and to seek both temporary and permanent injunctive relief.
- 6.5 The obligations imposed by this Clause 6 shall not apply to Confidential Information which: (a) is or becomes public knowledge (through no fault of the receiving Party); (b) was in the lawful possession of the receiving Party prior to disclosure under this Agreement and was not unlawfully obtained, either directly or indirectly; (c) is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure or use; or (d) which is independently developed by the receiving Party without use of, or reference to, the disclosing Party's information.

7. TERMINATION

- 7.1 These Purchase Terms are a framework agreement and accordingly shall apply to all Agreements concluded by the Parties. The term of these Purchase Terms shall commence on the date of the first Agreement and shall continue in effect for as long as any Agreement is in effect. The term of an Agreement shall commence with the date of the Supplier's acceptance of the Order, in accordance with Clause 2.1, and shall expire on the date set out in the Order, or, if not set out therein, the date of conclusion of the supply of the Services.
- 7.2 AIB may terminate these Purchase Terms and/or any Agreement concluded hereunder (in whole or in part) by written notice to the Supplier at any time: (i) prior to delivery or performance without cost or liability to AIB; or (ii) if delivery or performance has commenced, in which event AIB's sole liability shall be to pay to the Supplier the Charges properly due and payable in respect of Services supplied up to the date of termination, provided always that the Supplier shall be obliged to mitigate such costs and expenses and to demonstrate to AIB's reasonable satisfaction that the same have been incurred.
- 7.3 Without prejudice to the foregoing, AIB may immediately terminate these Purchase Terms and/or any one or more Agreements concluded hereunder, by notice in writing to the Supplier, where:
- 7.3.1 the Supplier is in material breach of any provision thereof which: (a) is incapable by its nature of remedy, and/or (b) if capable by its nature of remedy, is not remedied within a period of thirty (30) days following receipt of, or such longer period set out in a notice of the breach; or
- 7.3.2 (a) the Supplier has entered into any composition or arrangement with its creditors or (being an individual or firm) becomes bankrupt or (being a company) has had a petition for the appointment of an examiner or liquidator to it presented, or a resolution is passed for the winding-up of the Supplier (otherwise than for the purposes of a bona fide amalgamation or reconstruction), or the Supplier being a body corporate is struck off the register of companies; (b) an encumbrancer takes possession of, or a receiver or other similar officer is appointed in respect of, the whole or any part of the property or assets of the Supplier; (c) the Supplier ceases, or threatens to cease, to carry on business or any distress, execution, sequestration or other process has been levied in respect of any assets of the Supplier; (d) the Supplier becomes unable to pay its debts as and when they fall due, or is deemed to be unable to pay its debts as they fall due, within the meaning of the Companies Act 2014; (e) the Supplier suffers any event analogous to any of the foregoing under the laws of any jurisdiction outside Ireland; (f) AIB reasonably believes that any of the events mentioned above is about to occur in relation to the Supplier and notifies the Supplier accordingly; (g) any action or omission by the Supplier, its Affiliates or the Service Personnel pursuant to the provision of the Services or elsewhere in its or their business, is considered by AIB (acting reasonably) to have had a material adverse effect on its or their business reputation or financial standing or that the on-going provision of the Services by the Supplier would be likely to have such an impact on AIB and/or its Affiliates; (h) there are weaknesses regarding the management and security of Confidential Information or other sensitive data and information by the Supplier; (i) AIB has identified impediments capable to alter the performance of the Services; and (j) in the event of a Change of Control of the Supplier.
- 7.4 The Supplier may terminate this Agreement upon giving not less than twenty (20) Business Days' prior written notice to AIB if AIB fails within such period to make any payments which are due to the Supplier (and which are not disputed) and AIB has failed to make such payments within thirty (30) Business Days of AIB's Head of Strategic Sourcing being notified by the Supplier of such failure and stating that if payment is not made within such thirty (30) Business Days then the Supplier may terminate the relevant Agreement on notice pursuant to this Clause 7.4 This shall constitute the Supplier's sole right of termination whether expressly pursuant to the terms of this Agreement or otherwise.
- 7.5 Notwithstanding anything to the contrary in the Agreement(s), in the event that (a) the Supplier has a valid right and wishes to terminate these Purchase terms and/or any Agreement concluded hereunder, and/or the provision of any Services; and (b) the reason that such right of termination arises, constitutes, or is connected to, a Resolution Event, then such right(s) of termination will be suspended unless and to the extent that the relevant Regulator permits the Supplier to enforce such rights in writing. For the avoidance of doubt, the Supplier shall continue to accrue other rights and entitlements during any such period of suspension, including, but not limited to the right, to payment for all Services provided.
- 7.6 Upon termination or expiry of this Agreement and without affecting the rights or remedies of either Party, the Supplier shall: (a) provide all information and assistance necessary to enable any Future Supplier acting on the instructions of AIB to supply the Services in place of the Supplier; (b) to the extent and in the manner requested by AIB remove the Service Personnel and its equipment from sites and premises used by AIB or its Affiliates and the Supplier must forthwith at its own expense return to AIB any and all Confidential Information and provide to AIB all materials comprising AIB Intellectual Property Rights and AIB Developments in any form whatsoever and all copies thereof in the Supplier's possession, custody or control; (c) procure that any and all data and other material belonging to or provided by AIB or its Affiliates shall (at the option of AIB) be delivered to AIB (as representative for itself and for its Affiliates) or destroyed and made permanently unusable immediately and the Supplier shall certify full compliance with this Clause 7.6 upon request from AIB.
- 7.7 The provisions of Clauses 1, 5, 6, 7, 9, 10, 11, 12, 13 and 14 shall survive any termination of these Purchase Terms and/or any Agreement concluded hereunder, whether under this Clause 7 or otherwise.
- 8. INSURANCE AND ACCIDENTS**
- 8.1 The Supplier shall at all times maintain adequate levels and such types of insurance as are appropriate to the nature of its business and adequate given the nature of its potential liability under these Purchase Terms and each Agreement. In addition, the Order may set out specific types and values of insurance which the Supplier shall maintain for the period set out therein. The Supplier shall on request provide to AIB cover notes from its insurance brokers that the insurance is in force and current premia have been paid.
- 8.2 In the event that any of the Service Personnel are involved in any accident at any AIB premises, then, the Supplier shall notify AIB of the occurrence of the accident and as soon as practicable thereafter, and the Supplier shall submit to AIB a report of the accident in such form and containing such particulars as AIB may require.
- 9. INTELLECTUAL PROPERTY**
- 9.1 All Supplier IPR shall be and remain the property of the Supplier, its Affiliates and/or their licensors, as the case may be. All AIB IPR shall be and remain the property of AIB, its Affiliates and/or its licensors, as the case may be. In particular, all Intellectual Property Rights in the trademarks and brands of AIB, its Affiliates or any of their customers shall not be used by the Supplier for any purpose whatsoever without AIB's prior written consent and then only if used in compliance with AIB's brand guidelines and / or other written instructions. The Supplier warrants, represents and undertakes that: (a) it has the right to use and/or exploit such Supplier IPR for the purposes of providing the Services; and (b) that the Supplier IPR will not infringe the Intellectual Property Rights of any third party.
- 9.2 Unless otherwise set out in an Order, the Supplier hereby grants to AIB an irrevocable, non-terminable, non-exclusive, royalty-free, perpetual, world-wide licence (including the right to sub-licence) to use, copy, install, maintain, modify, enhance and adapt the Supplier IPR for the purpose of receiving the full benefit of the Services and the Deliverables and to allow AIB's Affiliates to do the same. AIB may also assign or sub-licence its licence to the Supplier IPR (or any part thereof) to any third party which provides goods or services to AIB and/or its Affiliates, provided such third party's use, copying, installation, maintenance, modification, enhancement and adaptation is solely for the purpose of providing such goods or services to AIB, its Affiliates and/or their customers.
- 9.3 Except as provided in Clause 9.1, all Intellectual Property Rights in the AIB Developments shall vest in AIB unconditionally and immediately on their creation. Accordingly, the Supplier hereby assigns, grants, transfers and conveys to AIB by way of present assignment of future rights, which will take effect immediately on the creation of the relevant AIB Developments, all right, title, interest and

benefit in and to Intellectual Property Rights in the AIB Developments and hereby waives (and shall ensure that all Service Personnel waive) any moral rights therein. The Supplier undertakes to deliver such AIB Developments to AIB as and when AIB may require and in any event on termination or completion of an Agreement, whichever occurs first. The Supplier shall, upon request from AIB, execute, and shall ensure that any Service Personnel execute, such documents and do such things as AIB may consider reasonably necessary to give effect to this Clause 9. The Supplier shall not do or fail to do any act which would or might prejudice AIB's or its Affiliates Intellectual Property Rights in respect of the AIB Developments.

9.4 Without prejudice to Clause 9.3, if any Intellectual Property Rights in the Deliverables (whether in whole or in part) are owned by a third party, then the Supplier represents, warrants and undertakes that it will have obtained any necessary authority, permission or licence from the relevant third party to grant a licence in the same terms as set out in clause 9.3.

10. AUDIT AND INVESTIGATION

10.1 AIB may, not more frequently than once in any six (6) month period during the term of these Purchase Terms (unless a material discrepancy is found or reasonably suspected by AIB, for regulatory reasons or as may be requested by a Regulator), upon not less than seven (7) Business Days prior written notice, and during Business Hours, inspect and audit, at its own expense, the Supplier premises, systems, infrastructure, compliance with Applicable Laws, and records, utilised in the supply of the Services. The AIB internal audit department or its external auditors or any combination thereof may conduct or assist in an audit. In the conduct of an audit, the Supplier shall provide such assistance or services as AIB may reasonably require and the auditors shall use reasonable endeavours to avoid disruption to the conduct of the business of the Supplier.

10.2 The Supplier shall provide reasonable and necessary assistance to AIB in facilitating any audit, investigation, criminal investigation or enquiry by any Regulator or any law enforcement agency to which AIB is subject. The Supplier shall be repaid any reasonable expenses incurred in giving any such assistance.

11. DATA PROTECTION

11.1 The Supplier warrants, represents and undertakes to AIB that it shall (and shall procure that the Service Personnel shall): (a) not process, disclose to or source from any third party, any Personal Data except to the extent, and in such a manner, as is reasonably necessary for the provision of the Services and then only where the Supplier is acting on and in accordance with the express written instructions of AIB and/or its Affiliates, and in accordance with all Applicable Laws; (b) implement and maintain appropriate technical and organisational measures to protect Personal Data including, but not limited to, against accidental, unauthorised or unlawful loss, destruction, damage, alteration, access, disclosure or other processing and shall ensure that such measures shall provide a level of security appropriate to the risk represented by the processing and having regard to the nature of the Personal Data which is to be protected; (c) implement and maintain appropriate technical and organisational measures to assist AIB in responding to requests from Data Subjects exercising their rights and assist AIB where required in its obligation under Art. 35 and 36 GDPR including but not limited to the completion of a data protection impact assessment; (d) not transfer or process any Personal Data outside the European Economic Area, including any transfer via electronic media, without the express prior written consent of AIB; and (e) without prejudice to the foregoing, shall not do or permit anything to be done which might cause AIB or any of its Affiliates in any way to be in breach of their obligations under Applicable Laws.

11.2 The Supplier shall take reasonable steps to ensure the reliability of any Service Personnel who have access to the Personal Data and shall ensure that all Service Personnel authorised to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in Clauses 6 and 11.

11.3 Without prejudice to the other provisions of this Clause 11, the Supplier shall promptly upon becoming aware of any DP Incident (and in any event within 24 hours), notify AIB by telephone and/or by email. The Supplier shall, at no additional cost to AIB, immediately provide AIB with all resources and assistance reasonably required by AIB and/or its Affiliates to (i) notify the Office of the Data Protection Commission of a DP Incident; (ii) provide such reports, information or cooperation as may be requested in relation to such DP Incident;

and/or (iii) notify the relevant Data Subjects of such DP Incident, where necessary.

11.4 The Supplier may, subject to the requirement for prior written consent in accordance with Clause 14.6, appoint a third party sub-contractor to carry out processing activities provided that (i) the sub-contractor is subject to the same obligations set out under this Agreement including Clauses 6, 10, 11 and 14.6; (ii) the sub-processor's engagement will terminate automatically on termination of this Agreement for any reason and (iii) and that AIB has given (a) prior express written consent to the use of such a sub-contractor or (b) prior general written consent to sub-contracting of data processing from time to time.

11.5 In the case of a general written consent, the Supplier will provide AIB with a list of sub-contractors and will inform AIB prior to any intended changes concerning the addition or replacement of sub-contractors giving AIB the opportunity to object to such changes. The Supplier will remain fully liable to AIB for the sub-contractor's compliance with its obligations and for any acts or omissions of such sub-contractor.

11.5 The Supplier acknowledges and agrees that it is solely responsible for any loss or damage (whether material or non-material) arising as a result of the breach or infringement of its obligations under applicable Data Protection Laws and this Clause 11. Pursuant to GDPR, where the Supplier and AIB are involved in the same processing and where they are responsible for any damage caused by the processing, each of the Supplier and AIB may be held liable for the entire damage in order to ensure effective compensation of the Data Subject. In circumstances where AIB has paid the full amount of compensation for the damage suffered to the Data Subject, the Supplier, on demand and without limitation, indemnifies, and will keep indemnified, AIB and its Affiliates in respect of the portion of such compensation corresponding to the Supplier's extent of responsibility for the damage.

11.6 The Supplier shall at all times during and after the term of this Agreement, on demand and without limitation, indemnify, keep indemnified and hold harmless AIB and its Affiliates against all Losses suffered or incurred by AIB and/or its Affiliates as a result of or in connection with any breach or infringement by the Supplier of the provisions of this Clause 11 and/or Data Protection Laws.

11.7 The Supplier will make available Personal Data and any other information related to the Services to demonstrate compliance with this clause and will allow for and contribute to audits, including inspections, conducted by AIB or its auditors, to demonstrate GDPR compliance.

12. SERVICE PERSONNEL

12.1 The Supplier hereby acknowledges and agrees that it is the employer of its staff and nothing in an Agreement shall constitute a relationship of employment between AIB or its Affiliates and any Service Personnel.

12.2 It is the intention of the Parties that no Service Personnel or any other person should transfer to AIB, its Affiliates or a Future Supplier on expiry or termination of these Purchase Terms or any Agreement howsoever arising. If the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 (as amended) apply, or are asserted to apply, to transfer the employment of any Service Personnel, to AIB, its Affiliates or any Future Supplier, then, the Supplier shall indemnify and hold harmless AIB (for itself and as trustee for its Affiliates and any Future Supplier), on demand, against all Losses which AIB, its Affiliates or such Future Supplier may incur arising out of, or in connection with, the dismissal of, or any other employment related claim made by, such person.

12.3 The Supplier shall indemnify and hold harmless AIB, on demand, against all Losses which AIB and/or its Affiliates may incur or suffer due to: (a) any tribunal or court determining that the Service Personnel are employees of AIB or its Affiliates, whether pursuant to the Unfair Dismissals Acts 1977 to 2015 (as amended), the Redundancy Payments Acts 1967 to 2014 (as amended) or otherwise; (b) any claims made by any Service Personnel which relates to any act or omission of the Supplier or its Affiliates in connection with their employment; and (c) any claim by the Revenue Commissioners or the Department of Social Protection or tax arising out of or in connection with the relationship of the Service Personnel with the Supplier, including any claim for income tax, pay-related social insurance, universal social charge and any and all other social security contributions and any other liability, deduction, contribution,

assessment or claim (including any interest, duties and penalties thereon).

12.4 The Supplier represents and warrants that: (a) it has not been and is not engaged in any practices involving the use of child labour, forced labour, the exploitation of vulnerable people, or human trafficking, including any activity or practice that would constitute an offence under the UK Modern Slavery Act 2015; (b) its employees and agency workers are paid in compliance with all applicable employment laws and minimum wage requirements; (c) it will take reasonable steps to prevent slavery and human trafficking in connection with the Supplier's business; (d) it will include in its contracts with its subcontractors and suppliers in connection with this contract slavery and human trafficking provisions that are at least as onerous as those set out in this Agreement; and (e) it will respond to all reasonable requests for information required by AIB for the purposes of completing AIB's annual anti-slavery and human trafficking statement. The Supplier shall promptly report to AIB any matter that would constitute a breach of this clause 12.4 and/or applicable anti-slavery law.

13. DIVESTMENT

13.1 If there is any Divestment, any Divested Entity shall be entitled to continue to enjoy the benefit of such Services provided by the Supplier which it is receiving pursuant to an Agreement for a period of up to twenty four (24) months from the date of the Divestment on the terms of the Agreement.

13.2 AIB shall be responsible for compliance by such Divested Entity to the relevant terms and conditions of these Purchase Terms and the Agreement, including payment of any associated charges. At the end of the specified period, the Divested Entity shall not be entitled to the benefit of the Agreement or the Services (save to the extent that the Supplier has agreed to provide such services to the Divested Entity by way of a separate agreement).

14. GENERAL

14.1 Nothing in these Purchase Terms, or the conclusion of an Agreement, shall create, or be deemed to create, a partnership or the relationship of principal and agent or employer and employee between AIB and the Supplier.

14.2 Notwithstanding the fact that the Supplier may have or have had business dealings with AIB, the AIB name and logo shall not be used by the Supplier for the purposes of advertising or publicity, without the prior written consent of AIB.

14.3 The Supplier shall not offer, give, agree to give, or procure or participate in the giving by another party, to any person employed or engaged by AIB any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or performance of an Agreement and these Purchase Terms or any other agreement with AIB or for showing or forbearing to show favour or disfavour to any person in relation to an Agreement and these Purchase Terms.

14.4 Each Agreement constitutes the entire understanding between the Parties and, save as expressly referred to or referenced herein, supersedes all prior or contemporaneous agreements, representations, writings, negotiations or understandings oral or written relating to the subject matter hereof, except in respect of any fraudulent misrepresentation made by either Party. In particular, the Supplier acknowledges that, in entering into an Agreement, it does not do so on the basis of, nor rely on, any representation, warranty, or other provision, except as expressly set out in an Agreement.

14.5 Each Agreement may be executed in one or more counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument. Each Agreement may be executed by AIB and/or the Supplier via a secure online electronic signature platform provided by a third party e-signature provider nominated by AIB from time to time (the "**E-Signature Platform**"). The E-Signature Platform allows an authorised signatory(s) of the Supplier, to electronically sign the Agreement. The Supplier hereby acknowledges and agrees that its authorised signatory(s) will only use the E-Signature Platform to conclude the Agreement having consented to the use of e-signatures via a consent document provided by AIB (the "**Consent**"). By signing the Consent, such authorised signatory consents and agrees to (a) the provision of information relating to the Agreement, including the information contained within the Consent, in electronic form; (b) both AIB and the Supplier using an electronic signature to sign the Consent and the

Agreement and (c) the presentation, retention and production (including in connection with legal proceedings) of information and documents (including the Consent and the Agreement) by AIB and/or such third party e-signature provider in electronic form.

14.6 These Purchase Terms and each Agreement are personal to the Supplier, who shall not, without AIB's prior written consent, assign, novate, sub-contract, or otherwise transfer or purport to assign, novate, or transfer, to any other person any of its rights, or sub-contract any of its obligations thereunder.

14.7 Without prejudice to the foregoing, should the Supplier assign, novate, sub-contract, or otherwise transfer or purport to assign, novate, or transfer, to any other person any of its rights, or sub-contract any of its obligations under the Purchase Terms or any Agreement, the Supplier shall remain fully responsible and liable for any goods or services provided by a sub-contractor, together with the acts or omissions of any sub-contractor under or in relation to these Purchase Terms or any Agreement and all Services provided hereunder.

14.8 The Supplier shall on request provide AIB with full details of any sub-contractor, or supplier to the Supplier of goods or services which are, or are intended to be, incorporated in Services supplied to AIB. AIB may assign, novate, or otherwise transfer, these Purchase Terms and the Agreement and its rights and obligations thereunder, to an affiliate or group company of AIB upon written notice to the Supplier.

14.9 Any notice required or permitted to be given by either Party to the other under these Purchase Terms shall be in writing addressed to that other Party at its registered office, or principal place of business, and shall be delivered by hand or sent by registered post. Notices delivered by hand shall be given on the day of receipt (unless received after 5pm in which case they shall be given on the next Business Day). Notices sent by registered post shall be deemed to have been given two (2) Business Days after the date of posting. Unless set out to the contrary in an Agreement in relation to its subject matter, notice hereunder shall not be validly served by email.

14.10 It is acknowledged by the Supplier that AIB enters into this Agreement on its own behalf and as agent for and on behalf of its Affiliates and in that regard AIB may enforce this Agreement (including, without limitation, its warranties, representations, undertakings, covenants, indemnities and terms and conditions) on its own behalf but also as agent and trustee for and on behalf of its Affiliates. Any legal action that the Supplier takes under or in connection with this Agreement shall be exclusively issued against AIB in its own right and/or as agent for and on behalf of its Affiliates. AIB shall be solely liable to the Supplier, for and on behalf of itself and its Affiliates, under or in relation to this Agreement and AIB shall assume all rights and remedies for and on behalf thereof under or in relation to this Agreement, in respect of loss or damage suffered thereby due to any act or omission of the Supplier. The Supplier shall be solely liable to AIB for and on behalf of itself, its Affiliates and Service Personnel under or in relation to this Agreement and the Supplier shall assume all rights and remedies thereof under or in relation to this Agreement, in respect of loss or damage suffered thereby due to the act or omission of AIB.

14.11 No waiver by a Party of any breach of these Purchase Terms by the other Party shall be effective unless made in writing and shall not be considered as a waiver of any subsequent breach of the same or any other provision. No delay or failure by either Party in exercising or enforcing any of its rights under these Purchase Terms shall be deemed to be a waiver of such rights. The rights, powers and remedies provided in these Purchase Terms are cumulative and not inclusive of any rights, powers and remedies provided by law.

14.12 If any provision of these Purchase Terms is held by any competent authority to be invalid or unenforceable, in whole or in part, then, such provision shall be severed and the validity of the other provisions of these Purchase Terms and the remainder of the provision in question shall not be affected thereby.

14.13 These Purchase Terms, each Agreement and all non-contractual obligations arising from or connected with them shall be governed by and construed in accordance with the laws of Ireland. The Parties agree to submit to the exclusive jurisdiction of the courts of Ireland in relation to any dispute arising out of or in connection with these Purchase Terms and each Agreement.