

## GENERAL TERMS AND CONDITIONS STC H - PUBLICATIONS STORE

### APPLICATION OF THE GTC - ENFORCEABILITY

These T&Cs apply in three different ways:

1. the general terms and conditions applicable to all of the Group's activities (GTC),
2. the terms and conditions specific to each activity (STC) that complement or specify the GTC,
3. the other terms and conditions (OTC) defined in the contract or the proposal issued by CNPP that complete or specify the GTC and STC.

These GTC are deemed to be part of the contract or order placed. By signing the contract or the proposal issued by CNPP and / or by issuing a purchase order in accordance with it, the customer acknowledges having read CNPP's Terms and Conditions and accepts same in full and without reservation.

They apply systematically and prevail over all purchase terms and conditions, except in the case of a formal and written waiver from CNPP. The order of application is i) the other terms and conditions (the contract), ii) the specific conditions, iii) the general conditions. Any condition iii) not contrary to conditions ii) or i) applies, any condition iii) or ii) not contrary to conditions i) applies.

These Terms and Conditions are also available in English. In case of conflict of interpretation between the French version and the English version, the French version prevails.

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#### GTC - GENERAL TERMS AND CONDITIONS APPLICABLE TO ALL ACTIVITIES

##### GTC1 - Prices

Unless otherwise specified, the price announced in the proposal or the rate includes all the expenses involved in the creation and management of accounts, all the expenses of documentation, creation and publishing of documents. It excludes VAT and will be increased by the VAT rate

in force at the time of the billing according to the legal provisions.

Travel expenses, postage and customs charges, unless expressly indicated as included in the price, will be charged extra and will include the applicable VAT rate (in accordance with Article 26 7, I -2° of the French General Tax Code). Except in case of invoicing of fixed costs, the vouchers for travel expenses can be provided on request.

In some countries where a tax deduction at source is provided for any service provided by a foreign supplier, the price established by CNPP will take into account this provision specific to the customer's country.

CNPP undertakes to minimize the costs associated with the travel expenses of its agents, by organizing, if possible, group travel and by choosing transport, accommodation and catering providers of an average level, depending on availability and distance, practicing reasonable rates, while ensuring the minimum comfort required to provide the service. CNPP undertakes to notify the customer in advance in case of a waiver from these commitments.

CNPP's services are limited exclusively to those mentioned explicitly in its proposal. If applicable, additional services requested by the customer may be the subject of a new proposal or an amendment.

##### GTC2 - Orders - Installments

Orders will be considered firm and definitive only after receipt by CNPP of a signed purchase order, prepared by the customer in due form on company letterhead bearing the mandatory information, including the date and order number, the precise designation of the service, references to the technical and commercial proposal of CNPP where applicable, and the written agreement and position of the signatory. Otherwise, the return of the proposal issued by CNPP, duly signed and sealed by the company, will be considered as a purchase order. This purchase order will be accompanied, if applicable, by a deposit equal to 30% of the total amount of the order. An adjustment invoice will be sent to the customer upon receipt of the deposit.

Unless otherwise indicated, the technical and commercial proposal is valid for 3 months from its date of establishment.

##### GTC3 - Invoicing and payment of the price

At the end of the performance of the service, CNPP will issue an invoice payable by bank transfer within 30 days of the end of the month.

Unless otherwise specified, CNPP issues invoices in EURO or Dirhams for its Moroccan subsidiary.

If the proposal or the contract provides for interim billing, CNPP will issue an invoice in proportion to the time spent, or at the scheduled pace.

An interim invoice will also be issued if the service is interrupted before its completion, for whatever reason; or at the request of the customer during performance or at the discretion of CNPP, particularly at the end of the year.

Any additional charge (means, time spent) resulting from misinformation, a delay in the information transmitted or a lack of information from the customer is liable to additional billing as part of an amendment to the initial proposal.

In case of non-payment of an invoice, CNPP reserves the right to suspend its work until the sums due have been paid. In addition, without prejudice to any other action, CNPP reserves the right to suspend any service in progress with the company even if it falls under another contract in progress within the group, until the full payment of the sums due.

No discount is allowed, unless a specific waiver has been agreed.

##### GTC4 - Penalties for late payment

In accordance with Article D441-5 of the French Commercial Code, a lump sum compensation for recovery costs of 40 euros is due for any late payment, payable on invoice without further notice. Furthermore, default interest will be payable from the first day following the due date and will be calculated on the basis of the ECB refinancing rate plus 10 points.

##### GTC5 - Price revision

The rates announced in the CNPP proposal are valid for 3 calendar months from the

date of issue of the proposal, unless stated otherwise.

For any invoicing 12 calendar months after the date of issue of this proposal, the "price revision" clause may be applied automatically and without further formalities.

The price stipulated in this contract will be revised at each invoicing by applying the following formula:

$$P = PO \times S / SO$$

in which:

P = revised price

PO = Price agreed when signing the contract

SO = Last known value of the SYNTEC index at the date of signature of the proposal

S = Last Known Value of the Engineering Services Index at the Billing Date

The price will vary up and down depending on the fluctuations of the SYNTEC index, the base index serving as a benchmark being the last index published when the proposal was issued.

#### **GTC6 - Confidentiality agreement**

All CNPP staff are required to strictly observe professional secrecy. CNPP refrains from communicating to anyone, directly or indirectly, all or part of the information of any kind, commercial, industrial, technical, financial, etc., which has been communicated to it in the context of its assignment.

In the context of tests falling within the scope of the certification, apart from the brand certifier and persons who are mandated on behalf of the accreditation bodies under a confidentiality agreement, CNPP ENTREPRISE is prohibited from communicating to anyone, directly or indirectly, all or part of the information of any kind, commercial, industrial, technical, financial that has communicated to it within the framework of this assignment. In addition, the same persons may be required to be observers during laboratory tests or during audits or on-site inspections.

#### **GTC7 - Performance of the assignment**

CNPP's intervention is carried out in close consultation with the customer, whose active and permanent cooperation is required, in particular by allowing CNPP to intervene and deliver the agreed services in the best possible conditions.

The dates of CNPP's intervention are established by mutual agreement with the customer or according to a program defined in the proposal and validated by the customer.

CNPP cannot be held responsible for delays in the performance of the assignment if they result from insufficient cooperation of the customer leading to postponements.

CNPP makes every effort to ensure the services provided are satisfactory in every way and fully correspond to the service offer, and undertakes to comply with the agreed levels of skill involved.

CNPP guarantees the quality of the services, which are carried out in accordance with the methods indicated in the specification, in its proposal or the

applicable technical repository, and on the basis of the technical information supplied by the customer.

CNPP undertakes to set up the technical means (software packages, IT means, etc.) and human resources needed to perform the service and provided for in the offer.

Where appropriate, the customer may request the application of a specific quality plan.

CNPP undertakes to abide by the safety instructions and work schedules defined by the customer, for missions outside CNPP. Unless special conditions are specified in the proposal, the assignments take place during daytime working hours.

The customer undertakes to communicate to CNPP the data and information that are useful and essential to the performance of the service and, if applicable, the items necessary for the safety of the parties involved. In particular, potential exposure to asbestos must be reported and CNPP reserves the right to refuse the service in such cases. In addition, the list of PPE required for the service must be communicated prior to the assignment and PPE other than safety shoes and helmets must be provided by the customer.

The customer also agrees to respond as soon as possible to any additional questions that CNPP may ask in order not to hinder the progress of the assignment. CNPP is not required to verify the veracity of the findings contained in the documents or reports sent to it or that it obtains from third parties.

The customer agrees to allow unrestricted access to CNPP representatives for the performance of their assignment and to assist CNPP representatives in the visits to the customer's facilities. If CNPP representatives come to the site and access is not authorized or presents a risk not previously reported, the costs associated with travel and the time of attendance of CNPP representatives are due by the customer.

The customer shall ensure that the handling and maneuvering of the facilities necessary for the performance of CNPP's services are carried out by personnel responsible for same, for missions outside CNPP.

If, however, the customer is not entirely satisfied with the service provided by CNPP, it can indicate same using the procedure available on the website.

#### **GTC8 - Communication of results**

If the services provided by CNPP lead to the preparation of reports, they are established under its heading, validated by management and issued in an original copy to the customer. CNPP keeps an original copy of each report for a period of 10 years. Only original documents and certified copies are authentic for third parties. No modification or alteration may be made to these documents after communication of same. Reproduction of a document prepared by CNPP is only authorized when in full. Any other form of reference to CNPP

services must be subject to prior written agreement from CNPP.

Unless otherwise agrees with the customer, the report will be sent electronically in PDF format, considered by the customer and CNPP as having an equivalent level of security and confidentiality as if it were sent by postal mail.

Unless otherwise stated, the customer's email address for sending the report is the address to which these terms of sale apply.

#### **GTC9 - Concealed Work**

All the tax declarations required to date and for the activity of CNPP have been filed with the Tax Administration.

All the services are provided by employees properly employed under Articles L.8211-1 et seq., L.3243-1 et seq., R.3243-1 et seq. And L. 1221-10 of the French Labor Code as part of a contract with CNPP.

#### **GTC10 - Subcontracting**

Unless otherwise specified (in particular with regard to services under COFRAC accreditation), CNPP reserves the right to freely subcontract all or part of the service to any person of its choice, and without special prior information to the customer. CNPP undertakes to require the subcontractor to respect the terms of the main contract.

#### **GTC11 - Staff Solicitation**

Each of the parties is prohibited from engaging, directly or indirectly, an associate or employee of the other party, for the duration of the contract or assignment and during the 12 months following its termination, whatever the cause and origin of same.

Failure to comply with this provision will be sanctioned by the payment of compensation at least equal to twice the amount of the gross annual salary of said associate or employee, without it being possible for the compensation to be lower than the costs of the service originally provided.

#### **GTC12 - Responsibilities**

CNPP's interventions fall within the scope of a best endeavours obligation.

It is not the responsibility of CNPP to ensure that the findings, opinions and/or recommendations given as part of the assignment will be followed by effects on behalf of the customer, except in the specific context of a risk compliance inspection.

The customer is wholly responsible for any use made of the services and/or studies provided. In particular, the CNPP cannot be held liable for any damage of any kind or extent, including immaterial damage (loss or delay in operations, financial loss, commercial loss, etc.) that may be caused directly or indirectly by the use, interpretation and/or extrapolation of the results of the study produced by CNPP or CNPP solutions acquired by the customer.

Unless otherwise stated, CNPP does not take the place of the customer or third parties. In particular, the observations and opinions formulated by CNPP cannot be

considered as constituting acceptance of the object to which its intervention relates.

Whatever the reasons, nature, basis or means of action it may take against CNPP to repair any damage, the customer can never claim an indemnity greater than the amount of the sums perceived by CNPP for the services for which it is liable.

#### **GTC13 - Insurance**

CNPP holds a civil liability insurance policy underwritten by a well-known company that covers its activities around the world.

#### **GTC14 - Non-waiver of the application of a right**

The fact that one of the parties does not at any time require that the other party perform any one of its obligations as part the contract or the order will not in any way affect the right of that party to require its performance at any time thereafter. The fact that one of the parties waives its right to assert the other party's breach of any of the provisions of the Contract or the order does not constitute a waiver by that party of any other breach of the same provision or any other provision or waiver of the obligation in question.

#### **GTC15 - Intellectual Property**

All the property rights attached to documents specifically drafted for the customer in accordance with its order are transferred to the customer upon payment in full of the invoice, subject to any restrictions related to a specific activity. CNPP therefore guarantees the customer the peaceful enjoyment of its rights, in particular and without this list being exhaustive, the rights of representation, reproduction and so forth. However, CNPP reserves the right to use the information that results from the service to include them in reviews or general interest works. The proposed works may be published by it. CNPP therefore retains full intellectual property and the rights attached thereto.

In the absence of a clause to the contrary, in the event that the customer provides CNPP with technical specifications for product-specific tests that it entrusts to CNPP as part of its services, the customer acknowledges it cedes to CNPP all the economic rights on the excerpts, sentences or paragraphs that CNPP may need to use in drafting CNPP technical specifications or general methodology.

The photographs during the tests and their use for external communication are subject to formal authorization from CNPP. In the

event of a breach of this requirement, CNPP reserves the right to initiate any procedure it deems appropriate.

#### **GTC16 - Use of the CNPP name**

The name "CNPP" is copyright protected. CNPP reserves the right to take any legal or administrative action it deems appropriate against anyone who improperly uses a reference to CNPP.

#### **GTC17 - Protection of personal data**

Customers are informed that personal data (names, first names, address, e-mail, phone number, etc.) are collected by CNPP to ensure the performance of sales contracts. These data, which are necessary and sufficient for the management of customer requests, consist of computer files (customer files, trainee files, certified files, etc.) that have been declared to the French Data Protection Authority (CNIL). Customers have the right to access, rectify and delete their personal data by contacting the communication department of CNPP - CS 22265 - 27950 SAINT MARCEL. The data protection policy is available on [cnpp.com](http://cnpp.com), general information. Unless otherwise expressly stated by the customer, CNPP authorizes itself to use, where appropriate, the names of its customers in its business communication.

#### **GTC18 - Cancellation - Postponement**

CNPP reserves the right to charge a cancellation or postponement fee if the lead times stipulated in the contract or the initial order are modified by the customer. The calculation methods will be defined in the specific conditions by activity or in the other terms and conditions.

#### **GTC19 - Unpredictability**

CNPP and the customer declare they hereby waive the application of Article 1195 of the French Civil Code of Law. If unforeseeable circumstances during the signing of the contract or the placing of the order make the performance excessively expensive for one or other of the parties, it will assume the additional cost without being able to claim a renegotiation of the contract or the price in particular.

#### **GTC20 - Force majeure**

Each party to the contract or to an order shall notify the other party immediately with confirmation by written notification at the latest within 5 calendar days of the occurrence of a case of force majeure preventing it from fulfilling its obligations in

accordance with the terms of the contractual documents. Obligations the performance of which is rendered impossible by the occurrence of a case of force majeure shall be suspended for the duration of the event in question, subject to the provisions of the article "Breach of contract".

The party invoking force majeure agrees to take all measures to limit the detrimental consequences of this event for the other party.

For the application of this clause, only an event simultaneously satisfying all the conditions hereafter may be regarded as constituting a case of force majeure:

- The event must be out of the control of the party who invokes it,
- This event could not be reasonably anticipated when the order was issued,
- The effects of this event can not be avoided by appropriate measures,
- This event prevents the performance of its obligation by the party invoking it

The service provider may only claim the delays of its own service providers or subcontractors when the cause of such delays may be considered as a case of force majeure pursuant to this clause.

#### **GTC21 - Litigation**

The applicable law is French law. Any dispute related to the performance of the contract or the service will result in the parties seeking an amicable solution. Otherwise, in the absence of an amicable agreement between the parties, only the courts in whose jurisdiction our head office is located shall be competent. To date, they are the courts of Evreux (27).

#### **GTC22 - Breach of contract**

During an assignment, the parties hereto may only terminate a signed contract by previously notifying the other party by registered letter with acknowledgment of receipt with a minimum notice of one month.

The invoicing of the assignment will be in proportion to the time spent and/or the progress of the assignment.

All costs already incurred by CNPP in the context of the assignment, of any nature whatsoever, will be billed.

#### **STC - Terms and conditions specific to each activity**

#### **STC H - PUBLICATIONS STORE**

##### **STC. H1 - Order Processing and Invoicing**

Your order (or access to the online service) is taken care of as soon as it is registered, accompanied by payment by credit card, bank or postal cheque payable to CNPP ENTREPRISE, specifying: the

references of each item, the quantities requested, the full billing address (and delivery address if different).

If you have any questions about your payment method, contact the boutique team on 02 32 53 64 34.

All sales are made on a firm and final account and are subject to an invoice justifying payment.

CNPP Editions reserves the right to modify its prices at any time, but products are always invoiced on the basis of the

prices in force at the time of registration of orders, subject to the availability of the items on that date.

##### **STC. H2 - Availability and Routing of Items**

Our items are offered while stocks last. In the event of unavailability, CNPP Editions undertakes to notify the customer directly as soon as possible.

Orders are generally shipped within 5 to 7 working days after the payment is

recorded and except for exceptional reasons (out of stock, public holidays, summer period, etc.). The average delivery time for the Post Office in Metropolitan France is 2 to 5 days. The items travel by post or TNT.

### **STC. H3 – Reproduction rights, intellectual property and copyright**

All elements and content reproduced on the cybel.cnpp.com site or accessible via online or printed publications are protected by intellectual property law and copyright law for the benefit of CNPP Entreprise and/or the authors or successors. CNPP Entreprise does not authorise the total or partial reproduction of its publications by any means whatsoever. The user is therefore prohibited from copying, reproducing, disseminating, selling, publishing or exploiting in any format (electronic, online, paper, etc.) and in any way whatsoever any element of CNPP Entreprise. The payment of the invoice is in no way equivalent to the transfer of intellectual property rights, which remain exclusively those of CNPP or its beneficiaries.

### **STC. H4 - Right of withdrawal**

In accordance with articles L.120-20 et seq. of the Consumer Code, you have a period of 14 days to exercise your right of withdrawal without having to justify your reasons or pay any penalties with the exception, where applicable, of the return costs. The fourteen-day period runs from the date of receipt of the items.

You can exercise this right on all items purchased except for DVDs, multimedia tools unsealed by the customer. This guarantee does not apply to services whose performance began before the end of the fourteen-clear day period: digital books, videos, online subscription offers that are orders with an obligation to pay (Article L.121-20-2 of the same Code). The item must be returned in its original packaging and/or blister pack, in perfect condition, and accompanied by a photocopy of the invoice as well as the withdrawal form provided for this purpose. Returns should be made to:

CNPP Editions – Route de la Chapelle Réanville – CS 22265 – F 27950 Saint-Marcel

Items that are damaged, damaged or soiled by the customer will not be returned.

### **STC. H5 - Claims**

Any complaint concerning a product must be made within 7 working days of receipt. Beyond this period, no claim can be accepted. Please send it to us by email at the following address: editions@cnpp.com. Our customers' complaints are processed in order to respond to them as soon as possible and to continuously improve the quality of our products and services.

### **STC. H6 - Special conditions related to digital formats**

Purchasing a digital format requires an account.

Each book purchased in digital format is nominative, valid for one person and is accessible throughout the life of our site in html format via the internet. (No PDF format).

Offline consultation is only possible with the offline mode reader (offered by CNPP Editions and to be downloaded from cybel.cnpp.com). All digital books purchased on Cybel open a personal Cybel account and can be synchronized on this player. They can be consulted online or offline from the internet. No more refunds will be possible after the account is synchronized. Our library is not available for the moment on tablets, e-readers and smartphones or Iphone. Digital formats have different options depending on the annual subscription.

a- Digital format, one account = one user (the change of user must go through our services):

- Annual subscription option (reserved for the APSAD and CNPP repository collection) This option is only possible when purchasing a digital format. It cannot be added later. Unlimited online access to the purchased repository(s) and subsequent versions at purchase that appear during the subscription term. No printing, no downloading. Playback possible in offline mode. Commitment 1 year.

- Annual subscription option with printing (reserved for the APSAD and CNPP reference collection) This option is only possible when purchasing a digital format. It cannot be added later. Unlimited online access to the purchased repository(s) and subsequent versions at purchase that appear during the subscription term. Printing possible (html version quality) chapter by chapter from chapter 1. Reading possible in offline mode. Commitment 1 year.

b- Combined paper and digital offer with a discounted rate of 20% Acquisition of a printed book. Unlimited online access to its digital version (HTML and non-PDF version) Single user with 2 IP addresses available. No printing, copying and pasting possible. Playback possible in offline mode.

c- Educational films/videos Each video purchased is accessible on the internet for the entire duration of its marketing by CNPP Éditions. No download. No offline playback capability.

d- Digital forms

The digital forms and their archives are accessible via the internet for the entire duration of the solution being marketed by CNPP Éditions. The number of archives is limited to 4 per edited form.

e- Tailor-made offers If you wish to acquire personalised products or services (e.g. multi-user offers, customisation of covers, printing of digital works outside of standards, etc.): contact our sales department by email at editions@cnpp.com or your usual correspondent.

f- Special conditions of purchase You can benefit from preferential conditions according to certain criteria: contact our sales department by email at

editions@cnpp.com or your usual correspondent.