



Suppliers Framework Agreement

Identity Events Management – Sole Proprietorship L.L.C.-Dubai Branch

THIS AGREEMENT is made up of the following:

- (a) Part 1 - Contract Details
- (b) Part 2 - Terms and Conditions (including Schedules)

PART 1 - CONTRACT DETAILS

Identity	Identity Events Management – Sole Proprietorship L.L.C.–Dubai Branch a company registered in the Department of Economy and Tourism, Dubai with license number 1158158, whose registered office is Identity Events Management - Sole Proprietorship L.L.C.-Dubai Branch Suite 29 & 30 , Level 32, Marina Plaza , Dubai Marina, PO Box 5000356, Dubai , UAE
Identity Trading Address	Identity Suite 29 & 30, Level 32, Marina Plaza, Dubai Marina, P.O. BOX 5000356, Dubai, UAE
Identity Representative	<p>Ryan Perkins</p> <p>Job Title: General Manager</p> <p>Telephone: +971 4 512 4170</p> <p>Email: ryan.perkins@identityglobal.com</p> <p>Or any other person notified by Identity to the Supplier from time to time.</p>
Supplier	<p>Encore Staging Services LLC</p> <p>company registered in UAE, Encore Staging Services LLC whose registered office is</p> <p>PO Box 74503, Dubai, UAE</p>
Supplier Trading Address	PO Box 74503, Dubai, UAE
Supplier Representative	<p>Name: Martin Lubach</p> <p>Job Title: General Manager</p> <p>Email address: martin.lubach@encoreglobal.com</p> <p>Telephone: +971503843733</p> <p>Address: PO Box 74503, Dubai, UAE</p>



The Parties wish to enter into this Agreement, the terms of which will govern the supplies of Goods and Services to Identity by the Supplier, such Goods and Services to be as set out in the relevant Purchase Order.

This Agreement is dated 10/8/2023 | 10:27 AM BST

Signed by Ryan Hira Perkins

For and on behalf of Identity Events Management –
Sole Proprietorship LLC

Manager and Authorised Signatory

Signed by **Martin Lubach**

Martin Lubach

for and on behalf of **Encore Staging Services LLC**



TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION

The following definitions and rules of interpretation apply in this Agreement (unless the context requires otherwise).

1.1. Definitions

Applicable Laws: all applicable laws, legislation, statutory instruments, regulations and governmental guidance having binding force whether local or national or international in any relevant jurisdiction.

Business Day: a day other than a Saturday, Sunday or public holiday in the UAE, when banks in the UAE are open for business.

Identity Client: Identity's own client in relation to a Project.

Change: means any change to this Agreement including to any of the Goods or Services or to any of the Purchase Orders.

Change Request: means a request submitted by a party to effect a Change, setting out the detail of the Change and any impact of the Change on the Goods and/or Services, any milestones and the Fees.

Commencement Date: 10/8/2023 | 10:27 AM BST

Confidential Information: information in whatever form (including without limitation, in written, oral, visual or electronic form or on any magnetic or optical disk or memory and wherever located) relating to the business, customers, products, affairs and finances of a company for the time being confidential to that company and trade secrets including, without limitation, technical data and know-how relating to the business of that company or of any Group company or any of their suppliers, customers, agents, distributors, shareholders, management or business contacts, whether or not such information (if in anything other than oral form) is marked confidential.

Control: means with respect to a Person, the power to direct or cause the direction of management and policies of such shareholder, either directly or indirectly, whether through the ownership, either directly or indirectly, of the voting securities of such Person, or the power to appoint or remove of a majority of the members of, or the power over a majority of the voting rights cast in meetings of, the board of directors or equivalent governing body of such Person whether by operation of law, by contract or by otherwise. The terms **Controlling**, **Common Control**, **Controlled by** and **under Common Control with** shall be construed accordingly, and a **Change of Control** occurs if a person who Controls anybody corporate ceases to do so or if another person acquires Control of it.

Cancellation Event:

- (a) the Identity Client notifies Identity that it is for any reason, including related to Pandemic, cancelling the Project;
- (b) the Identity Client notifies Identity that it shall be delivering the Project in a different location, including by allowing virtual attendance of some or all delegates; and/or
- (c) the Identity Client notifies Identity that it intends to postpone the Project and Identity is unable to accommodate the re-scheduled dates.

Deliverables: all documents, products, materials and Services developed or provided by the Supplier or its agents, subcontractors and personnel as part of or in relation to the Goods and/or Services in any form, including without limitation those items specified within any Purchase Order.

DIFC means Dubai International Financial Centre.

Fees: the charges payable by Identity for the supply of the Goods and/or Services by the



Supplier as set out in the relevant RFP.

Goods: means the goods specified in the Purchase Order;

Group: in relation to a company, that company, any subsidiary or holding company from time to time of that company, and any subsidiary from time to time of a holding company of that company.

Identity : the individual named in the Contract Details.

Identity Materials: all materials, equipment and tools, drawings, specifications and data supplied by Identity to the Supplier.

Intellectual Property Rights: all patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world in any medium, both existing or in the future in perpetuity.

KPIs: the key performance indicators set out in the relevant RFP.

Pandemic: a widespread national outbreak of infectious disease (including the disease known as coronavirus disease (COVID-19)) as determined by the World Health Organisation.

Party: Identity and Supplier are each individually a Party to the Agreement, and jointly are the **Parties**.

Policies: Identity's mandatory policies set out at [Identity Policies](#) as amended by Identity from time to time and any policies provided by the Identity Client and shared with the Supplier from time to time.

Project means the Identity project for which the Goods and/or Services are being provided as set out in the Purchase Order.

Purchase Order: the written order that Identity provides to the Supplier for Goods and/or Services which will include the RFP and set out the price for the Goods and Services.

Representative: means Identity Representative or Supplier Representative, as the case maybe.

Restricted Person: any person employed or engaged by Identity at any time during the Term in a senior role who has or had material contact or dealings with the Supplier or any person employed or engaged by Identity at any time during the Term in relation to the receipt of the Goods or Services who has or had material contact or dealings with the Supplier.

RFP: means the detailed request for proposal issued by Identity in the form set out in Schedule 1 or any other format in which Identity agrees to receive a quote from the Supplier setting out the price, activities, timetable, dependencies and sequence of events which the Supplier shall perform, or procure the performance of, when delivering the Goods or Services together with the specification of the Goods and Services agreed between the parties pursuant to clause 3.2.

Services: means those services specified in the Purchase Order.

Service Credits: means the amount payable to Identity by the Supplier in relation to failure to meet the KPIs as set out the relevant RFP.

Special Terms and Conditions: means the special terms and conditions, if any, set out in Schedule 2.

Step-in Trigger Event: means any of the following events:

- (a) failure to deliver Goods or Services as specified in the Agreement;
- (b) failure to meet quality or performance standards specified in the Agreement;



- (c) insolvency or bankruptcy of the Supplier;
- (d) breach of a material term of the contract, such as a failure to comply with Applicable laws;
- (e) Force Majeure Events that prevent the supplier from fulfilling its obligations under the Agreement.

Supplier Materials: all materials, other than the Deliverables, provided to Identity by the Supplier which are necessary or desirable to enable Identity to receive and use the Goods and/or Services.

Supplier Representative: the individual named in the Contract Details.

UAE: United Arab Emirates

1.2. Interpretation

- 1.2.1. A reference to a statute or statutory provision is a reference to it as amended, extended, or re-enacted from time to time. A reference to a statute or statutory provision includes any subordinate legislation made from time to time under that statute or statutory provision.
- 1.2.2. Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- 1.2.3. A reference to **writing** or **written** includes email.
- 1.2.4. In the event of any conflict between the Contract Details and the Terms and Conditions the Contract Details will take precedence.
- 1.2.5. In the event of any conflict between the Schedules and the main body of the Terms and Conditions the relevant Schedule will take precedence.
- 1.2.6. If the event of any conflict between the Schedules, the following order of precedence will apply:
 - 1.2.6.1. The Special Terms and Conditions (Schedule 2)
 - 1.2.6.2. the relevant RFP; and
 - 1.2.6.3. Rebate Schedule (Schedule 3).

2. COMMENCEMENT AND TERM

- 2.1. This Agreement commences on the Commencement Date and shall continue in force for a period of 3 years (**Initial Term**), unless terminated earlier in accordance with its terms, when it shall automatically terminate, unless the Parties agree in writing no less than 1 month prior to the expiry of the Initial Term to extend the Agreement for a further 12 months (**Renewal Term**). At least 1 month prior to the end of the first Renewal Term the Parties may agree to extend the Agreement for a further 1 year Renewal Term. If no extension is agreed the Agreement will terminate automatically at the end of the first Renewal Term. The Initial Term and the Renewal Term together will be the "**Term**".

3. ORDERS

- 3.1. Identity may at any time provide the Supplier with an RFP.
- 3.2. If Identity issues an RFP to the Supplier, then:



- 3.2.1. Identity shall submit an RFP for Goods or Services to the Supplier requesting the Supplier submit a corresponding draft response to the RFP;
 - 3.2.2. the Supplier shall, at its cost and expense, submit a response to the RFP to Identity within 5 Business Days of the date of the RFP unless the Parties agree otherwise in writing;
 - 3.2.3. the Supplier shall, at its cost and expense, promptly provide all necessary advice, support and assistance as may be required by Identity from time to time in considering the response to the RFP;
 - 3.2.4. the Supplier shall, at its cost and expense and promptly, update and amend the response to the RFP from time to time as necessary as a result of its interactions with Identity pursuant to clause 3.2.3; a
 - 3.2.5. the Supplier and Identity shall sign the RFP when it is agreed; and
 - 3.2.6. on signature of the RFP by both parties, Identity shall issue a Purchase Order for the relevant Goods or Services.
- 3.3. Identity shall be entitled to amend or withdraw a Purchase Order by giving the Supplier notice in writing in relation to any Goods or Services where performance or delivery has not commenced.
 - 3.4. Each Purchase Order shall constitute a binding obligation on the Supplier to supply the Services in accordance with the terms of the Purchase Order and this Agreement.
 - 3.5. No variation to a Purchase Order shall be binding unless expressly agreed in writing and executed by a duly authorised signatory on behalf of each of Identity and the Supplier respectively.
 - 3.6. The Parties may agree Special Terms and Conditions at any time in writing. Any applicable Special Terms and Conditions will be added to Schedule 2 and incorporated into this Agreement. If any Special Terms and Conditions only apply to a particular Purchase Order this will be specified in Schedule 2.
 - 3.7. No Purchase Orders shall be placed following the date on which notice is validly served to terminate this Agreement in accordance with its terms, or the date on which the Agreement expires pursuant to clause 2.1.
 - 3.8. Each Purchase Order shall form part of and be interpreted in accordance with the provisions of this Agreement.

4. SUPPLY OF SERVICES

- 4.1. The Supplier shall supply the Goods and/or Services to Identity in accordance with this Agreement.
- 4.2. In delivering the Goods and performing the Services the Supplier shall meet any performance dates specified in the Purchase Order.
- 4.3. The Supplier undertakes, represents and warrants to Identity that the Supplier shall:
 - 4.3.1. provide any Goods and perform the Services with the highest level of care, skill, and diligence in accordance with best practice in the Supplier's industry, profession or trade;
 - 4.3.2. co-operate with Identity in all matters relating to the supply of the Goods and Services, and comply with all instructions of Identity;



- 4.3.3. appoint and, at the written request of Identity, replace without delay a manager, who shall have authority to contractually bind the Supplier on all matters relating to the Goods and Services;
 - 4.3.4. only use personnel who are suitably skilled and experienced to perform the tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in full and on time;
 - 4.3.5. ensure that any travel and subsistence arrangements between the Supplier and its personnel comply with and will continue to comply with all Applicable Laws;
 - 4.3.6. ensure, at the Suppliers own cost, that it obtains, and maintains all consents, licences and permissions (statutory, regulatory, contractual or otherwise) it may require and which are necessary to enable it to comply with its obligations in the Agreement and further to ensure that it complies with all local customs, byelaws, consents, licenses and permissions at all times in the jurisdiction and location in which the Goods are to be delivered and/or Services are to be performed;
 - 4.3.7. ensure that the Goods and Services and Deliverables shall conform in all respects with the description set out in this Agreement and that the Deliverables shall be fit for any purpose that Identity expressly known to the Supplier or which is implied by the nature of the Goods, Services or Deliverables;
 - 4.3.8. provide all equipment, tools, vehicles, and other items required to provide the Goods and Services whether included within the Purchase Order or not;
 - 4.3.9. ensure that the Deliverables, and all goods, materials, standards, and techniques used in providing the Goods and Services are of the highest quality and are free from defects in workmanship, installation and design;
 - 4.3.10. comply with (i) all Applicable Laws; and (ii) the Policies;
 - 4.3.11. observe all health and safety rules and regulations and any other reasonable security requirements that apply at any of Identity's premises and including all third-party sites at which the Goods and Services may be provided from time to time as notified to the Supplier;
 - 4.3.12. maintain a health and safety policy (and provide such policy to Identity if requested by Identity) and, in addition, the Supplier shall not take any actions putting Identity or anyone else at risk;
 - 4.3.13. hold all Identity Materials in safe custody at its own cost and risk, maintain the Identity Materials in good condition until returned to Identity or delivered to any third party nominated by Identity in writing, and not dispose of or use the Identity Materials other than in accordance with Identity's written instructions or authorisation;
 - 4.3.14. not do or omit to do anything which may cause Identity to lose any licence, authority, consent, or permission on which it relies for the purposes of conducting its business; and
 - 4.3.15. notify Identity in writing immediately upon the occurrence of a change of Control of the Supplier; and
 - 4.3.16. comply with any reasonable procedures notified to it in advance by Identity for vetting and accreditation in respect of all Supplier personnel employed or engaged in the provision of the Goods and/or Services and not use any personnel that do not pass such vetting and accreditation procedures to provide the Goods and/or Services.
- 4.4. Identity shall have the right, in its absolute discretion, to require the Supplier not to use specified individuals employed or engaged by the Supplier, or by a subcontractor of the Supplier, in the supply of the Goods and/or Services. Identity shall not exercise this right in breach of any law.

5. KEY PERFORMANCE INDICATORS



- 5.1. The Supplier will perform the services in accordance with the KPIs outlined in the relevant RFP.
- 5.2. Failure to comply with the above quality standards shall entitle Identity to deduct Service Credits from the Fees in accordance with the relevant Purchase Order. This remedy shall be non-exclusive and without limitation to Identity's other rights and remedies in respect of such failure.
- 5.3. If the Supplier fails to meet any KPIs twice in any single Project or in two consecutive Projects, Identity will be entitled to terminate this Agreement.

6. CONTRACT MANAGEMENT AND REPORTING

- 6.1. Each Party shall appoint a Representative to act as the main point of contact for the other Party in respect of all day-to-day matters relating to the supply of the Goods and Services and this Agreement.
- 6.2. The Parties shall ensure that the Representatives meet at least annually to discuss the progress being made in relation to the provision of the Goods and Services and any disagreements which may arise.
- 6.3. The Supplier shall ensure that the Supplier Representative also provides a status report for submission to Identity in accordance with the RFP detailing progress towards any milestones set out in the relevant RFP and whether the Supplier has achieved the KPIs in the relevant period.

7. CHANGE CONTROL PROCEDURE

- 7.1. Where Identity or the Supplier sees a need to change this Agreement (or any of the provisions in it, including the Goods, Services or the Purchase Orders), whether in order to include an additional service, function or responsibility to be performed by the Supplier for Identity under this Agreement, to amend the Goods or Services or the KPIs attached to the Goods or Services or otherwise in a Purchase Order, Identity may at any time request, and the Supplier may at any time recommend, such Change and a Change Request shall be submitted by the party requesting/recommending (as applicable) the Change to the other. Such Change shall be agreed by the parties only once the Change Request is signed by both parties.
- 7.2. Until such Change is made in accordance with Clause 7.1, Identity and the Supplier shall, unless otherwise agreed in writing, continue to perform this Agreement in compliance with its terms prior to such Change.
- 7.3. Any discussions which may take place between Identity and the Supplier in connection with a request or recommendation before the authorisation of a resultant Change shall be without prejudice to the rights of either Party.
- 7.4. Any Services or other work performed by the Supplier or Goods provided to Identity which have not been agreed in accordance with the provisions of this Clause 7 shall be undertaken entirely at the expense and liability of the Supplier.

8. DELIVERY, TITLE AND RISK

- 8.1. The Supplier shall supply the Goods and/or Services in accordance with the instructions and date(s) specified in the Purchase Order. Time is of the essence for delivery of the Goods and Services.
- 8.2. The Supplier shall ensure that:



- 8.2.1. any Goods are marked and delivered in accordance with Identity's instructions and any Applicable Laws or requirements of the carrier and properly packed and secured so as to reach their destination in an undamaged condition in the ordinary course; and
 - 8.2.2. each delivery of any Goods is accompanied by a delivery note which shows the Purchase Order number, date of order, number of packages and contents and, in the case of part delivery, the outstanding balance remaining to be delivered.
- 8.3. Unless otherwise agreed by Identity in writing, any Goods shall be delivered during business hours with transportation charges and any other applicable charges pre-paid by the Supplier. The Supplier shall offload Goods at its own risk, as directed by Identity.
- 8.4. Identity and, if applicable, the Supplier shall inspect any Goods as soon as practicable following delivery and agree an inventory of the quality and quantity delivered. Identity shall not be liable for any damage found on such inspection. If Identity in its reasonable opinion considers any of the Goods to be in an unsuitable condition or of the wrong quantity either on delivery or subsequently, Identity shall notify the Supplier, which shall promptly arrange the repair, correction or replacement of such Goods within twenty-four (24) hours following the time of Identity so notifying the Supplier. If the Supplier has not fully repaired, corrected or replaced (as appropriate) such Goods by the expiry of such twenty-four (24)-hour period, Identity shall be entitled to enforce Identity's remedies under Clause 13 (Remedies).
- 8.5. Unless otherwise specified, the Supplier shall be responsible for installing, commissioning and decommissioning any Goods.
- 8.6. Identity shall not be deemed to have accepted any Goods until it has had a reasonable period of time to inspect them following delivery or, if later, within a reasonable period of time after any latent defect in them has become apparent.
- 8.7. The Supplier shall give Identity prior written notice of the delivery under this Agreement of any Goods having a hazard to the health and safety of persons or property, identifying those hazards and giving full details of any precautions to be taken by Identity on the delivery of such Goods and their subsequent storage or handling. The Supplier shall notify Identity in writing of all requirements and restrictions imposed by governmental and other authorities or persons relating to the possession, use or onward supply of the Goods.
- 8.8. Where Identity is purchasing any Goods:
 - 8.8.1. title to the Goods shall pass to Identity upon the earlier of delivery or the first payment by Identity in respect of the Goods; and
 - 8.8.2. risk in the Goods shall only pass to Identity upon delivery of the Goods in accordance with this Agreement.
- 8.9. If title in the Goods passes to Identity prior to delivery, the Supplier shall store the Goods separately and ensure that the Goods are fully insured until risk passes to Identity.
- 8.10. Where Identity is hiring Goods:
 - 8.10.1. title to the Goods indicated as being hired by Identity from the Supplier (**Hire Goods**) shall remain the property of the Supplier.
 - 8.10.2. the Supplier irrevocably permits Identity and its contractors to use the Hire Goods in accordance with the manufacturer's instructions and recommendations during the hire period specified in this Agreement and subject to this Agreement.
 - 8.10.3. Identity shall have no liability or responsibility whatsoever for: (i) any loss or damage to, and any charges or other payments to the Supplier for, any property of the Supplier (including any Hire Goods) which occurs after the date due for collection by Supplier; or (ii) theft or loss of Hire Goods not caused by the negligence of Identity.

9. FEES AND PAYMENT



- 9.1. The Fees payable by Identity in respect of each Purchase Order for Goods or Services are contained in the relevant RFP.
- 9.2. Where the Fees are calculable on a time and materials basis, the Supplier will keep time sheets showing the hours worked by each of its personnel in respect of the provision of the corresponding Services and will if so requested produce them to Identity for accounting purposes.
- 9.3. The Supplier will be responsible for all out-of-pocket expenses incurred by it and its personnel in the performance of its obligations under this Agreement and under the Purchase Orders. For the avoidance of doubt the Supplier will not be reimbursed separately for these expenses.
- 9.4. In consideration for the provision of the Services, Identity shall pay the Fees to the Supplier in accordance with this Clause 9.
- 9.5. Identity and the Supplier may agree rebates in respect of the Fees. If rebates apply full details of the rebates will be agreed in writing by the Parties and included in Schedule 3.
- 9.6. All amounts payable by Identity under this Agreement are exclusive of value added tax (VAT).
- 9.7. The Supplier shall submit invoices for the Fees plus VAT if applicable to Identity and Identity shall pay such Fees in accordance with the payment schedule set out in the RFP.
- 9.8. Each Supplier invoice shall include all supporting information reasonably required by Identity.
- 9.9. Except as referenced above, Identity shall pay all invoices that Identity has determined are valid and undisputed and compliant in all respects with the Agreement within 30 days of the date of receipt.
- 9.10. In the event that the Supplier has failed to provide any Goods and/or Services in accordance with this Agreement, Identity may withhold the Fees payable in connection with the relevant Goods and/or Services.
Identity may, upon reasonable prior written notice, set off any amount owed by the Supplier against any amount due to the Supplier under this Agreement or under any other agreement between the Supplier and Identity.

10. INTELLECTUAL PROPERTY

- 10.1. All Intellectual Property Rights in the Deliverables shall vest in and remain at all times the property of Identity. The Supplier assigns (or shall procure the assignment) to Identity absolutely, with full title guarantee, all right, title and interest in any such Intellectual Property Rights, and the Supplier shall do all such things and sign all documents necessary in Identity's opinion to so vest all such Intellectual Property Rights in Identity, and to enable Identity to defend and enforce such Intellectual Property Rights, and the Supplier shall at Identity's request waive or procure a waiver of applicable moral rights.
- 10.2. To the extent required to enable Identity or its successors or assignees to enjoy and receive the benefit of the Goods, Services and/or Deliverables, the Supplier hereby grants Identity and its successors and assignees a perpetual, irrevocable, transferable and royalty free licence (including the right to sub-license) to use all Supplier Materials. The Supplier undertakes to inform Identity in writing of any intention to use Supplier Materials in connection with this Agreement (including the type and nature thereof, and the intended use to which they will be out) in good time prior to their use.
- 10.3. Identity grants the Supplier a fully paid-up, non-exclusive, royalty-free, non-transferable licence to copy and use the Identity Materials for the term of the Agreement for the purpose of providing the Goods and/or Services to Identity in accordance with this Agreement.



- 10.4. The Supplier hereby warrants that:
- 10.4.1. use by Identity of the Goods and/or Services and the Deliverables shall not infringe the Intellectual Property Rights of any third party;
 - 10.4.2. it has not, and shall not, grant or assign any rights of any nature in part or all the Deliverables to any third party; and
 - 10.4.3. the Supplier has all the applicable permissions and licenses and has fulfilled any other relevant requirements required to provide to Identity any third-party material ("Third Party Material") provided as part of the Goods and/or Services and that any Third-Party Material shall be appropriately flagged as such where not immediately identifiable.
- 10.5. In addition to any other remedy available to Identity, the Supplier shall indemnify Identity against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Identity arising out of or in connection with any claim brought against Identity for actual or alleged infringement of a third party's rights (including any Intellectual Property Rights) arising out of, or in connection with, the receipt, use, sub-licensing or onward supply of the Goods, Services or Deliverables by Identity. This Clause 10.5 shall survive termination of this Agreement.
- 10.6. The Supplier acknowledges that Identity may sub-license the rights granted in this Clause 10 to any part of Identity's Group and any Identity Client.

11. LIMITATION OF LIABILITY

- 11.1. Nothing in this Agreement shall limit or exclude either Party's liability for fraud or fraudulent misrepresentation or for death or personal injury caused by negligence, or for any liability which cannot legally be excluded or limited.
- 11.2. Nothing in this Agreement shall exclude or limit the Supplier's liability under Clause 21 (Confidentiality), Clause 22 (Data Protection), Clause 23.2 (Taxation), or the indemnity at Clause 10.5 (Indemnity).
- 11.3. Subject to Clause 11.2 and Clause 10.5 (Indemnity), neither Party is liable, whether in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise in connection with the Agreement for any indirect, special or consequential losses or damage.
- 11.4. Subject to Clause 11.1 and Clause 11.2, the Supplier's total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise in connection with the Agreement shall in no circumstances exceed 200% of the Fees paid or payable under the Agreement.
- 11.5. Subject to Clause 11.1, Identity's total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise in connection with the Agreement shall in no circumstances exceed 100% of the Fees paid or payable (had the Agreement not been breached) under the Agreement.

12. INSURANCE

- 12.1. During the term of the Agreement and for a period of six years thereafter, the Supplier shall ensure that it has in place insurance in such amounts and at such risk as would usually be carried by a responsible company in the Supplier's industry, with reputable insurers acceptable to Identity and such policies shall include as a minimum (i) Professional Indemnity insurance of USD 1,000,000.00 or more per occurrence, (ii) Workmen's Compensation insurance of USD 1,000,000.00 to cover all sums the vendor shall become required to pay in accordance with Applicable Law, (iii) Employer's Liability insurance of USD 1,000,000.00 for each and every occurrence and unlimited in the annual aggregate and (iv) Public Liability insurance of USD 2,000,000.00 or more per occurrence together with such insurance as is required by Applicable Law (**Insurance Policies**).



- 12.2. The Supplier shall on request supply to Identity copies of such Insurance Policies and evidence that the relevant premiums have been paid.
- 12.3. The Supplier shall always comply with all terms and conditions of the Insurance Policies. If cover under the Insurance Policies shall lapse or not be renewed or be changed in any material way or if the Supplier is aware of any reason why the cover under the Insurance Policies may lapse or not be renewed or be changed in any material way, the Supplier shall notify Identity without delay.

13. REMEDIES OF IDENTITY

- 13.1. Where there is any breach of the Supplier's warranty in Clause 4 (Supply of Services) Identity may (as applicable and without liability to the Supplier arising out of such action and whether or not all or any part of the Goods and/or Services have been accepted by Identity):
- 13.1.1. require the Supplier to prepare and submit to Identity for Identity's approval within such timeframes as Identity shall require, a remediation plan setting out how, and the timescales in which, the Supplier will remedy the relevant failure(s) at the Supplier's cost;
 - 13.1.2. require the Supplier, at the Supplier's expense, within 5 days after receipt of notice from Identity or within 24 hours if during the agreed delivery period either: (i) to re-execute the Services; or (ii) to provide a full refund of the Fees (if paid);
 - 13.1.3. refuse to accept any further deliveries or performance of the Goods and/or Services;
 - 13.1.4. recover from the Supplier any expenditure reasonably incurred by Identity in obtaining substitute supplies from another supplier;
 - 13.1.5. carry out at the Supplier's expense, either on its own behalf or using a third party, any work reasonably necessary to make the Goods and/or Services comply with the Agreement; and/or
 - 13.1.6. claim such damages as may have been incurred by Identity as a result of the Supplier's breach of the Agreement.
- 13.2. Any remedy under the Agreement shall be without prejudice to any other right or remedy which has already accrued, or subsequently accrues, to Identity, unless expressly agreed otherwise.
- 13.3. If Identity exercises any right under Clause 13.1 in respect of Goods, Identity may at its absolute discretion require the Supplier to collect the relevant Goods forthwith or return the Goods to the Supplier at the Supplier's cost.

14. TERMINATION

- 14.1. Identity shall be entitled to terminate the Agreement without cause by giving the Supplier not less than (thirty) 30 days prior written notice to the Supplier in writing without liability. If Identity exercises its right to terminate the Agreement under this Clause 14.1, any Purchase Orders will continue subject to the terms of this Agreement until the relevant Goods are delivered or Services are completed.
- 14.2. Without affecting any other right or remedy available to it, Identity may terminate this Agreement together with all Purchase Orders with immediate effect by giving written notice to the Supplier if:
- 14.2.1. there is a change of Control of the Supplier; or
 - 14.2.2. the Supplier's financial position deteriorates to such an extent that in Identity's opinion the Supplier's capability to adequately fulfil its obligations under the Agreement has been placed in jeopardy;
 - 14.2.3. the Supplier fails to comply with Applicable Laws in the field of environmental, social or employment law; or



- 14.2.4. the Supplier commits a material breach of Clause 4,
 - 14.3. Without affecting any other right or remedy available to it, either Party may terminate the Agreement and all Purchase Orders with immediate effect by giving written notice to the other party if:
 - 14.3.1. the other Party commits a material breach of any term of the Agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of seven (7) days after being notified in writing to do so, or, where the breach concerns Goods or Services being completed where time is of the essence, the Supplier fails to remedy that breach within a period of three (3) hours after being notified in writing to do so;
 - 14.3.2. the other Party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction; or
 - 14.3.3. the other Party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business.
- 14.4. Following termination of the Agreement and any Purchase Orders in accordance with this Clause 14, Identity's sole liability in respect of the Goods and/or Services shall be to pay the Supplier for any costs relating to the provision of the Goods and/or Services which have been properly incurred by the Supplier in accordance with this Agreement prior to the date of termination, provided that the Supplier submits a valid invoice for such amount within 30 days of such date.
- 14.5. Any provision of the Agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Agreement shall remain in full force and effect.
- 14.6. Termination or expiry of the Agreement shall not affect any of the rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Agreement which existed at or before the date of termination or expiry.

15. OBLIGATIONS ON TERMINATION

- 15.1. On termination of the Agreement the Supplier shall:
 - 15.1.1. immediately deliver to Identity any Confidential Information of Identity, all Deliverables (whether or not then complete) and any Identity Materials in the possession of the Supplier; and
 - 15.1.2. if so requested by Identity, provide all assistance reasonably required by Identity to facilitate the smooth transition of the Services to Identity or any replacement supplier appointed by it.



16. POST-TERMINATION RESTRICTIONS

- 16.1. In order to protect the legitimate business interests of Identity, the Supplier covenants with Identity that it shall not (except with the prior written consent of Identity):
- 16.1.1. solicit or entice away (or attempt to solicit or entice away) from Identity the business or custom of any Restricted Customer;
 - 16.1.2. be involved with the provision of goods or services to any Restricted Customer; or
 - 16.1.3. solicit, entice or induce, or endeavour to solicit, entice or induce, any Restricted Person of the other party with a view to employing or engaging the Restricted Person, or
 - 16.1.4. employ or engage, or offer to employ or engage a Restricted Person of the other party; or
 - 16.1.5. carry on; or be engaged, concerned or interested in; or assist in any way, any business concern which is (or intends to be) in competition with the business of Identity in the UAE.
- 16.2. The Supplier shall be bound by the covenants set out in Clause 16.1.2 and 16.1.5 for a period of three (3) months after termination of the Agreement and for a period of six (6) months after termination of this Agreement for Clauses 16.1.1, 16.1.3 and 16.1.4.
- 16.3. For the purposes of this Clause 16, a Restricted Customer shall mean any firm, company or natural person who is a client of Identity on any Project for which the Supplier is providing the Services or Goods.
- 16.4. Notwithstanding clause 16.1 the Supplier may employ or engage any Restricted Person who has responded directly to a bona fide recruitment drive either through a recruitment agency engaged by the relevant party or via an advertisement placed publicly by the relevant party (either in the press, social media, online or in trade and industry publications).
- 16.5. In the event of a breach of clause 16.1.3 or 16.1.4 which results in a Restricted Person leaving Identity and being employed or engaged by the Supplier the party in breach shall pay to the other party by way of liquidated damages an amount equivalent to six (6) months' salary of the Restricted Person.
- 16.6. The provisions in Clause 16.5 shall be without prejudice to a party's ability to seek damages or claim injunctive relief.

17. FORCE MAJEURE

- 17.1. For the purposes of this Clause, "**Force Majeure Event**" means an event beyond the reasonable control of the affected party including, act of God, fire, flood, abnormal weather conditions, war, riot, civil commotion, terrorism, but excluding, failure of supplies of power, fuel, transport, equipment, raw materials or other goods or services or any strikes or industrial dispute relating to the Supplier and/or its subcontractors or the negligence of or the lack of funds of the Supplier and its subcontractors but, for the avoidance of doubt, other than in respect of Clause 18 (where Pandemic shall be classified as a Force Majeure Event) it does not include any Pandemic related event.
- 17.2. Neither Party shall be in breach of this Agreement or any Purchase Order nor liable for any delay in performing, or failure to perform, any of its obligations under the Agreement or any Purchase Order if such delay or failure results from a Force Majeure Event provided that such Party complies with the obligations set out in this Clause 0 (Force Majeure). Save as provided in Clause 17.5, a Force Majeure Event will not entitle either party to terminate the Agreement or any Purchase Order.



- 17.3. The party affected by the Force Majeure Event ("**Affected Party**") shall immediately notify the other in writing of the matters constituting the Force Majeure Event and shall keep that party fully informed of their continuance and of any relevant change of circumstances whilst such Force Majeure Event continues.
- 17.4. The Affected Party shall take all reasonable steps available to it to minimise its effects on the performance of its obligations under this Agreement or any Purchase Order.
- 17.5. If the Force Majeure Event continues for longer than fifteen days Identity may, whilst the Force Majeure Event continues immediately terminate the Agreement or the relevant Purchase Order by notice in writing to the Supplier, on a date to be specified in that notice.

18. PROJECT DELAYS AND CANCELLATION

- 18.1. Where the timing of the Project changes and/or preparations for the Project are delayed, Identity may review the timeline for delivery or performance of the Services and any date ("**Key Date**") which is set out or defined in the Purchase Order which is relevant to the delivery or performance of the Services.
- 18.2. Subject to Clause 18.3, Identity may in its sole discretion, as a result of any changes to Key Dates which arise out of Identity's review under Clause 18.1, and subject to giving the Supplier at least one (1) months' written notice:
- 18.2.1. extend the Purchase Order by a period of up to twelve (12) months from the date of expiry of the Purchase Order;
- 18.2.2. revise any dates for payment of the Fees provided that such dates shall only be revised as is reasonably necessary to address any delays to Key Dates resulting from the change.
- 18.3. In the event that Identity exercises its discretion under Clause 18.1 to extend the Purchase Order, the parties shall consider what consequential amendments are needed including, without limitation, any variations to the KPIs, milestone dates for performance or delivery of Services under the Purchase Order and any increase or decrease in the Fees (with any increase in the Fees being limited to the relevant increase in the Consumer Price Index).
- 18.4. In the event that a Cancellation Event occurs, then Identity shall be entitled to terminate the relevant Purchase Order immediately on written notice. Upon termination of the relevant Purchase Order following any cancellation of the Project, Identity shall pay the Supplier for any costs relating to the provision of the Goods and/or Services which have been properly incurred by the Supplier in accordance with this Agreement and the relevant Purchase Order prior to the date of termination but shall have no further liability to the Supplier.
- 18.5. The Supplier acknowledges that the adverse effects of a Pandemic or other circumstances (including those circumstances set out in the definition of Cancellation Event) may result in Identity needing to omit or remove work from a Purchase Order, rather than Identity terminating a Purchase Order. For the avoidance of doubt, the Supplier agrees to such reduction in scope and shall not in any circumstances be entitled to recover or otherwise make a claim against Identity in respect of loss of profit or loss of opportunity in respect of any commensurate reduction in the Fees where the scope of the Goods and/or Services is reduced.

19. MARKETING AND BRANDING

- 19.1. Where requested by Identity, the Supplier shall ensure that all staff acting for and on behalf of the Supplier including but not limited to any subcontractor of the Supplier, shall wear 'Identity' branded clothing provided by Identity whilst on any site where requested by Identity within correspondence and/or the Purchase Order. In circumstances where Identity does not provide branded clothing, the Supplier shall ensure all staff wear unbranded black clothing with a branded high visibility vest (provided by Identity) and compliant personal protection equipment fit for purpose (provided by the Supplier) as agreed from time to time.



- 19.2. The Supplier will not publish, refer to, comment upon, acknowledge or announce any Goods, Services or Deliverables completed in accordance with this Agreement or the name or any trade marks of Identity, without the express consent in writing of a Director of Identity.

20. SUBCONTRACTING

- 20.1. The Supplier may not, without Identity's prior written approval, assign, novate, transfer, sublicense, subcontract, charge or otherwise deal in this Agreement or any Purchase Order (in whole or in part). Where any such approval is granted the Supplier shall remain liable to Identity for the performance of all of its obligations under this Agreement or the relevant Purchase Order and the Supplier shall include in any sub-contracts (i) the same payment terms as are set out in Clause 5 (Fees) and (ii) the right of the Supplier to terminate the sub-contract if the sub-contractor fails to comply with legal obligations in the fields of environmental, social or labour law. The Supplier will provide Identity with the details of each sub-contractors in the RFP. Any changes to the sub-contractors notified to and approved by Identity must be pre-approved in writing by Identity. Nothing in this Agreement shall restrict Identity from assigning, novating, transferring, sublicensing, subcontracting, charging or otherwise dealing in this Agreement or its rights or obligations under it (in whole or in part) as it sees fit in its sole discretion from time to time.

21. CONFIDENTIALITY

- 21.1. Each Party shall at all times keep any Confidential Information of the other secret and confidential, and not at any time during the period of this Agreement, and for a period of five years after termination of the Agreement, disclose to any third party, except as permitted by Clause 21.2.2.
- 21.2. Each Party may disclose the other party's Confidential Information:
- 21.2.1. to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the Party's obligations under the Agreement. Each Party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other Party's Confidential Information comply with this Clause 21.2; and
 - 21.2.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority and shall inform the other Party of the request and any disclosures.
- 21.3. Neither Party shall use the other Party's Confidential Information for any purpose other than to perform its obligations under this Agreement.
- 21.4. Identity and the Supplier acknowledge that Identity's own client in relation to the Project shall have the right to publish Identity's compliance with its obligation to pay undisputed invoices within the specified payment period.

22. DATA PROTECTION

- 22.1. The Supplier shall comply with its obligations under Applicable Laws relating to the protection of Personal Data (together the **Data Protection Legislation**).
- 22.2. Identity will collect and process information relating to the Supplier in accordance with Identity's Data Protection Policy.



- 22.3. The Supplier shall, in relation to any Personal Data processed by the Supplier under or in connection with this Agreement:
- 22.3.1. use and Process the Personal Data only for the purpose of fulfilling its obligations under this Agreement and only in accordance with Identity's express instructions;
 - 22.3.2. comply with the express instructions or directions of Identity from time to time in connection with the use of the Personal Data;
 - 22.3.3. promptly (and without undue delay) inform Identity if, in the Supplier's opinion, an instruction from Identity infringes the Data Protection Legislation;
 - 22.3.4. not disclose or transfer the Personal Data to any third party or personnel unless necessary for the provision of the Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of Identity;
 - 22.3.5. keep the Personal Data confidential;
 - 22.3.6. take reasonable steps to ensure the reliability of any of the Supplier's personnel who have access to the Personal Data;
 - 22.3.7. ensure that only those of the Supplier's personnel who need to have access to the Personal Data are granted access to Personal Data, on a need-to-know basis, and only for the purposes of the performance of this Agreement in accordance with Identity's documented instructions; and all of the Supplier's personnel required to access the Personal Data are: (i) informed of the confidential nature of the Personal Data; (ii) are under a contractual and/or statutory obligation to keep the Personal Data confidential; and (iii) are periodically trained and made aware of the applicable privacy and information security requirements;
 - 22.3.8. ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data. Such technical and organisational measures will include as a minimum compliance with Identity's Data Protection and Cyber-Security Policies as supplied from time to time;
 - 22.3.9. not process or otherwise transfer any Personal Data outside of the specified region without Identity's prior written consent;
 - 22.3.10. assist Identity in responding to any data subject access request and with ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, privacy impact assessments and consultations with supervisory authorities or regulators;
 - 22.3.11. notify Identity without undue delay on becoming aware of a Personal Data breach or communication which relates to Identity's or Supplier's compliance with the Data Protection Legislation;
 - 22.3.12. at the written request of Identity, delete or return Personal Data and any copies thereof to Identity on termination of this Agreement unless required by the Data Protection Legislation or any other Applicable Law to store the Personal Data; and
 - 22.3.13. maintain complete and accurate records and information to demonstrate compliance with this Clause 22 and allow for audits by Identity or Identity's designated auditor.

23. TAXATION

- 23.1. The Supplier shall be fully responsible for and shall indemnify Identity for and in respect of any Tax (howsoever arising or assessed) and any other liability, deduction, contribution, assessment or claim arising from or made in connection with this Agreement, the provision of any Supplies pursuant to this Agreement or any payment or benefit received by any person engaged by the Supplier to perform the Supplies or any of them.



- 23.2. The Supplier shall further indemnify Identity against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by Identity in connection with or in consequence of any such liability, deduction, contribution, assessment or claim.

24. CORRUPT GIFTS OR PAYMENTS

24.1. For the purposes of this clause 24

“**Prohibited Act**” means any of the following:

- to directly or indirectly offer, promise or give any person working for or engaged by the Identity Client or any other public body and/or Identity a financial or other advantage to:
 - induce that person to perform improperly a relevant function or activity; or
 - reward that person for improper performance of a relevant function or activity;
- to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement;
- committing any offence:
 - under UAE Penal Code relating to bribery and corruption; or
 - under legislation concerning fraudulent acts; or
 - defrauding, attempting to defraud or conspiring to defraud the Identity Client; or
- any activity, practice or conduct which would constitute one of the offences listed above if such activity, practice or conduct had been carried out in the UAE.

“**Relevant Requirements**” means all Applicable Laws relating to bribery, corruption and fraud, including the provisions of UAE Penal Code relating to bribery and corruption.

24.2. The Supplier represents and warrants that neither it, nor to the best of its knowledge any of its staff or sub-contractors, have at any time prior to the date of this Agreement:

- 24.2.1. committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; or
- 24.2.2. been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

24.3. The Supplier must not:

- 24.3.1. commit a Prohibited Act; or
- 24.3.2. do or suffer anything to be done which would cause Identity or the Identity Client or any of Identity's or the Identity Client's employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

24.4. The Supplier shall during the Term:

- 24.4.1. establish, maintain and enforce, and require that its sub-contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;



- 24.4.2. keep appropriate records of its compliance with its obligations under clause 24.4.2 and make such records available to Identity on request;
- 24.4.3. if so required by identity, within twenty (20) Working Days of the date of this Agreement, and annually thereafter, certify to Identity in writing that the Supplier and all persons associated with it or its sub-contractors or other persons who are supplying Goods and/or Services under this Agreement are compliant with the Relevant Requirements. The Supplier shall provide such supporting evidence of compliance as Identity may reasonably request; and
- 24.4.4. have, maintain and (where appropriate) enforce an anti-bribery policy to prevent it and any Supplier staff or sub-contractors or any person acting on the Supplier's behalf from committing a Prohibited Act. This anti-bribery policy must be disclosed to Identity on request.
- 24.4.5. The Supplier shall immediately notify Identity in writing if it becomes aware of any breach of Clause 24.2, or has reason to believe that it has or any of the Supplier staff or sub-contractors have:
 - (a) been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act;
 - (c) received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Agreement; or
 - (d) otherwise suspects that any person or Party directly or indirectly connected with this Agreement has committed or attempted to commit a Prohibited Act.
- 24.5. If the Supplier makes a notification to Identity under Clause 24.4.5, the Supplier shall respond promptly to Identity's enquiries, co-operate with any investigation, and allow Identity to audit any books, records and/or any other relevant documentation in accordance with the provisions of this Agreement.
- 24.6. If the Supplier breaches Clause 24.5, Identity may by notice:
 - 24.6.1. require the Supplier to remove any Supplier personnel whose acts or omissions have caused the Supplier's breach from the Project; or
 - 24.6.2. immediately terminate this Agreement for material default.
- 24.7. Any notice served by Identity under Clause 24.5 shall set out:
 - 24.7.1. the nature of the Prohibited Act;
 - 24.7.2. the identity of the party who Identity believes has committed the Prohibited Act;
 - 24.7.3. the action that Identity has elected to take; and
 - 24.7.4. if relevant, the date on which this Agreement shall terminate.

25. STEP-IN RIGHTS

- 25.1. On the occurrence of a Step-In Trigger Event, Identity and/or the Identity Client may serve notice on the Supplier "a **Step-In Notice**") that it will be taking action under this Clause 25, either itself or with the assistance of a third party. The Step-In Notice shall set out the following:
 - (a) the action Identity and/or the Identity Client wishes to take and, in particular, the Goods and/or Services that it wishes to control or otherwise supervise ("the **Required Action**");
 - (b) the Step-In Trigger Event that has occurred and whether Identity and/or the Identity Client believes that the Required Action is due to the Supplier's default;



- (c) the date on which Identity and/or the Identity Client wishes to commence the Required Action;
- (d) the time period which Identity and/or the Identity Client believes will be necessary for the Required Action;
- (e) whether Identity and/or the Identity Client will require access to the Supplier's premises; and
- (f) to the extent practicable, the impact that Identity and/or the Identity Client anticipates the Required Action will have on the Supplier's obligations to provide the Services during the period that the Required Action is being taken.

25.2. Following service of a Step-In Notice, Identity and/or the Identity Client shall:

- (a) take the Required Action set out in the Step-In Notice and any consequential additional action that it reasonably believes is necessary to achieve the Required Action;
- (b) keep records of the Required Action taken and provide information about the Required Action to the Supplier;
- (c) co-operate wherever reasonable with the Supplier in order to enable the Supplier to continue to provide the Services in relation to which Identity is not assuming control; and
- (d) act reasonably in mitigating the cost that the Supplier will incur as a result of the exercise of the rights of Identity and the Identity Client under this Clause 25.

25.3. For so long as and to the extent that the Required Action is continuing, then:

- (a) the Supplier shall not be obliged to provide the Services to the extent that it is the subject of the Required Action, though the Supplier shall remain liable for the supply of the Goods and/or Services (even those being performed as part of the Required Action) as though they were supplied by the Supplier;
- (b) no deductions shall be applicable in relation to the Fee in respect of Goods and/or Services that are the subject of the Required Action; and
- (c) Identity shall pay to the Supplier the Fee after subtracting any applicable deductions and Identity's and/or the Identity Client costs of taking the Required Action.

25.4. Before ceasing to exercise its step-in rights under this Clause 25, Identity and/or the Identity Client shall deliver a written notice to the Supplier (a "**Step-Out Notice**"), specifying:

- (a) the Required Action it has actually taken; and
- (b) the date on which Identity plans to end the Required Action ("the "**Step-Out Date**") subject to Identity being satisfied with the Supplier's ability to resume the supply of the Goods and/or Services and the Supplier's plan.



- 25.5. The Supplier shall, following receipt of a Step-Out Notice and not less than twenty (20) Working Days (or twenty four (24) hours if within ten (10) Working Days of the start of the Project or during the Project) prior to the Step-Out Date, develop for Identity's and/or the Identity Client's approval (as the case may be) a draft plan (a "**Step-Out Plan**") relating to the resumption by the Supplier of the Services, including any action the Supplier proposes to take to ensure that the affected Services satisfy the requirements of this Agreement and the relevant Purchase Order .
- 25.6. If Identity and/or the Identity Client (as the case may be) does not approve the draft Step-Out Plan, they shall inform the Supplier of the reasons for not approving it. The Supplier shall then revise the draft Step-Out Plan taking those reasons into account and shall re-submit the revised plan to Identity and/or the Identity Client for approval. Identity and/or the Identity Client (as the case may be) shall not withhold or delay its approval of the draft Step-Out Plan unnecessarily.
- 25.7. The Supplier shall bear its own costs in connection with any step-in by Identity and/or the Identity Client under Clause 25, provided that Identity shall reimburse the Supplier's reasonable additional expenses incurred directly as a result of any step-in action taken by Identity under:
- (a) limbs (c) or (d) of the definition of a Step-In Trigger Event; or
 - (b) limbs (e) and (f) of the definition of a Step-in Trigger Event (insofar as the primary cause of Identity serving the Step-In Notice is identified as not being the result of the Supplier's Default).

26. AUDIT, TRANSPARENCY AND PROVISION OF INFORMATION

- 26.1. The Supplier will provide full transparency to Identity in relation to any costs to be applied to the provision of the Goods and/or Services and shall disclose to Identity where any such costs any element of fee or profit for the Supplier.
- 26.2. The Supplier shall maintain complete and accurate books and records relating to this Agreement and shall allow Identity and/or its agents to access, inspect and audit the Supplier's records, accounts and other relevant information and premises (including the making and removal of copy documents) at reasonable times on reasonable prior notice and solely to assess compliance with the terms of this Agreement. Where such access, inspection or audit is required by a governmental authority or regulator, the Supplier shall allow such inspection or audit at any time and there shall be no limit to the number of such inspections or audits that can be undertaken. Identity will pay the costs of any audits unless any discrepancy is revealed by an audit in which case the costs of that audit will be paid by the Supplier.

27. SEVERANCE

If a provision of this Agreement is, becomes or is found to be illegal, invalid or unenforceable (in whole or in part), such provision shall be deemed severed, and the legality, validity and enforceability of the remainder of this Agreement shall not be affected.

28. NOTICES

- 28.1. Any notice or other communication given to a party under or in connection with this Agreement shall be in writing and shall be:
- 28.1.1. delivered by hand or by pre-paid first-class post or other next working day delivery service at the address given in this Agreement or as otherwise notified in writing to the other party; or



- 28.1.2. sent by email to the address specified above.
- 28.2. Unless proven otherwise, any notice or communication shall be deemed to have been received:
 - 28.2.1. if delivered by hand, at the time the notice is left at the address given in this Agreement or given to the addressee; or
 - 28.2.2. if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; or
 - 28.2.3. if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this Clause 28.2.3, business hours mean 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.

This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any other method of dispute resolution.

29. ENTIRE AGREEMENT

- 29.1. This Agreement constitutes the entire agreement between the parties and any Group Company and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 29.2. Each party acknowledges that in entering into this Agreement it does not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement, provided that nothing in this Agreement shall limit or exclude any liability for fraud or fraudulent misrepresentation.

30. NO VARIATION

No variation of this Agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

31. COUNTERPARTS

This Agreement may be executed in any number of counterparts, each of which, when executed, shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement. Electronic signatures shall be valid and binding to the same extent as original signatures.

32. THIRD PARTY RIGHTS

- 32.1. Unless expressly stated otherwise and subject to clause 32.2 below, a person who is not a party to this Agreement shall not have any rights under the Contract Law DIFC Law No. 6 of 2004 to enforce any term of this Agreement. This does not affect any right or remedy of a third party which exists, or is available, apart from the above-mentioned law.
- 32.2. This Agreement shall be enforceable against the Supplier by the Identity Client.



- 32.3. The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under this Agreement are not subject to the consent of any other person.

33. NO WAIVER

- 33.1. A waiver by either party of any of the terms or conditions of this Agreement in any instance shall not be deemed or construed to be a waiver of such term or condition for the future, or of any subsequent breach thereof. Waivers of any rights or remedies under this Agreement may only be given, and shall only be effective when given, in writing and no failure to exercise or delay in exercising any right or remedy under this Agreement shall operate as a waiver of that or any other right or remedy.

34. ASSIGNMENT AND TRANSFER

- 34.1. The Supplier may not assign, novate, transfer, sublicense, subcontract, charge or otherwise deal in this Agreement or any of its rights or obligations arising pursuant to this Agreement (in whole or in part), nor purport to do any of the same, without the express prior written consent of Identity. Identity may assign, novate, transfer or otherwise deal in this Agreement and its rights and obligations hereunder as it sees fit in its sole discretion from time to time and by entering into this Agreement the Supplier hereby consents to any novation of this Agreement from Identity to the Identity Client.

35. DISPUTE RESOLUTION, GOVERNING LAW AND JURISDICTION

- 35.1. If any dispute arises between the parties out of, or in connection with, this Agreement, the matter shall be referred to the Representatives of each party who shall use their reasonable endeavours to resolve it.
- 35.2. If the dispute is not resolved within 14 days of the referral being made under Clause 35.1, it will be referred to the finance director of Identity and a director of equivalent standing at the Supplier who will use their reasonable endeavours to resolve the dispute within 14 days of referral under this Clause 35.2.
- 35.3. Until the parties have completed the steps referred to in Clauses 35.1 and 35.2, and have failed to resolve the dispute, neither party shall commence formal legal proceedings except that either party may at any time seek urgent interim relief.
- 35.4. This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of DIFC.
- 35.5. Each party irrevocably agrees that the courts of DIFC shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).



Schedule 1

Template RFP

Supplier Brief

Request for Price (RFP)

Project Quoting Schedule	
RFP date issued	
RFP acknowledgement date by Supplier	
Deadline for questions by Supplier	
RFP response date deadline	
Document Author	
Version no.	

Please ensure that your email response is sent to [\[email\]@identityglobal.ae](mailto:[email]@identityglobal.ae).

Please ensure that your costs submitted are completed in the table provided below or the quote you provide breaks costs down as per the below.

1.2 About us

Identity is a global, full service live events agency with over 20 years of experience delivering live events within the conference, exhibition and experiential space for blue chip companies and governments. As experts in the planning, design, management and delivery of world class immersive experiences, our 'all in one place' approach allows us to save clients time and money whilst delivering consistent exceptional results.

1.3 Acceptance of Proposal

This RFP will form part of and be governed by the terms of the framework agreement between the parties dated [\[INSERT DATE OF FRAMEWORK AGREEMENT\]](#) (Framework Agreement). Defined terms in this RFP shall have the same meaning as given to them in the Framework Agreement unless stated otherwise.

Event Overview

Please complete this section prior to sending. Include what the event is about in a wider context

Supplier Input Overview



Please include a few lines about how the supplier will add to the whole experience of the event.

Project Details	
Client	
Project name	
Project no.	
Production Manager	
Project budget (AED)	

Client Overview
 Example: The Agriculture and Horticulture Development Board (AHDB) is a levy board funded by farmers and growers and some other parts of the supply chain. It plays a vital role in improving farm business efficiency and competitiveness in the areas of: pigs, beef and lamb production in England; milk, potatoes and horticulture in Great Britain; and cereals and oilseeds in the UK.

Key Project Information	
Show name	
Venue	
Build dates	
Live dates	
Break dates	
Other Important dates	Security search day, press day, etc
Stand no.	
Stand size	
Orientation	
Floor / Site plan	See attached separately
Exhibitor Manual	
Other important Info	Height restrictions? Venue access? Client product information? Etc.

Client Overview
 Example: Cereals 2019: The event is an open field site, open to the elements. Trackways are installed but frequently gets waterlogged due to UK weather. A weather contingency plan needs to be considered for crew and logistics.

Project Specifics	Cost (£)
Design	
3D Design	
Working Drawings	
Manufacture & Materials	



Fascia		
Ceiling		
Hanging Structure(s)		
Hire Items		
Platform		
Walling		
Metalwork		
Furniture		
Single Use Items		
Floor covering & polythene		
Lighting hire		
Long arm spotlights		
Downlights		
Audio Visual		
Screens		
Source equipment		
Cables		
Graphics		
Blackback banner		
Vinyls		
Venue Services		
Electrics, water & waste, rigging		
Forklifting		
Stand cleaning		
Organisers approval		
Transport & Accommodation – Please note that Identity will not cover accommodation or travel for contractor crew and should be included in your quote.		
Transport / Logistics		
Accommodation		
Labour – Please note that Identity will not cover subsistence for contractor crew and should be included in your quote.		
Installation		
De-rig		
Misc. Items		
Storage		
Disposal		
Crate manufacture		
Total		



Exclusions

Please note any exclusions here.

1.4 Visuals

Insert appropriate photos, drawings, scamps, 3D visuals etc here.

1.5 Payment Termsx

Our standard payment terms are invoicing by the Supplier of XX% deposit and XX% on after the completion of the event (including de-rig).

Staged payments will be requested and agreed in advance if the contract sum exceeds AED [●]. Staged payments will be released according to a list of agreed Deliverables.

If known – insert suggested payment stages here:

- Stage 1 – AED – With order
- Stage 2 - AED – On completion of working drawings
- Etc.

1.6 Proposal Pricing and Timings

(a) Contract Commencement

The Supplier must not start work until a Purchase Order has been received. Any work started before the receipt of a Purchase Order will be at the Supplier's own risk.

(b) Proposal Validity

In submitting your proposal, the Supplier certifies that its proposal will remain valid for a minimum of ninety (90) days from the proposal due date. Identity may have a reason to request an extension beyond this period.

(c) Variation

In accordance with this brief, suppliers have the opportunity, in a separate section of their proposal, to outline any recommended changes in specification, methodology or pricing that may be of interest to Identity.

(d) Choosing a Supplier

This is a competitive brief and has been sent to a maximum of three suppliers. The responses will be evaluated based on the strength and detail of each response in its ability to address the technical and logistics requirements of the brief along with considerable weighting being placed on the cost effectiveness of the solution.



(e) Presentations

During the evaluation of responses, the suppliers may be required to make a presentation of their proposal to Identity. The production manager named above will arrange date, time, location, attendees etc if this is required.

(f) Visits/Audits

Identity may choose to visit certain suppliers. The purpose of this is to provide an opportunity for a face to face discussion and to assess the suppliers' resources and capabilities.

(g) Notice of Intent to Submit Proposal

Upon receipt of the brief, the supplier is required to confirm their intention to submit a proposal. There will be no detrimental effect on the relationship between the supplier and Identity, if after due consideration, the supplier declines to submit a proposal. This intention should be communicated to the production manager named above.

(h) Non-Obligation to Contract

Identity is not necessarily obligated to accept any of the proposals it receives relating to this Request for Price.

Identity may negotiate with multiple candidates during the course of this process. In the event that a supplier is selected, and subsequent negotiations result in failure to reach full agreement, Identity reserves the right to resume negotiations with other suppliers.

Identity may, upon receipt of proposals, contract for either the entire project or portions thereof.

(i) Notice of Confidential and Proprietary Information

The Supplier shall treat all materials, documents, concept and data provided by Identity as confidential and acknowledges this information remain the full property of Identity.

(j) Health & Safety

The Supplier should provide Identity will all relevant documentation for the Health & Safety of the construction if successful. This is to include a Method Statement and Risk Assessment relevant to each project.

(k) Insurance

It is expected that all suppliers will have their own Public Liability & Employer's liability insurance policies and these will be requested in advance of placing an order.

Thank you for taking the time to consider our Request for Price. Should you have any questions, we would be happy to help clarify any points or provide a more detailed explanation.





Schedule 2 :

Special Terms and Conditions

The following clauses of the Terms and Conditions will not apply in this Agreement:

[LIST RELEVANT CLAUSES]

The deleted clauses listed below will be replaced by the following:

[LIST NEW CLAUSES AND SPECIFY THE CLAUSES THEY REPLACE WHERE RELEVANT, E.G. CLAUSE 2.1 is replaced by: XXX]

The following new clauses are hereby incorporated into the Agreement:

[SET OUT ANY NEW CLAUSES HERE]



Schedule 3

Rebates

Not in use.

