

## SUPPLY CONTRACT

### STANDARD TERMS AND CONDITIONS

#### 1. Definitions and Interpretation

##### 1.1 The following words have the following meanings:

"**Affiliate**" in the case of a person, any person from time to time Controlling, Controlled by or under common Control, whether direct or indirect, with such person;

"**Applicable Laws**" all applicable laws, by-laws, enactments, regulations, regulatory policies, ordinances, protocols, industry codes, regulatory permits, regulatory licences or requirements of any court, tribunal or governmental, statutory, regulatory, judicial, administrative or supervisory authority, body or board, which are in force from time to time during the term of this Contract;

"**Business Day**" a day on which banks are open for general business in Singapore;

"**Contract**" the Commercial Term Sheet, these Standard Terms and Conditions, and any Schedules, Annexes and Appendices;

"**Control**" in relation to a person, the direct or indirect ownership of more than 50 per cent. of the voting capital or similar right of ownership of that person or the legal power to direct or cause the direction of the general management and policies of that person, whether through the ownership of voting capital, by contract or otherwise, and "**Controls**", "**Controlled**" and "**Controlling**" shall be interpreted accordingly;

"**Deliverables**" all documents, reports, presentations, products and other materials developed by Supplier or its agents, subcontractors, consultants, employees or Affiliates in relation to the Services in any form, including data, reports and specifications, and any specific deliverables listed in the Commercial Term Sheet and/or Schedule 1;

"**Delivery Schedule**" the schedule for delivery of the Goods and/or Services, as set out in in the Commercial Term Sheet and/or Schedule 1;

"**Good Professional Practice**" practices, methods and procedures (or one of a range of practices, methods and procedures) which comply with Applicable Laws and which would be adopted by a supplier exercising in the general conduct of its undertaking that degree of skill, diligence, prudence and foresight which would ordinarily and reasonably be expected from a supplier engaged in the business of providing services which are the same as or similar to the Services under the same or similar circumstances and conditions;

"**Goods**" the goods to be provided by Supplier pursuant to this Contract, as described in the Commercial Term Sheet and/or Schedule 1;

"**Insolvency**" in relation to a party, if such party becomes insolvent (including being unable to pay its debts as they fall due and/or that the value of its assets is less than the amount of its liabilities taking into account its contingent and prospective liabilities), proposes an individual, company or partnership voluntary arrangement, has a receiver, administrator or manager appointed over the whole or any part of its business or assets; if any petition shall be presented, order shall be made or resolution passed for its winding up (except for the purpose of a bona fide amalgamation or reconstruction, is subject to bankruptcy or dissolution, if it shall otherwise propose or enter into any composition or arrangement with its creditors or any class of them, if it ceases or threatens to

cease to carry on business or if it claims the benefit of any statutory moratorium, and "**Insolvent**" shall be construed accordingly;

"**Intellectual Property Rights**" patents, rights to inventions, copyright and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, 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;

"**Key Personnel**" Supplier Personnel indicated in the Commercial Term Sheet and/or Schedule 1 as being key to the performance of the Services;

"**Location**" the location(s) to which Goods will be delivered and/or at which Services will be provided, as specified in the Commercial Term Sheet and/or Schedule 1;

"**Losses**" or "**Loss**" in respect of any matter, event or circumstance, all losses, claims, demands, actions, proceedings, damages and other payments, costs (including reasonable attorney's fees), expenses and other liabilities of any kind;

"**Mandatory Policies**" SMRT's mandatory policies and codes of practice from time to time, including policies concerning health and safety, security, ethics, employment practices, privacy and data protection, cybersecurity and anti-bribery and corruption, and the policies set out in Schedule 2, in each case as may be updated by SMRT from time to time;

"**PDPA**" Singapore's Personal Data Protection Act 2012 (No. 26 of 2012);

"**Price**" the price payable by SMRT for Goods and/or Services, as set out in the Commercial Term Sheet and/or Schedule 1;

"**Security Deposit**" is defined in clause 2.4(b);

"**Services**" the services to be provided by Supplier pursuant to the Commercial Term Sheet (and/or Schedule 1) and such other services as are reasonably necessary for the performance, or the enjoyment of the benefit, of such services;

"**Service Levels**" the minimum required standards for performance of the Services, as may be specified in the applicable Commercial Term Sheet and/or Schedule 1;

"**SMRT**" the SMRT Group company that is a party to this Contract;

"**SMRT Group**" SMRT Corporation Ltd and its Affiliates from time to time;

"**SMRT Indemnified Party**" SMRT and its Affiliates and their respective officers, directors, employees, subcontractors, customers, agents, successors and assigns;

"**SMRT Items**" all items, software, hardware, property, equipment and other materials provided by SMRT or any other SMRT Group company in connection with the Goods and/or Services, including all data and related documentation;

"**SMRT Trains**" SMRT Trains Pte Ltd;

"**Supplier**" the Supplier Group company that is a party to this Contract;

"**Supplier Group**" Supplier and its Affiliates from time to time;

"**Supplier Indemnified Party**" Supplier and its Affiliates and their respective officers, directors, employees, subcontractors, agents, successors and assigns;

"**Supplier IPR**" is defined in clause 13.1;

"**Supplier Personnel**" is defined in clause 7.1;

"**Supplier Tender Submission**" the Supplier's tender submission, as attached to this Contract (if applicable);

"**Tender Specifications**" the documents shared with Supplier containing the necessary application papers, additional information and any relevant clarifications to apply for the tender and enter the selection process that are attached to this Contract (if applicable); and

"**Term**" the term of this Contract as specified in the Commercial Term Sheet.

1.2 The following rules of interpretation apply, unless the context requires otherwise:

- (a) words shall not be given a restrictive interpretation if they are preceded or followed by words indicating a particular class of acts, matters or things;
- (b) any references to singular include plural (and vice versa);
- (c) a reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established;
- (d) the expression "including" or "shall include" means "including without limitation" (with related words being construed accordingly);
- (e) the expression "parties" shall mean the parties to this Contract; and
- (f) a statute or statutory provision includes any consolidation, re-enactment, modification or replacement of the same and any subordinate legislation in force under any of the same from time to time.

1.3 If there is a conflict between any agreements or parts of them between the parties, the following order of precedence shall apply:

- (a) the Commercial Term Sheet; then

- (b) the Tender Specifications; then
- (c) the Standard Terms and Conditions; then
- (d) the other parts of this Contract; then
- (e) the Mandatory Policies; then
- (f) any purchase order; then
- (g) any terms and conditions of a Supplier Group company that the parties expressly agree in writing are to form part of this Contract; then
- (h) the Supplier Tender Submission.

## 2. About these Standard Terms and Conditions

- 2.1 These Standard Terms and Conditions apply to the purchase by SMRT of Goods and/or Services from Supplier.
- 2.2 These Standard Terms and Conditions, together with the Commercial Term Sheet into which they are incorporated, constitute a binding agreement between the parties.
- 2.3 SMRT shall not have any obligation to exclusively purchase Goods and/or Services, or any goods and/or services of a similar nature, from Supplier.
- 2.4 If required by SMRT, Supplier shall, within thirty (30) days of the date of this Contract or as otherwise required by SMRT:
  - (a) where the SMRT entity that is a party to this Contract is SMRT Trains Ltd, execute and deliver to SMRT the Key Contractor Undertaking attached at Schedule 3; and
  - (b) deposit with SMRT an amount equal to five per cent (5%) of the Price or other amount specified by SMRT, by way of an insurance bond or banker's guarantee acceptable to SMRT as security for the due performance and observance by Supplier of all the stipulations, conditions and agreements contained in this Contract (the "**Security Deposit**"). Without prejudice to its other rights and remedies, SMRT may utilise and make payments out of the Security Deposit should the Supplier owe any sums to SMRT or the SMRT Group. A specimen form of Security Deposit is attached at Schedule 5. The Security Deposit, or any balance remaining, will be returned to Supplier no later than 14 days after the final satisfaction by Supplier of its obligations in connection with the supply of the Goods and/or Services, as notified to Supplier by SMRT in writing.

## 3. Goods and/or Services

- 3.1 If Supplier is only supplying Goods, then the terms of this Contract that are applicable to Services do not apply.
- 3.2 If Supplier is only supplying Services, then the terms of this Contract that are applicable to Goods do not apply.

#### 4. Supply of Goods

- 4.1 Supplier agrees to provide the Goods in accordance with the terms of this Contract.
- 4.2 Any forecasts provided by SMRT are indicative and are non-binding unless expressly stated in writing to be binding.
- 4.3 Supplier shall:
- (a) deliver and supply the Goods:
    - i. in accordance with Applicable Law, Good Professional Practice and the Mandatory Policies;
    - ii. in accordance with any reasonable instructions provided, from time to time, by SMRT or any person authorised on behalf of SMRT within the scope of this Contract;
    - iii. in accordance with the Delivery Schedule (or, if no Delivery Schedule is specified, as soon as reasonably practicable) at the relevant Location during SMRT's normal business hours, or as otherwise instructed by SMRT;
    - iv. in accordance with the Tender Specifications and the Supplier Tender Submission;
  - (b) ensure that the Goods:
    - i. correspond with their description and any applicable specifications, including the Tender Specifications and the Supplier Tender Submission;
    - ii. are of satisfactory quality and free from defects in material (including any raw materials contained in them), fabrication and workmanship and remain so for twelve (12) months after delivery;
    - iii. comply with Applicable Law;
    - iv. are fit for any purpose held out by Supplier or made known to Supplier by SMRT prior to delivery;
    - v. are properly packed and secured in such manner as to enable them to reach their destination in good condition;
  - (c) ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under this Contract; and
  - (d) at all times maintain sufficient manufacturing capacity, stocks of raw materials and packaging, and stocks of Goods to enable it to meet SMRT's forecasted requirements as notified to Supplier in writing from time to time.
- 4.4 Each delivery of Goods shall be accompanied by a delivery note from Supplier showing the order number, the date of the order, the type and quantity of Goods included in the order and, in the case of an order being delivered by instalments (to the extent permitted), the outstanding balance of Goods remaining to be delivered.

- 4.5 Title and risk in the Goods shall pass to SMRT on completion of delivery. Delivery is complete upon completion of unloading at the relevant Location.
- 4.6 If Goods are not delivered in accordance with the Delivery Schedule, then, without limiting any other right or remedy SMRT may have, SMRT may:
- (a) refuse to take any subsequent attempted delivery of the Goods;
  - (b) terminate this Contract with immediate effect;
  - (c) obtain substitute goods from another supplier and recover from Supplier any costs and expenses reasonably incurred by SMRT in obtaining such substitute products; and/or
  - (d) claim damages for any other costs, expenses or losses resulting from the Supplier's failure to deliver the Goods in accordance with the Delivery Schedule.
- 4.7 Without prejudice to any rights or remedies of SMRT, Supplier shall give notice to SMRT immediately if it becomes aware or anticipates that it will or may be unable to comply with its obligations under this clause 4, including if it becomes aware that it will be unable to supply any Goods in accordance with the agreed Delivery Schedule.
- 4.8 SMRT has the right to inspect, test and approve or reject the Goods at any time (prior to, on or after delivery). If SMRT considers that the Goods do not conform or are unlikely to comply with the requirements of this Contract, then, without limiting any other right or remedy that SMRT may have, SMRT may reject those Goods and:
- (a) terminate this Contract with immediate effect;
  - (b) require Supplier to repair or replace the rejected Goods at Supplier's risk and expense within the time period specified in a notice from SMRT or (if no time period is specified) as soon as reasonably practicable and in any event within five (5) Business Days;
  - (c) require Supplier to repay the price of the rejected Goods in full (whether or not SMRT has previously required the Supplier to repair or replace the rejected Goods);
  - (d) obtain the Goods or parts thereof from another supplier and recover all related costs incurred in doing so from Supplier; and/or
  - (e) claim damages for any other costs, expenses or losses resulting from Supplier's delivery of Goods that do not conform with the requirements of this Contract.
- 4.9 SMRT shall have the right to conduct further inspections and tests until such time as it is satisfied that the Goods comply with the requirements of this Contract.
- 4.10 Notwithstanding SMRT's payment in full for the Goods, such payment does not constitute and shall not be deemed to be evidence of SMRT's acceptance of the Goods and Supplier shall not be relieved from its responsibility to replace any defective or damaged Goods.

## 5. Supply of Services

5.1 Supplier agrees to supply the Services in accordance with the terms of this Contract.

5.2 Supplier shall supply the Services throughout the Term in accordance with:

- (a) the requirements set out in this Contract;
- (b) the Tender Specifications;
- (c) the Supplier Tender Submissions;
- (d) Applicable Law;
- (e) Good Professional Practice;
- (f) the Mandatory Policies;
- (g) any applicable Service Levels;
- (h) the Delivery Schedule (or, if no Delivery Schedule is specified, as soon as reasonably practicable) at the relevant Location during SMRT's normal business hours, or as otherwise instructed by SMRT in writing; and
- (i) any reasonable instructions provided, from time to time, by SMRT or any person authorised on behalf of SMRT within the scope of this Contract.

5.3 Supplier shall co-operate with SMRT in all matters relating to the Services.

5.4 Supplier shall not supply or procure the supply of the Services in a manner in which harm to the business or reputation of any SMRT Group company is intended or reasonably foreseeable.

5.5 Supplier shall:

- (a) implement the measurement and monitoring tools and procedures which are agreed or reasonably required in order to monitor, measure and report to SMRT as to Supplier's provision of the Services, including as against any applicable Service Levels;
- (b) ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under this Contract; and
- (c) provide all assistance that SMRT may reasonably require from time to time for the purposes of evaluating Supplier's provision of the Services and resolving operational problems in connection with the Services.

5.6 Without prejudice to any rights or remedies of SMRT, Supplier shall give notice to SMRT as soon as reasonably practicable if it becomes aware or anticipates that:

- (a) it will be unable to supply any Services in accordance with the Delivery Schedule; or

(b) it has supplied Services which do not comply with the terms of this Contract.

5.7 If Supplier fails to comply with the Delivery Schedule or otherwise provides Services and/or Deliverables that do not comply with the requirements of this Contract then (without prejudice to SMRT's rights and remedies), SMRT may:

- (a) terminate this Contract with immediate effect;
- (b) refuse to accept any subsequent performance of the Services or provision of Deliverables which the Supplier attempts to make;
- (c) purchase substitute services from elsewhere and/or perform the Services and/or provide the Deliverables itself and reclaim from Supplier any additional costs incurred as a result of doing so;
- (d) hold Supplier accountable for any loss and additional costs incurred; and
- (e) have any sums previously paid by SMRT to Supplier in respect of the affected Services and/or Deliverables refunded by Supplier.

## 6. Variations

SMRT may, at any time, amend or cancel any order for Goods and/or Services by giving Supplier written notice. Subject to receipt by SMRT of reasonable evidence, SMRT shall, in such circumstances, pay Supplier fair and reasonable compensation for any work already completed on the Goods and/or Services in accordance with this Contract (including any out-of-pocket expenses incurred or committed by Supplier at the time of termination) but such compensation shall not include loss of anticipated profits or any consequential loss, Supplier shall use all reasonable endeavours to mitigate its costs and expenses and the total amount payable shall under no circumstances exceed the pro-rata Price calculated in relation to the actual Goods and/or Services delivered in accordance with this Contract, prior to the receipt by Supplier of such notice of amendment or cancellation.

## 7. Personnel

### 7.1 Suitability of personnel

Supplier shall:

- (a) ensure that all persons employed or engaged (including employees, workers, agents and self-employed contractors and whether or not employed or engaged directly as individuals or through a company) by or on behalf of Supplier from time to time in connection with this Contract ("**Supplier Personnel**") have sufficient capacity, competence, skill and experience to be able to discharge the functions assigned to them in a timely and professional manner;
- (b) ensure that all Supplier Personnel are legally entitled to work in the countries in which they will be required to work in connection with this Contract (in terms of age and immigration status and as otherwise required by Applicable Law). This includes ensuring that any foreigner employed in connection with this Contract shall have the necessary work permit to allow them to work in Singapore;



- (c) comply with Applicable Law concerning the working hours of Supplier Personnel; and
- (d) be solely responsible for the supervision, daily direction and control of all Supplier Personnel, including providing all required equipment.

#### 7.2 Key Personnel

Supplier shall use its best endeavours to ensure that all Key Personnel are actively involved in the provision of the Services throughout the Term. Supplier shall obtain the prior written consent of SMRT before making any change to the Key Personnel.

#### 7.3 Compliance with Mandatory Policies

Supplier shall ensure that Supplier Personnel shall at all times comply with the Mandatory Policies and the reasonable instructions and directions of SMRT from time to time.

#### 7.4 Removal of unsuitable persons

If, in the reasonable opinion of SMRT, any Supplier Personnel:

- (a) fail to meet the required standards of performance pursuant to this Contract; or
- (b) engage in conduct which is unacceptable to SMRT acting reasonably,

then, without prejudice to SMRT's other rights and remedies, Supplier shall, at SMRT's request and at Supplier's cost, procure the removal of that member of Supplier Personnel from any involvement with the performance of this Contract as soon as reasonably practical and, in any event, within seven days, and promptly replace them with personnel who meet the requirements of this Contract.

#### 7.5 Responsibility for Supplier Personnel

- (a) Supplier shall be responsible for payment of all compensation and other benefits, employer taxes and the withholding and paying of any income tax and for making any other deductions or contributions as required by law (including workers' compensation and disability) for or relating to each Supplier Personnel.
- (b) The parties agree that nothing in this Contract shall make any Supplier Personnel an employee of or directly engaged by SMRT.

### 8. **SMRT Items**

8.1 All SMRT Items shall remain the property of SMRT (or such other person as may be specified by SMRT) and title to the SMRT Items shall not pass to Supplier at any time. The transfer of possession of any SMRT Items constitutes the legal transfer of risk to Supplier but does not represent any transfer of title or ownership.

8.2 The SMRT Items shall not be subject to any lien in favour of Supplier and all rights of retention or any other right or guarantee over the SMRT Items in favour of Supplier or any of its employees or subcontractors is expressly excluded. Supplier will have no right to pledge the SMRT Items to third parties or to take any other measures

which would infringe the rights of the owner. Supplier shall not encumber, sell, lease, transfer or otherwise dispose of any rights, title or interest in and to the SMRT Items in any situation (including Insolvency of Supplier).

8.3 SMRT shall at any time on reasonable notice be entitled to require Supplier to provide access to or hand over custody of the SMRT Items and related materials to SMRT or its representatives. If Supplier fails to do so, SMRT and its representatives shall have and Supplier shall grant or procure the right to enter the applicable location, Supplier vehicles or other location(s) where the SMRT Items and/or relevant documents are held in Supplier's custody.

8.4 Supplier will be liable, and will reimburse SMRT in full, for any Loss to the SMRT Items under its care, custody or control (including during the transportation and storage of the SMRT Items and in handling any returns) however it was caused.

## 9. Property Damage

Supplier is responsible for any loss of or damage to any real or personal property in connection with the provision of the Goods and/or Services, to the extent that such loss or damage is caused by an act or omission (negligent, fraudulent or otherwise) of Supplier, its employees, its subcontractors or their employees.

## 10. Information Technology

10.1 This clause 10 only applies if Supplier is providing hardware and/or software in connection with the performance and/or delivery of the Goods and/or Services ("**Supplier System**").

10.2 Supplier shall ensure that any Supplier System complies with the terms of this Contract, Applicable Law and Good Professional Practice.

10.3 Supplier shall:

- (a) support and maintain the Supplier System throughout the Term in accordance with this Contract and Good Professional Practice;
- (b) ensure that the Supplier System is fit for any specific purpose for which Supplier knew or ought reasonably to have known such Supplier System would be used by SMRT (including the way in which such Supplier System is intended to interface with any of SMRT's pre-existing hardware or equipment with which such Supplier System is intended to interface);
- (c) ensure that the Supplier System complies with the Mandatory Policies, including any IT and/or data security requirements specified in the Mandatory Policies;
- (d) maintain such level of availability of the Supplier System as is required to deliver its contractual obligations but in any event no less than 99.99% availability (excluding for these purposes scheduled downtime in accordance with Good Professional Practice), as measured on a monthly basis;
- (e) report to SMRT as to the operation of the Supplier System (including promptly notifying SMRT of any events that could impact the operation of the Supplier System in a manner that could impact the delivery of the Goods and/or Services); and

- (f) take such steps as are necessary in accordance with Good Professional Practice to prevent the introduction of viruses or other harmful or malicious code into the Supplier System or otherwise into SMRT's IT systems.

10.4 Supplier shall provide reasonable training and documentation to SMRT's personnel as to the operation of Supplier System as is necessary to facilitate the provision and receipt of the Goods and/or Services.

## 11. Disaster Recovery

Supplier shall:

- (a) take all reasonable precautions, and at all times have in place suitable incident management systems and/or disaster recovery systems, so as to ensure that the Goods and/or Services continue to be provided without interruption or derogation throughout the Term and otherwise in accordance with this Contract; and
- (b) reliably and regularly back up all data provided, used or generated in connection with the Goods and/or Services and shall otherwise establish and maintain adequate safeguards against the destruction or loss of data in the possession or control of Supplier.

## 12. Price and Payment

12.1 The Price for (or the method for calculating the Price for) the Goods and/or Services shall be as set out in the Commercial Term Sheet and/or Schedule 1 and no other charges or costs shall be payable by SMRT in connection with the Goods and/or Services unless agreed otherwise in writing in advance.

12.2 Unless otherwise expressly provided in the applicable purchase order, the Price shall not increase and shall be exclusive of any applicable sales or service tax, or GST, which shall be payable by SMRT subject to receipt of a valid invoice. Supplier will quote any applicable purchase order number on the invoice in accordance with SMRT's instructions.

12.3 SMRT shall make payment less amounts it is required to withhold pursuant to Applicable Laws in relation to taxation.

12.4 Supplier shall only be reimbursed for those reasonable out-of-pocket expenses which are specified in this Contract, pre-approved by SMRT in writing and actually incurred in providing the Goods and/or Services. Supplier shall comply with any expenses requirements set out in the Mandatory Policies.

12.5 Subject to receipt of a valid invoice, SMRT shall pay Supplier the undisputed amounts due and payable according to the payment terms set out in this Contract. Where no payment terms are set out, invoices shall be presented to SMRT monthly in arrears, and the amount due and payable shall be payable within sixty (60) days of SMRT's receipt of a valid invoice. Where the day nominated or determined for payment is not a Business Day, then the day for payment shall be the first Business Day after the day so nominated.

12.6 Supplier shall ensure that each invoice complies with Applicable Laws, is issued no later than three (3) months after the relevant Goods and/or Services are delivered, is in the form reasonably required by SMRT (including in electronic form where so requested), shows all elements of the Price and pre-approved out-of-pocket

expenses and, to the extent that it relates to out-of-pocket expenses, is accompanied by such evidence of those expenses as SMRT may reasonably require.

- 12.7 The Price is payable in Singapore Dollars unless the Commercial Term Sheet and/or Schedule 1 specifies otherwise. Any foreign exchange risks shall be borne solely by Supplier.
- 12.8 SMRT may at any time, without limiting any of its other rights or remedies, set off any liability of Supplier to SMRT against any liability of SMRT to Supplier.

### **13. Intellectual Property Rights**

- 13.1 All Intellectual Property Rights owned by Supplier prior to the date of this Contract or developed or created by Supplier other than in the course of performing its obligations under this Contract ("**Supplier IPR**") will remain vested in Supplier and shall not be assigned or (subject to clause 13.2) licensed under this Contract.
- 13.2 To the extent that any of the Goods and/or any of the Deliverables incorporate or embody Supplier IPR, Supplier hereby grants to SMRT a perpetual (continuing beyond the expiry or termination of this Contract without limit in time), irrevocable, royalty-free, freely transferable, non-exclusive licence to use the Supplier IPR to facilitate and/or enable the use by SMRT of the Goods and/or the Deliverables (as applicable).
- 13.3 Subject to clause 13.1, all Intellectual Property Rights in and to the Goods and/or the Deliverables (as applicable) will immediately vest in SMRT. Supplier hereby assigns with full title guarantee (by way of present assignment of present and future rights) such rights to SMRT.
- 13.4 Supplier shall use all reasonable endeavours to obtain waivers of all moral rights (and any similar rights in other jurisdictions) in and to the Goods and Deliverables (as applicable).

### **14. Reporting and Governance**

- 14.1 Supplier shall prepare and deliver to SMRT such reports on the provision by Supplier of the Goods and/or Services as SMRT may reasonably require.
- 14.2 The required reports will be delivered in the format and at the frequency specified in the Commercial Term Sheet and/or Schedule 1 and, where not so specified, shall be delivered monthly in a format approved by SMRT.
- 14.3 The parties shall meet to discuss the provision of the Goods and/or Services at such frequency and at such locations as are reasonably required by SMRT. Supplier shall make available such Supplier Personnel to attend the meetings as SMRT shall reasonably require.

### **15. Inspection and Audit**

Supplier shall:

- (a) maintain all books, accounts, records and quality control information relating to its performance of this Contract or otherwise required by Applicable Law ("**Records**") and shall ensure that these are at all times comprehensive, accurate and reliable;

- (b) retain and properly store the Records during the Term and for at least seven years after termination or expiry; and
- (c) at all times during the Term and for at least seven years after termination or expiry, allow SMRT and/or its representatives to enter any Supplier premises upon no less than 14 days' prior written notice to access, inspect, audit and copy the Records for the sole purpose of assessing Supplier's compliance with the requirements of this Contract. Any audit must be conducted during Supplier's ordinary business hours. SMRT shall use all reasonable endeavours to minimise disruption to Supplier's business in connection with any such audit.

## 16. Third Party Providers

Where there is interaction or overlap between the Goods and/or Services being provided by Supplier and the goods and/or services of SMRT, its Affiliates and/or its or their third party providers, Supplier shall co-operate fully and in good faith with such parties.

## 17. Warranties, Representations and Undertakings

17.1 Each party warrants, represents and undertakes that:

- (a) it has full capacity and authority to enter into and perform this Contract; and
- (b) it shall comply with all Applicable Laws relating to anti-bribery and anti-corruption ("**Relevant Requirements**") and it has and shall maintain in place throughout the Term all policies and procedures necessary to ensure compliance with the Relevant Requirements.

17.2 SMRT warrants, represents and undertakes that the use by Supplier of the SMRT Items in accordance with the terms of this Contract and SMRT's instructions will not infringe the rights, including any Intellectual Property Rights, of any other person.

17.3 Supplier warrants, represents and undertakes that:

- (a) it has the necessary capacity and capability to provide the Goods and/or Services, including the appropriate skill, experience, facilities, personnel, equipment, software, technological knowledge, expertise, and all other resources required to do so;
- (b) it shall provide the Goods and/or Services in accordance with all Applicable Laws;
- (c) the receipt, use and onward supply of the Goods and/or Services by SMRT Group companies and their respective officers, directors, employees, subcontractors, customers, agents, successors and assigns shall not infringe the rights, including any Intellectual Property Rights, of any other person;
- (d) neither entering into this Contract nor the performance of or compliance with it nor procuring this will breach any other contract or legal restriction binding on it or its assets or undertakings;
- (e) all Goods shall be warranted against all defects arising from or relating to design, materials, workmanship, delivery, installation or manufacturing for twelve (12) months from the date of delivery or commissioning,

whichever is the later; and

- (f) all Deliverables shall be warranted against all defects arising from or relating to design, materials, workmanship, delivery, installation or manufacturing for twelve (12) months from the date of delivery or commissioning or from the date of completion of the performance of the Services, whichever is the later.

## **18. Indemnities**

18.1 SMRT shall indemnify, defend and hold harmless each Supplier Indemnified Party from and against all Losses suffered or incurred by each Supplier Indemnified Party as a result of a third party claim arising from any breach by SMRT of clause 17 (Warranties, Representations and Undertakings).

18.2 Supplier shall indemnify, defend and hold harmless each SMRT Indemnified Party from and against all Losses suffered or incurred by such SMRT Indemnified Party as a result of:

- (a) any third party claim that arises from Supplier's breach of this Contract;
- (b) any claim by a Supplier Personnel, including a claim that such Supplier Personnel is an employee of or directly engaged by any SMRT Group company, or any claim relating to the termination of employment or applicable contract of services of any Supplier Personnel;
- (c) any breach by Supplier of clause (b) (Supplier Personnel);
- (d) any breach by Supplier of clause 17 (Warranties, Representations and Undertakings);
- (e) any breach by Supplier of clause 26 (Confidentiality) or 28 (Personal Data);
- (f) any claim made against SMRT for actual or alleged infringement of a third party's rights, including Intellectual Property Rights, arising out of or in connection with the supply or use of the Goods and/or Services in accordance with this Contract;
- (g) any claim made against SMRT in relation to death, personal injury or damage to property arising out of or in connection with defects in Goods and/or Services (save to the extent that such defects are not attributable to Supplier Group companies and Supplier Personnel); and
- (h) any loss or damage to any SMRT Items, save to the extent caused by normal wear and tear.

## **19. Exclusions and Limitations of Liability**

19.1 Nothing in this Contract seeks to or shall limit or exclude liability for death or personal injury caused by negligence, for fraud or for any other type of liability that cannot be limited or excluded under Applicable Law.

19.2 To the maximum extent permitted by Applicable Law, neither party shall be liable to the other for any special, indirect or consequential loss or damage of any kind howsoever arising under or in connection with this Contract, whether in contract, tort (including negligence), breach of statutory duty or otherwise, and including under the indemnity obligations under this Contract.

19.3 To the maximum extent permitted by Applicable Law, the maximum aggregate liability of SMRT to the Supplier arising under or in connection with this Contract, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed an amount equal to the pro-rata Price calculated in relation to the actual Goods and/or Services delivered in accordance with this Contract.

## 20. Insurance

Without limiting the obligations or responsibilities under this Contract, the Supplier warrants that it has and undertakes that it shall at all times have in place and comply with the insurance requirements set out in Schedule 4.

## 21. Force Majeure

21.1 Neither party shall be liable to the other party for any delay or non-performance of its obligations to the extent that it arises directly from any cause or causes beyond its reasonable control and unable reasonably to be planned for or avoided including: any extremely severe weather, landslide, fire, subsidence, epidemic, outbreak of military hostilities (whether or not war is declared), expropriation by governmental authorities, act of God, governmental or regulator act, act of terrorism, earthquake, flood, embargo, riot, sabotage, strike (other than of its own employees and/or contractors), failures of third parties (other than subcontractors), explosion or civil commotion ("**Force Majeure Event**"), provided that the affected party:

- (a) promptly notifies the other party in writing of the cause of the delay or non-performance and the likely duration of the delay or non-performance; and
- (b) uses all reasonable endeavours to limit the effect of that delay or non-performance on the other party.

21.2 If a Force Majeure Event affects Supplier and Supplier has not restored full and uninterrupted performance of this Contract within twenty-four (24) hours, SMRT shall not be required to pay, and Supplier shall not be entitled to charge, for Services affected by that Force Majeure Event for the duration of the period commencing on the date the Force Majeure Event occurred and ending on the date full and uninterrupted performance is resumed.

21.3 If a Force Majeure Event continues for a continuous period of more than thirty (30) days and/or if performance by a party is suspended for more than sixty (60) days in aggregate during the Term owing to a Force Majeure Event then the party not affected shall be entitled to terminate this Contract by providing no less than fourteen (14) days' prior written notice.

## 22. Term and Termination

22.1 SMRT can terminate this Contract for convenience without any liability by giving thirty (30) days' written notice to the Supplier.

22.2 This Contract takes effect from the Start Date and continues for the Term as described in the Commercial Term Sheet, subject to earlier termination in accordance with its terms.

22.3 Without limiting its other rights or remedies, SMRT may terminate this Contract immediately upon written notice if:

- (a) Supplier breaches any material provision of this Contract (including any confidentiality obligation) and (where such breach is capable of remedy) does not remedy that breach within thirty (30) days of SMRT's notice of such breach;
- (b) Supplier becomes Insolvent;
- (c) undergoes a change in Control; or
- (d) Supplier or any person employed by it offers or has offered any gift or consideration of any kind as an inducement or reward for doing any action in relation to this Contract, which would be or is deemed by SMRT to be an offence under the Penal Code (Cap. 224) or the Prevention of Corruption Act (Cap. 241).

### 23. Consequences of Termination

- 23.1 On termination of this Contract, Supplier shall cease to use for any purpose, and shall deliver to SMRT, in SMRT's chosen format, on media free of viruses (where relevant), within seven (7) days of termination, all Goods, SMRT Items and Deliverables (whether or not in final form) and any other work product purchased by SMRT in the possession or control of any Supplier Group company relating to this Contract.
- 23.2 Termination of this Contract shall not affect (a) any rights and obligations of the parties accrued prior to or upon termination; and (b) clauses 1, 2, 3, 7, 13, 15, 17, 18, 19, 21, 23, 25, 26, 27, 29, 29 and any clauses expressed to survive termination or which by their nature survive termination.

### 24. Cure Plan

- 24.1 Without limiting its other rights or remedies, SMRT may by ten (10) days' prior written notice require Supplier to engage in enhanced co-operation to remedy a breach by Supplier of any provision of this Contract, as described in this clause 24.
- 24.2 Where SMRT has issued a notice to Supplier in accordance with this clause, Supplier shall continue to perform all of its obligations under this Contract and shall:
  - (a) immediately provide SMRT with such information (in addition to any information required to be provided under the other provisions of this Contract) as SMRT may reasonably request, or require in order to fully understand the nature and causes of the breach and the action that has been taken or is considered being taken by Supplier to rectify the breach;
  - (b) promptly give or procure for SMRT access to the Supplier Personnel responsible for causing and/or rectifying the breach together with other senior personnel of Supplier;
  - (c) where a breach is capable of remedy, devote all necessary resources to the resolution or remediation of the breach to ensure that the breach is resolved immediately and co-operate and promptly meet with SMRT to agree on, within ten (10) days of receipt of the written notice, a strategy (the "**Draft Cure Plan**"), which if approved by SMRT (the "**Approved Cure Plan**") shall be implemented by the Supplier for the resolution of that breach;
  - (d) where a breach is not capable of remedy, devote all necessary resources to the prevention of a recurrence



of that breach and, if required by SMRT, co-operate and promptly meet with SMRT to agree on, within ten (10) days of receipt of the written notice, a strategy (the "**Draft Prevention Plan**") which if approved by SMRT (the "**Approved Prevention Plan**") shall be implemented by the Supplier for the prevention of a recurrence of that breach;

- (e) allow SMRT to attend operational meetings relating to the planning and implementation of the Approved Cure Plan or Approved Prevention Plan, where relevant;
- (f) report to SMRT on a daily basis on Supplier's progress against the Approved Cure Plan or Approved Prevention Plan, where relevant, to be implemented by Supplier; and
- (g) promptly notify SMRT of any changes to the Approved Cure Plan or Approved Prevention Plan from time to time and the reasons for those changes.

24.3 A failure by Supplier to comply its obligations under this clause 24 constitutes a material breach of this Contract, without prejudice to SMRT's other rights and remedies.

## 25. Wind-Down Assistance

25.1 For such period required by SMRT, up to a total of 180 days after termination or expiry of this Contract, Supplier shall provide such Wind-Down Assistance in respect of this Contract as SMRT may require, at the Price (calculated pro rata where applicable).

25.2 For the purposes of this clause 25, "**Wind-Down Assistance**" means the provision to SMRT, its Affiliates and/or a third party provider specified by SMRT ("**New Provider**") of all assistance, training, handover facilitation and documentation reasonably required to ensure the smooth transfer of the provision of the relevant Goods and/or Services to New Provider so as to minimise any disruption to SMRT Group and to ensure the continuity of SMRT Group's business operations.

25.3 During the Term, SMRT may request and Supplier shall provide a provisional plan for the provision of Wind-Down Assistance in such reasonable detail as SMRT requires for the migration of the provision of Goods and/or Services to a New Provider.

## 26. Confidentiality

26.1 Each party (a "**Recipient**") undertakes to the other party (a "**Disclosing Party**") to treat as confidential all information, whether commercial, financial, technical or otherwise, in any medium or format, which the Recipient receives from the Disclosing Party, either directly or from any other person, which concerns the business, operations, customers or suppliers of the Disclosing Party and which (a) is marked as confidential, (b) is identified in advance of disclosure by the Disclosing Party as being confidential, or (c) ought reasonably to be understood by the Recipient to be confidential ("**Confidential Information**"). The terms and conditions of this Contract shall constitute Confidential Information of each party.

26.2 This clause 26 shall not apply to any information which: (a) is in or subsequently enters the public domain other than as a result of a breach of this clause 26; (b) has been or is subsequently received by the Recipient (or in the case of SMRT, one of its Affiliates) from a third party which is under no confidentiality obligation in respect

of that information; (c) has been or is subsequently independently developed by the Recipient without use of the Disclosing Party's Confidential Information; or (d) was previously known to the Recipient free of any obligation to keep it confidential.

26.3 The Recipient may disclose Confidential Information where the Recipient is required to do so by Applicable Law or by any competent regulatory authority. In these circumstances the Recipient shall give the Disclosing Party prompt advance written notice of the disclosure (where lawful and practical to do so) so that the Disclosing Party has sufficient opportunity (where possible) to prevent or control the manner of disclosure by appropriate legal means.

26.4 Neither party shall make or authorise any public or private announcement or communication concerning this Contract or refer to or use any business name or trade mark of the other party in any promotional communications without the prior written consent of the other party, which shall not be unreasonably withheld or delayed.

26.5 This clause 26 shall remain in full force and effect for a period of one (1) year after termination or expiry of this Contract.

## **27. Non-Solicitation**

27.1 Unless prior written consent has been obtained from SMRT, the Supplier shall not, and shall procure that their officers, employees and/or agents shall not, at any time during the Term of this Contract and for a period of twelve (12) months after termination or expiry of this Contract:

(a) either on its own account or for any person, firm, company or organization, directly or indirectly, solicit or entice or attempt to solicit or entice away from SMRT Group any officer or employee of any such company whether or not such person would commit any breach of any employment contract by reason of leaving the employment of the relevant company; and

(b) directly or indirectly employ or otherwise engage any officer or employee of the SMRT Group who by reason of such employment, is or is likely to be in possession of any Confidential Information or trade secrets relating to any of SMRT Group's businesses.

27.2 If Supplier commits any breach of this Clause 27, Supplier shall, on demand, pay to SMRT (or the relevant SMRT Group company) a sum equal to six (6) months of such officer's or employee's basic salary that was payable by SMRT (or the relevant SMRT Group company) to such officer or employee, plus the recruitment costs incurred by SMRT (or the relevant SMRT Group company) in replacing such person. Parties agree that these liquidated damages are reasonable and proportionate to protect the legitimate interests of SMRT Group.

## **28. Personal Data**

28.1 Unless otherwise defined in these Standard Terms and Conditions, terms in this clause 28 have the meanings given in the PDPA.

28.2 To the extent that Supplier Processes any Personal Data on behalf of SMRT under this Contract, Supplier shall:

- (a) comply with, and only act on, instructions from and on behalf of SMRT regarding the Processing of that Personal Data;
- (b) not Process that Personal Data for any purposes other than to perform its obligations in accordance with this Contract;
- (c) not Process that Personal Data in any way that is inconsistent with the SMRT privacy policy updated from time to time and found at: <https://smrt.com.sg/Privacy-Statement>;
- (d) protect the Personal Data by making reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal (or similar risks);
- (e) ensure the reliability of its employees, agents and contractors who have, and will have, access to the Personal Data, and ensure their compliance with the obligations set out in this clause 28; and
- (f) not, by any act or omission, place SMRT in breach of the PDPA;
- (g) in the event of any actual or suspected incident which may involve unauthorised access, collection, use, disclosure, copying, modification, disposal to/of the Personal Data (a "**Security Breach**"):
  - i. notify SMRT immediately of the Security Breach;
  - ii. provide such details of the Security Breach as SMRT may reasonably require and keep SMRT regularly informed of any further developments;
  - iii. at SMRT's request undertake a full investigation and provide a full written report on the Security Breach;
  - iv. consult with SMRT and take the required steps to mitigate the effects of the Security Breach and to prevent future breaches;
- (h) not subcontract to any third party any Processing of the Personal Data without SMRT's prior written consent;
- (i) promptly provide such assistance as SMRT may reasonably require in order for SMRT to deal with any request: (i) for access to and correction of the Personal Data under the PDPA; or (ii) from a regulator or law enforcement agency;
- (j) upon termination of this Contract, or otherwise upon SMRT's request, cease to retain the Personal Data that it no longer requires under this Contract and, at SMRT's option, either return the Personal Data to SMRT or destroy the Personal Data;
- (k) not Process the Personal Data in or transfer it to any country outside of Singapore unless it ensures that the protections afforded the Personal Data in such other countries are equivalent to those required under the PDPA; and
- (l) promptly, upon notice from SMRT, provide SMRT with such access to its premises and systems and those

of its approved subcontractors and with such information as SMRT may reasonably require to enable SMRT to assess Supplier's compliance with its obligations set out in this clause 28.

## **29. General**

- 29.1 This Contract constitutes the entire agreement and understanding of the parties relating to the subject matter of this Contract and supersedes any previous agreement or understanding between the parties in relation to such subject matter.
- 29.2 SMRT may, at any time, assign, transfer or sub-license the whole or any part of its rights or subcontract any or all of its obligations under this Contract by giving written notice to Supplier. Supplier may not assign, transfer or sub-license the whole or any part of its rights nor subcontract any or all of its obligations under this Contract without prior written approval from SMRT. If Supplier is permitted to use any third party subcontractor(s) in accordance with this clause, Supplier shall be responsible for the acts and omissions of such third party as fully as if they were the acts and omissions of Supplier itself.
- 29.3 Any notice required to be given under this Contract shall be in writing and shall be delivered by hand or sent by pre-paid first-class post or recorded delivery post to the other party at its address set out in the Commercial Term Sheet, or such other address as may have been notified by that party in writing for such purposes. A notice delivered by hand shall be deemed to have been received when delivered (or if delivery is not in business hours, at 9 am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post.
- 29.4 Supplier is an independent contractor engaged by SMRT. Nothing in this Contract or otherwise shall make Supplier the legal representative or agent of (or be in partnership with) SMRT or any other SMRT Group company nor shall Supplier have the right or authority to assume, create or incur any liability or obligation of any kind, express or implied, against, in the name of or on behalf of SMRT or any other SMRT Group company.
- 29.5 Supplier undertakes, at the request and cost and expense of SMRT, to sign all documents and to do all other acts which may be necessary to give full effect to the terms of this Contract.
- 29.6 Save as expressly set out in these Standard Terms and Conditions, no addition to or modification of this Contract will be binding on the parties unless made in writing.
- 29.7 The rights of each party under this Contract may be exercised as often as necessary, are cumulative and not exclusive of rights or remedies provided by law and may be waived only in writing and specifically. Delay in the exercise or non-exercise of any right is not a waiver of that right.
- 29.8 A person who is not a party to this Contract has no right to rely upon or enforce any term of this Contract.
- 29.9 If any provision of this Contract is found to be invalid or unenforceable then such invalidity or unenforceability will not affect the other provisions of this Contract, which will remain in full force and effect.
- 29.10 This Contract (and any and all disputes arising out of or in connection with this Contract (including any alleged breach, or challenge to the validity or enforceability, of this Contract or any provision of it)) will be subject to the

laws of Singapore. Any and all disputes arising out of or in connection with this Contract will be finally settled by binding arbitration under the Arbitration Rules of the Singapore International Arbitration Centre ("**Rules**") (which Rules are deemed to be incorporated by reference into this Contract) by one arbitrator, appointed in accordance with the Rules. The arbitration will take place in Singapore and the language of the arbitration will be English.

29.11 This Contract may be executed in any number of counterparts, all of which, taken together, shall constitute one and the same agreement.

**SCHEDULE 1**

**COMMERCIAL TERMS**

**A. Goods and/or Services**

[Goods:

- Description of Goods: [FULL DESCRIPTION]
- Specification of Goods: [TECHNICAL, DESIGN, PERFORMANCE, BUSINESS OR ANY REGULATORY REQUIREMENTS]
- [Any other KPIs]

[Services:

- Description of Services: [FULL SERVICES SPECIFICATION]
- Key Deliverables: [SPECIFIC DELIVERABLES]
- [Any other KPIs, Service Levels and Service Credits]
- [Key Personnel: [ ]]

**B. Price**

[Goods:

- Price applicable to Goods: [FULL DESCRIPTION]
- Calculation of amount payable for the Goods: [CALCULATION, INCLUDING ANY PERFORMANCE RELATED PAY]
- Payment due: [DATE]

[Services:

- Price applicable to Services: [FULL DESCRIPTION]
- Calculation of amount payable for the Services: [CALCULATION, INCLUDING ANY PERFORMANCE RELATED PAY / RATE CARD]
- Payment due: [DATE]

**C. [Tender Specifications, Response and Clarifications] [N.B. Insert if applicable]**

**D. [Supplier Tender Submissions] [N.B. Insert if applicable]**

## SCHEDULE 2

### MANDATORY POLICIES

#### 1. Safety and Security Policy

- A. **Supplier items.** Supplier shall be solely responsible for providing all required equipment including, where necessary, personal protective equipment in accordance with SMRT standards.
- B. **Working days and hours.** Supplier shall comply with Applicable Law, including Ministry of Manpower regulations, concerning the working hours of Supplier Personnel and SMRT shall approve the proposed working days and hours in advance of the Start Date.
- C. **Supplier Supervisors.** If required by SMRT, all Supplier Supervisors must successfully complete the SMRT Contractor Safety Course, the costs of which shall be borne solely by Supplier.
- D. **Security.** Supplier shall provide SMRT with particulars (PDPA-compliant) of all Supplier Personnel, including but not limited to:
- a. Name
  - b. Address
  - c. Identify card number / Passport number / Work permit number
  - d. Citizenship
  - e. Date of Birth
  - f. Sex
  - g. Type of job
  - h. Education level

If the Location is deemed by SMRT as restricted or sensitive or if the Term for the performance of the Services exceeds thirty (30) days, Supplier must submit the information required to SMRT for security screening.

Supplier shall ensure that all Supplier Personnel are legally entitled to work in Singapore and shall therefore be solely responsible for arranging, at its sole cost, any appropriate work pass. All passes must be returned to SMRT on the resignation, termination or expiry of the appointment of any Supplier Personnel.

Supplier shall comply with the SMRT security standing order and access control procedures.

Appropriate security passes must be worn by Supplier Personnel at all times.

SMRT shall have the right to instruct Supplier to remove any Supplier Personnel who in the sole determination of SMRT is undesirable or unfit to perform the Services. Supplier shall not seek compensation for any increase in the costs of supplying the Goods or performing the Services.

- E. **Safety.** Supplier shall ensure that Supplier Personnel observe and comply with all SMRT in-house guidelines, practices and procedures relating to safety. This obligation includes taking safety precautions to eliminate or reduce danger to Supplier Personnel, SMRT staff and the general public, whilst minimising obstruction and inconvenience.

SMRT reserves the right to issue a "Stop Work Order" should any critical safety lapse or breach be identified. Supplier must then implement appropriate corrective measures and seek SMRT approval before any Supplier Personnel recommences any work. Supplier shall not seek compensation for any increase in the costs of performing the Services following the issuance of any "Stop Work Order".

Supplier shall be fully responsible for their Method Statement (or Safe Work Procedure / Instruction) and Risk Assessment; and ensure their contents comply with the Workplace Safety & Health Act and applicable regulations. SMRT shall not be held liable for any shortcomings in these documents.

- F. **Clearing and cleaning on completion of the Services.** At the end of each day during the Term, Supplier must ensure that Supplier Personnel removes all rubbish and that no materials are left behind which could violate the regulatory requirements by the National Environment Agency (NEA) or give cause to complaints from members of the public.
- G. **Public safety.** Supplier shall look after the interest of traffic and public safety and safety of Supplier Personnel at all times.
- H. **Non-compliance with Workplace Safety and Health Act and applicable regulations.** If Supplier is found by SMRT to be in breach of any Applicable Law, SMRT has the right to terminate the Contract, without prejudice to its other rights.
- I. **Qualification of Supplier.** Where the Contract involves the provision of Services, Supplier shall ensure that it is certified to either bizSAFE Level 3 or higher by the Workplace Safety and Health Council (WSHC), or to equivalent recognized international standards (for example, ISO 31000, ISO 45001), for the entire duration of the Contract (including any notice period, renewal or extension). If at any time during the Contract the Supplier's certification is suspended, revoked or expired, the Supplier shall notify SMRT in writing as soon as practicable and provide the relevant information and documents upon SMRT's request.

## 2. Data and Privacy Policy

Updated from time to time and found at <https://www.smrt.com.sg/Privacy-Statement>

## 3. SMRT Supplier Code of Conduct

Supplier shall operate in accordance with the values as stated in this SMRT Supplier Code of Conduct:

### a) **Compliance with Laws**

SMRT requires all suppliers to fully comply with all applicable national, state laws and regulations including, but not limited to those relating to employment standards, workplace health and safety, intellectual property, corruption and bribery and environmental management.

### b) **Labour Rights Standards**

SMRT believes all employees in the supply chain warrant a rational and ethical workplace by upholding the utmost standards of human rights. Indentured, child, forced labour and slavery should be prohibited. SMRT require its supplier to create and maintain a working environment that is free from harassment, abuse, discrimination and corruption. All employees should be treated with dignity and respect and should not be in a state that violates the human rights.

### c) **Workplace Health and Safety**

Suppliers should ensure that their employees are being provided a safe and healthy work environment that integrates workplace health and safety measures which comprises but not limited to, fire and life safety measures, emergency preparedness and responses, occupational health and safety management and incident management.

### d) **Environmental Management**

Suppliers should always utilise best practices in environmental management and be compliant with local environmental laws including but not limited to those pertaining to waste disposal (hazardous waste, non-hazardous waste, etc), air emissions, pollutions, discharges and etc.

### e) **Gifts & Entertainment**

SMRT is committed to decline any forms of gifts and entertainment that could be in any way be interpreted as attempting to influence business decision in favour of any person or organization.



**f) Conflict of Interest**

Supplier should not have any dealing or transaction with any SMRT employees that creates a conflict of interest.

**g) Disclosure of Information**

Suppliers should take the responsibility to protect the data and respect SMRT privacy requirements and obligations. Disclosure of any information to appropriate parties as required by law should not be falsified or misrepresented.

**h) Anti-Corruption**

In doing business with SMRT, all suppliers are forbidden from offering, receiving (whether directly or otherwise) any form of bribe which includes but not limited to cash, cash equivalent, property, loans, commissions, services, benefits or other advantages as an incentive or reward for any businesses involving SMRT.

**i) Business Integrity and Fair Competition**

All corruption, extortion and embezzlement are prohibited. Suppliers shall not pay or accept bribes or participate in other illegal inducements in business or government relationships. Suppliers shall conduct their business consistent with fair and vigorous competition and in compliance with all applicable competition laws and anti-competitive practices. Suppliers shall employ fair business practices, including accurate and truthful advertising.

**SCHEDULE 3**

**KEY CONTRACTOR UNDERTAKING**

**[NOTE: This Schedule is only to be used for SMRT Trains Ltd.]**

This UNDERTAKING is dated <xxx>.

We, <insert name and address of Key Contractor> hereby declare to and for the benefit of the Land Transport Authority of Singapore, whose address is at 1 Hampshire Road, Singapore 219428, and its successors in office (“the Authority”), as follows:

1. We understand that by virtue of a licence issued by the Authority to SMRT Trains Ltd (the “Operator”) on 1 October 2016 (the “Licence”), the Operator has been licensed to operate the rapid transit system known as the Licensed Systems.
2. By virtue of a contract entered between the Operator and ourselves dated <XX> (the “Contract”), we have been engaged by the Operator to <insert description of subject matter of relevant contract>.
3. Our attention has been drawn to the fact that under the Licence, the Authority is entitled to require the novation of the Contract to the Authority or a replacement operator licensed by the Authority upon cancellation or expiry of the Licence.
4. We confirm that we are agreeable to novate the Contract to the Authority or such replacement operator in accordance with Section 3 above, and that the provision set out in the Appendix hereto has been duly and properly incorporated into the Contract.
5. We undertake to co-operate fully with the Authority or the replacement operator to achieve a smooth transition in the event of such novation.

IN WITNES WHEREOF, this undertaking has been executed for and on behalf of the company named below by its duly authorised representative:

Signed for and on behalf of  
(the Key Contractor>

By

\_\_\_\_\_  
Name:  
Title:

In the presence of

\_\_\_\_\_  
Name:  
Title:

(The signatory should be the Chief Executive Officer, Managing Director or equivalent in the Key Contractor)

### Appendix to Key Contractor Undertaking

<THE KEY CONTRACTOR> acknowledges and agrees that this Contract may be novated to such person or entity as SMRT Trains Ltd shall direct (the "Replacement Operator"). <The Key Contractor> shall, in the event of such novation:

- (a) Undertake to perform any and all of its obligations under this Contract and to be bound by the terms and conditions of this Contract in every way as if the Replacement Operator were and had been from the inception, a party to this Contract in lieu of SMRT Trains Ltd; and
- (b) Release and discharge SMRT Trains Ltd from any and all obligations and liabilities owed by the <Key Contractor> under this Contract, and shall accept the liability of the Replacement Operator in lieu of the liability of SMRT Trains Ltd.

**SCHEDULE 4****INSURANCE SPECIFICATION****[N.B. PLEASE DELETE A, B AND/OR C WHERE APPROPRIATE]****A. [For supply of Goods]**

[Without limiting the obligations or responsibilities under this Contract, Supplier shall at all times throughout the Term have in place the following insurance: (i) Work Injury Compensation; (ii) Third Party Liability Insurance; and (iii) all other insurances as required under Applicable Law.]

**B. [For the supply of Services (e.g. cleaning, refuse disposal, landscaping, car towing, air-con installation, etc.)]**

[Without limiting the obligations or responsibilities under this Contract, Supplier shall at all times have in place, but not limited to the following insurance, where applicable:

**1. Work Injury Compensation Insurance**

The Work Injury Compensation Insurance to be effected by Supplier shall:

- (a) provide cover for SMRT in its capacity as “Principal” and Supplier together with approved sub-contractors of all tiers for all Supplier Personnel engaged in connection with performance of the Services;
- (b) be in force throughout the Term;
- (c) provide compensation in accordance with the provisions of the Work Injury Compensation Act in Singapore;
- (d) provide compensation at common law in Singapore subject to a maximum amount in respect of any one occurrence of S\$10million; and
- (e) cover all employees which shall include all Supplier Personnel appointed to provide the Services.

**2. Third Party Liability Insurance**

The following are to be noted:

- (a) cover shall be arranged with the inclusion of SMRT, as the additional insured;
- (b) an appropriate cross liability clause shall have been included incorporating a waiver of subrogation;
- (c) cover shall be effected for not less than S\$1 million for any one occurrence;
- (d) coverage in the policy shall be arranged for:
  - i. loss or damage to third party property damage arising from the performance of the Services arising out of or in the course of carrying out this Contract;

- ii. for death, bodily or person injury suffered by third parties which shall be unlimited; and
- (e) cover shall be in force throughout the Term of this Contract.

### **3. Equipment Insurance**

The Equipment Insurance to be effected by Supplier shall:

- (a) be maintained throughout the period of use by Supplier of such equipment;
- (b) apply to all equipment to be utilised by Supplier in the provision of the Services, including unlicensed vehicles, tools, tackle and spares as well as temporary structures, including the contents thereof, such as site huts, offices, camps, stores, workshops and other temporary buildings;
- (c) provide indemnity based on full replacement value;
- (d) cover equipment which belongs to, or is supplied to Supplier or for which it is responsible or for which it hold itself responsible and which is for use or intended for use in connection with this Contract; and
- (e) be arranged on the usual "All Risks" form of policy coverage.

### **4. Motor Vehicle Liability Insurance**

The Motor Vehicle Liability Insurance to be effected by the Supplier shall:

- (a) be arranged so that cover is provided for all mechanically propelled vehicles including any item of construction equipment which is licensed for road use;
- (b) respond to third party liability risks including:
  - (i) death or injury to any person (including passengers) with the limit of indemnity to be unlimited in amount in respect of any one occurrence; and
  - (ii) loss of damage to property with the limit of indemnity to apply to any one occurrence; and
- (c) be effected with an insurer registered and licensed in Singapore.

### **5. Supplier's Insurance General Provisions**

1. Each insurance policy required herein shall contain a provision that the cover afforded under the policy will not be cancelled or decreased unless SMRT has been given at least thirty (30) calendar days prior written notice from Insurers by registered mail and any insurance certificates shall state the same.
2. SMRT will require evidence from Supplier that it has made adequate insurance arrangements at its costs in accordance with this Contract and this insurance specification. Supplier shall upon request furnish SMRT with certified true copies in English if any policy including alterations, endorsements and all premium billings including renewals, or at SMRT's sole discretion detailed certificates of insurance signed by an authorised insurers' representative, giving evidence of the existence of such insurance.

3. The above-mentioned insurance shall name SMRT as an additional insured with respect to claims arising out of the operations of Supplier under this Contract.
4. The above mentioned insurance shall include a waiver of subrogation rights against SMRT.]

**C.** [For the supply of Services (for these purposes, referred to as “Contract Works”).]

[Without limiting the obligations or responsibilities under this Contract, Supplier shall at all times provide, but not limited to, the following insurance, where applicable:

**1. Work Injury Compensation Insurance**

The Work Injury Compensation Insurance to be effected by Supplier shall:

- (a) provide cover for SMRT in his capacity as “Principal” and Supplier together with approved sub-contractors of all tiers for all Supplier Personnel engaged in connection with performance of the Services;
- (b) be in force throughout the Term;
- (c) provide compensation in accordance with the provisions of the Work Injury Compensation Act in Singapore;
- (d) provide compensation at common law in Singapore subject to a maximum amount in respect of any one occurrence of S\$10million;
- (e) cover all employees which shall include all Supplier Personnel appointed to provide the Services;

**2. Construction All Risk Insurance**

The following are to be noted:

- (a) cover shall be arranged in the joint names of SMRT, Supplier and all sub-contractors of any tier for their respective rights and interests;
- (b) insurance shall be provided for Services of not less than the Price;
- (c) cover will apply on site and elsewhere in Singapore if materials are in transit by road, rail or inland waterway or held in storage and not otherwise insured;
- (d) coverage shall be arranged for all loss or damage arising as a result of the provision of the Services and all unfixed materials and goods delivered by Supplier or incorporated into the Services on an “All Risks” basis subject to standard policy exclusions;
- (e) cover shall be in force throughout the provision of the Services.

**3. Third Party Liability Insurance**

The following are to be noted:



- (a) cover shall be arranged in the joint names of SMRT, Supplier and all sub-contractors of any tier for their respective rights and interests;
- (b) an appropriate Cross Liability Clause shall have been included incorporating a waiver of subrogation.
- (c) cover shall be effected for the limit as per following:

Price of Value / Contract Value	Limit of Liability
up to S\$1 million	S\$1 million for any one occurrence
S\$1 million - S\$50 million	S\$3 - 5 million for any one occurrence
more than S\$50 million	S\$10 million for any one occurrence

- (d) coverage in the policy shall be arranged for:
  - iii. loss or damage to third party property damage arising from the execution of the Works arising out of or in the course of carrying out this Contract;
  - iv. for death, bodily or person injury suffered by third parties which shall be unlimited; and
- (e) cover shall be in force throughout the Term of the Contract.

**4. Equipment Insurance**

The Equipment Insurance to be effected by Supplier shall:

- (a) be maintained throughout the period of use by Supplier of such equipment;
- (b) apply to all equipment to be utilised by Supplier in the provision of the Services, including unlicensed vehicles, tools, tackle and spares as well as temporary structures, including the contents thereof, such as site huts, offices, camps, stores, workshops and other temporary buildings;
- (c) provide indemnity based on full replacement value;
- (d) cover equipment which belongs to, or is supplied to Supplier or for which it is responsible or for which it hold itself responsible and which is for use or intended for use in connection with this Contract; and
- (e) be arranged on the usual “All Risks” form of policy coverage.

**5. Motor Vehicle Liability Insurance**

The Motor Vehicle Liability Insurance to be effected by the Supplier shall:

- (a) be arranged so that cover is provided for all mechanically propelled vehicles including any item of construction equipment which is licensed for road use;
- (b) respond to third party liability risks including:

(iii) death or injury to any person (including passengers) with the limit of indemnity to be unlimited in amount in respect of any one occurrence; and

(iv) loss of damage to property with the limit of indemnity to apply to any one occurrence;

(c) be effected with an insurer registered and licensed in Singapore.

**6. Professional Liability Insurance (Optional)**

The Professional Liability Insurance to be effected by Supplier shall:

(a) name Supplier Personnel and/or all design consultants as insured(s) under the policy;

(b) indemnify the insured in respect of their legal liability for claims made against them during the period of insurance for any negligent act, error or omission in the conduct and execution of their professional activities and duties;

(c) be effected and maintained on an annually renewable basis or on a project specific basis for the period commencing no later than the Start Date until 6 years from the End Date;

(d) provide a limit of indemnity of not less than S\$( ) in respect of any one claim and in the aggregate during the period of Insurance;

Price of Value / Contract Value	Limit of Indemnity
up to S\$1 million	S\$1 million for any one occurrence
S\$1 million - S\$50 million	S\$3 - 5 million for any one occurrence
more than S\$50 million	S\$10 million for any one occurrence

(e) be allowed a deductible of not exceeding 20% of policy limit in respect of each and every claim or such higher amount as may be agreed;

(f) extend to cover a territorial limit of worldwide excluding USA, Canada and Australia.

**7. Supplier’s Insurance General Provisions**

(a) Each Insurance policy required herein shall contain a provision that the cover afforded under the policy will not be cancelled or decreased unless SMRT has been given at least thirty (30) calendar days prior written notice from Insurers by registered mail and any insurance certificates shall state the same.

(b) SMRT will require evidence from Supplier that he has made adequate insurance arrangements at its costs in accordance with this Contract and this Insurance Specification. Supplier shall upon request furnish SMRT with certified true copies in English if any policy including alterations, endorsements and all premium billings including renewals, or at SMRT’s sole discretion detailed certificates of insurance signed by an authorised insurers’ representative, giving evidence of the existence of such insurance.



- (c) The above-mentioned insurance shall name SMRT as an additional insured with respect to claims arising out of the operations of Supplier under this Contract.
- (d) The above mentioned insurance shall include a waiver of subrogation rights against SMRT.]



**SCHEDULE 5**

**SECURITY DEPOSIT (SPECIMEN FORM)**

THIS DEED is made the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_ between \_\_\_\_\_ (Name of Bank) of \_\_\_\_\_ (Address) (hereinafter referred to as “the Bank” \*) of the one part and SMRT \_\_\_\_\_ of \_\_\_\_\_ (Address) (hereinafter referred to as “SMRT”) of the second part.

WHEREAS:

- (1) \_\_\_\_\_ (Name of Supplier) of \_\_\_\_\_ (Address) (hereinafter referred to as “the Supplier”) has entered into a Contract with SMRT under Contract No \_\_\_\_\_ for the \_\_\_\_\_ (Description of works) for the total contract price of Singapore Dollars \_\_\_\_\_ (S\$ \_\_\_\_\_) (hereinafter referred to as “the Contract”).
- (2) The Supplier is required by the Contract to provide SMRT a Security Deposit in a sum of \_\_\_\_\_ duly executed by a bank or insurance company approved in writing by SMRT, which Security Deposit shall be held by SMRT as security for and until the performance and completion by the Supplier of its obligations under the Contract.
- (3) The Bank\* has agreed to enter into this Deed to satisfy the Supplier’s obligations as required by the Contract.

NOW THIS DEED WITNESSETH as follows:

- 1. The Bank\* hereby unconditionally undertakes and covenants to pay on demand any sum or sums which may from time to time be demanded in writing by SMRT up to a maximum aggregate sum of Singapore dollars \_\_\_\_\_ (S\$ \_\_\_\_\_) to be held by SMRT as security for and until the performance and completion by the Supplier of its obligations under the Contract in all respects.
- 2. Payment of the aforesaid sum or any part thereof shall be made forthwith by the Bank\* upon receipt of a written demand made by SMRT.
- 3. The liability of the Bank\* under this Deed shall not be discharged or impaired by reason of any modification(s) or variation(s) (with or without the knowledge or consent of the Bank\*) in any of the stipulations or provisions of the Contract or the works, acts or things to be executed performed or done under the Contract or by reason of any breach or breaches of the Contract by the Supplier or by reason of any forbearance whether as to time, payment, performance or any other matter accorded by SMRT to the Supplier.
- 4. The Bank’s liability under this Deed shall be effective from \_\_\_\_\_ until \_\_\_\_\_ (hereinafter called the expiry date).
- 5. The Deed is conditional upon a claim being made by SMRT by notice in writing to us and a claim hereunder must be made before the expiry of this Deed. Any claim made shall be payable immediately.
- 6. SMRT may make more than one claim on this Deed so long as the claims are made before the expiry date of this Deed and the total claims do not exceed the security deposit.
- 7. This Deed shall be governed by and construed in accordance with the Laws of the Republic of Singapore.

IN WITNESS WHEREOF the abovenamed \_\_\_\_\_ has affixed its Common Seal hereto on the date and year abovewritten.



THE COMMON SEAL OF (Name of Bank\*) )  
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 was affixed hereunto in the )  
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 presence of: )