

Volvo Fleet Service Agreement

The Customer agrees to enter into this Fleet Service agreement (hereinafter referred to as the “Agreement”)

1. Object of the Agreement

1.1. Subject to the terms and conditions of this Agreement and in consideration of the payment by the Customer of the price and other charges set out herein, VOLVO TRUCKS provides the services described in article 2 below (the “Services”) for the vehicle(s) indicated by the Customer on Volvo Connect (the “Vehicle”).

2. Services

2.1. Volvo-fleet services consists of the following services;

- (i) Positioning
- (ii) Fuel & Environment;
- (iii) Messaging;
- (iv) Vehicle Status
- (v) Safety service
- (vi) Range & Route
- (vii) Energy & Environment
- (viii) Charging Management
- (ix) Daily Inspection

Further description of the Services is set out on Volvo Connect.

2.2. VOLVO TRUCKS may make any change to the provision of the Services which is required to conform to any applicable safety, statutory or regulatory requirement or added functionality; or which does not materially affect the quality or performance of the Services.

3. Price for the Services

3.1. The Customer shall pay the price for the Services on a case by case basis:

- (i) either as a pre-payment for a pre-paid fixed period; or
- (ii) monthly payments against invoice

3.2. All payments to be made by the Customer under the Agreement will be made in full without any set-off, restriction or condition and without any deduction for or on account of any counterclaim.

3.3. The price for the Services shall be as stated on Volvo Connect Digital Service Store (where the price may be updated from time to time by VOLVO TRUCKS with the validity date for new prices stated) and, if applicable, less discount as agreed between the Customer and VOLVO TRUCKS on a case by case basis.

3.4. In addition to the price, the Customer shall pay the cost for upgrades of software and/or hardware as required for the functioning of the Services, including not limited to tele-communication equipment.

3.5. If any sum payable under the Agreement is not paid when due then, without prejudice to VOLVO TRUCKS’s other rights under the Agreement, that sum will bear interest from the due date

until payment is made in full, both before and after any judgment, at a rate that is equal to the Stockholm Interbank Offered Rate (STIBOR) 3 month interest rate.

4. Specific conditions for pre-paid subscriptions

4.1. For Services where there is an agreed pre-payment for a pre-paid fixed period, the following conditions apply:

- (i) To take advantage of the pre-paid period, the Vehicle must be registered and activated on Volvo Connect within one year from the day the pre-paid period was invoiced.
- (ii) The subscription period starts on the first day of the month after the Vehicle is registered on Volvo Connect.
- (iii) During the prepaid subscription period, subscription charges will not be invoiced for the Vehicle to the Customer.
- (iv) Charges related to Services or usage other than covered by the subscription fee (e.g. additional Services), will be charged and invoiced to the Customer.
- (v) During the pre-paid period, no refunds will be made if the Customer discontinues any of the Services. If the Customer wishes to subscribe to additional Services during the pre-paid period, the additional Service(s) will be invoiced according to Article 3 above.
- (vi) When the pre-paid subscription period has expired this Agreement will automatically terminate.
- (vii) The above shall however not affect VOLVO TRUCKS's obligation to pay a refund pursuant to Article **Error! Reference source not found.** below

5. Information Systems

5.1. The Customer is aware that vehicles manufactured, supplied or marketed by a company within the Volvo Group are equipped with one or more systems which may gather and store information about the vehicle (the "**Information Systems**"), including but not limited to information relating to vehicle condition and performance and information relating to the operation of the vehicle (together, the "**Vehicle Data**"). The Customer agrees not to interfere with the operation of the Information System in any way.

5.2. Notwithstanding any termination or expiry of this Agreement, the Customer acknowledges and agrees that VOLVO TRUCKS may: (i) access the Information Systems at any time (including remote access); (ii) gather the Vehicle Data; (iii) store the Vehicle Data on Volvo Group systems; (iv) use the Vehicle Data in order to provide services to the Customer, as well as for its own internal and other reasonable business purposes; and (v) share the Vehicle Data within the Volvo Group and with selected third parties.

5.3. The Customer shall ensure that any driver or any other individual authorized by the Customer to operate the vehicle: (i) is aware that personal information relating to them may be gathered, stored, used, shared or otherwise processed by VOLVO TRUCKS; and (ii) is referred to or provided with a copy of the applicable Volvo Group privacy notice (available at <https://www.volvogroup.com/en-en/privacy.html>).

5.4. The Customer agrees to notify VOLVO TRUCKS in writing if it sells or otherwise transfers ownership of the Vehicle to a third party.

6. Data Management Agreement

6.1. The Customer acknowledges that the Data Management Agreement, attached hereto as Annex 1, and available at the following web site: <http://tsadp.volvotrucks.com/>, is an integral part of

this Agreement and agrees that the terms of that agreement applies to any data processing under this Agreement.

7. Term and Termination

7.1. The term of this Agreement commences on the date of acceptance by the Customer on Volvo Connect.

7.2. The Agreement will continue in force until the Vehicle is de-registered by the Customer on Volvo Connect. The Agreement shall terminate at the end of the calendar month in which such de-registration was effected.

7.3. The Agreement shall automatically terminate if the Customer transfers the ownership of the Vehicle to a third party.

7.4. VOLVO TRUCKS may terminate the Agreement with immediate effect if the Customer is in material breach of the Agreement or enters into insolvency, bankruptcy, any arrangement with its creditors or any other arrangement or situation which has a like effect.

7.5. VOLVO TRUCKS may terminate this Agreement at any time by providing six months' prior notice.

7.6. Failure by the Customer to pay any sum due under this Agreement is a fundamental breach which entitles VOLVO TRUCKS to terminate this Agreement with immediate effect.

7.7. If this Agreement expires or is terminated, the following shall apply after the date of expiry or termination:

(i) The termination of the Agreement howsoever arising is without prejudice to the rights, duties and liability of either the Customer or VOLVO TRUCKS accrued prior to termination. The conditions which expressly or impliedly are capable of having effect after termination will continue in force notwithstanding termination;

(ii) Upon termination of the Agreement for whatever reason the Customer shall not be entitled to a refund of any sums paid under this Agreement and the Customer shall forthwith pay VOLVO TRUCKS any sums accrued due under this Agreement;

(iii) VOLVO TRUCKS shall, however, compensate the Customer in case of a pre-paid Agreement for a fixed period of time if VOLVO TRUCKS materially reduces the scope of the Services during that period of time. The compensation shall in such case be in proportion to the reduced use of the Services during the remaining period and shall exclude any other compensation to the Customer, such as costs, expenses and damages for lost business, and loss of profit.

8. General responsibilities and obligations of the Customer

8.1. The Customer shall ensure that each employee or other person who operates the Vehicle, or uses the Services, complies with this Agreement and any instructions and recommendations set out on the Services terms of use and with VOLVO TRUCKS user guidelines in respect of the Service.

8.2. The Customer guarantees that it owns or otherwise has the right of disposition of the Vehicle.

8.3. The Services will only be provided by VOLVO TRUCKS in respect of the Vehicle if payment for the Service has been received by VOLVO TRUCKS in accordance with this Agreement

and if the Customer has acquired all the equipment and software required for the use of the Services.

8.4. The Customer shall secure that the Vehicle is equipped with the systems and hardware as may be required for the Services. In case of doubt the authorized Volvo dealer can provide the systems as necessary.

9. Information Availability

9.1. Information visible in Volvo Connect will be available to the Customer in accordance with the following: (a) Positioning data for one (1) year; (b) Positioning data per minute for 100 days; (c) Downloaded digital tachograph data for (at least) five (5) years; and (d) Fuel and Environment report data on an aggregated level for five (5) years; (e) Safety Service report data on an aggregated for five (5) years , (f) Asset alerts for 90 days (g) messaging data for 180 days.

9.2. The Parties shall comply with the applicable data protection legislation, applicable to the service provided.

10. Limitations of liability

10.1. The following provisions of this Article reflect the scope of the Agreement and the price for the Services.

10.2. VOLVO TRUCKS total maximum liability under this Agreement for claims arising in each calendar quarter (whether in contract, tort, negligence, statute, restitution, or otherwise) shall not exceed 100% of the sum paid under the Agreement in the calendar quarter in which the claim arose.

10.3. VOLVO TRUCKS will not be liable (whether in contract, tort, negligence, statute or otherwise) for any loss of profits, loss of business, wasted management time or costs of data reconstruction or recovery whether such loss arises directly or indirectly and whether VOLVO TRUCKS was aware of its possibility or not or for any consequential or indirect losses.

10.4. VOLVO TRUCKS hereby excludes to the fullest extent permissible in law, all conditions, warranties and stipulations, express (other than those set out in the Agreement) or implied, statutory, customary or otherwise which, but for such exclusion, would or might subsist in favor of the Customer.

11. Force Majeure

11.1. VOLVO TRUCKS will not be liable to the Customer for any failure or delay or for the consequences of any failure or delay in performance of the Agreement, if it is due to any event beyond the reasonable control and contemplation of VOLVO TRUCKS including, without limitation, third party service providers (including but not limited to mobile data network operators), acts of God, war, industrial disputes, protests, fire, tempest, explosion, an act of terrorism and national

emergencies and VOLVO TRUCKS will be entitled to a reasonable extension of time for performing such obligations.

12. Notices

12.1. Any notice for termination of this Agreement by VOLVO TRUCKS will be made to the Customer's email address registered on Volvo Connect.

12.2. Any other notice by VOLVO TRUCKS in connection with this Agreement will be deemed to be considered duly served when published on Volvo Connect.

13. Miscellaneous

13.1. Time for performance of all obligations of VOLVO TRUCKS is not of the essence.

13.2. If any condition or part of the Agreement is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from the Agreement and will be ineffective, without, as far as is possible, modifying any other provision or part of the Agreement and this will not affect any other provisions of the Agreement which will remain in full force and effect.

13.3. No failure or delay by VOLVO TRUCKS to exercise any right, power or remedy will operate as a waiver of it, nor will any partial exercise preclude any further exercise of the same, or of any other right, power or remedy.

13.4. VOLVO TRUCKS may vary or amend the terms and conditions of this Agreement with three months' prior notice to the Customer.

13.5. The Agreement is personal to the Customer who may not assign, delegate, license, hold on trust or sub-contract all or any of its rights or obligations under the Agreement without VOLVO TRUCKS prior written consent.

13.6. The Agreement contains all the terms which VOLVO TRUCKS and the Customer have agreed in relation to the Services and supersedes any prior written or oral agreements, representations or understandings between the parties relating to such Services.

14. Applicable law and dispute resolution

14.1. This Agreement shall be governed by and construed in accordance with Swedish law, without regard to its conflict of laws principles.

14.2 Subject to any other provisions of the agreement which provide for their own remedies, should any dispute arise between the Parties in connection:

14.2.1 with the formation or existence of;

14.2.2 the implementation of;

14.2.3 the interpretation and application of the provisions of,

14.2.4 the parties respective rights and obligations in terms of or arising out of or the conclusion, breach or termination of;

14.2.5 the validity, enforceability, rectification, termination or cancellation, whether in whole or in part of;

this Agreement, or any documents furnished by the parties pursuant to the Agreement, the procedure outlined in this clause shall be followed.

- 14.2.2 The Party claiming such dispute or difference shall forthwith notify the other Party in writing thereof. Within 5 Business Days of receipt of such notice, the Parties shall each nominate a senior representative who shall meet in person or via conference call or video conference and negotiate in order to resolve such dispute or difference.
- 14.2.3 Should the Parties, acting in good faith and using their reasonable commercial endeavours, fail to resolve such dispute or difference within 5 Business Days after the notice in clause 14.2.2 or such longer period as the Parties may agree in writing, the parties may, by agreement, refer the matter for mediation in terms of the rules of Arbitration Foundation of Southern Africa, or its successor ("AFSA"). Unless otherwise agreed between the Parties, the mediator will be nominated by AFSA. The mediation will start not later than 10 Business Days after the date of the notice.
- 14.2.4 Should the parties be unable to reach agreement on mediation, or where the matter is not resolved by mediation, then such dispute shall, at the instance of either Party, be referred to arbitration by a single arbitrator.
- 14.2.5 This clause shall not preclude any party from obtaining interim relief by way of motion proceedings on an urgent basis from a court of competent jurisdiction pending the decision of the arbitrator to facilitate such urgent arbitration.
- 14.2.6 The arbitration shall be determined in accordance with the provisions of RSA law and the parties submit to RSA jurisdiction for the purpose of this arbitration. The arbitrator shall determine the applicable procedure to be followed in the arbitration and shall not be bound by the strict rules of evidence.
- 14.2.7 The decision of the arbitrator shall be final and binding on the parties to the dispute and may be made an order of the court at the instance of any of the parties to the dispute.
- 14.2.8 The Parties shall keep the evidence in the arbitration proceedings and any order made by any arbitrator confidential unless otherwise contemplated herein.
- 14.2.9 The arbitrator shall be obliged to give his award in writing fully supported by reasons, unless otherwise agreed by the Parties in writing.