

MIAGEN SUPPORT SERVICES DRAW DOWN HOURS TERMS AND CONDITIONS

1 AGREEMENT

- 1.2 MIAGEN has implemented a system to improve CLIENTS financial information and reporting systems and in that regard CLIENT has decided to enter into this Agreement for the provision of Support Services by MIAGEN to CLIENT.
- 1.3 MIAGEN is an independent contractor and is willing to provide the Services to CLIENT as set out in below.

2 DEFINITIONS AND INTERPRETATION

In this Agreement unless the context otherwise requires or unless otherwise specified:

- 2.1 “Agreement” means an Order and addenda, documents or materials referred to therein and these support services terms and conditions.
- 2.2 “Charges” means Fees and Expenses.
- 2.3 “Computer Systems” means and includes
 - 2.3.1 “hardware”, being any computer equipment owned or used by or for the benefit of the relevant Party at any time, including, without limitation, communication systems, servers, infrastructure and networks and components or elements of the foregoing such as handheld devices, servers, firmware, screens, terminals, keyboards, disks, cabling and other peripheral and associated electronic equipment, and
 - 2.3.2 “software”, being any set of instructions for execution by a computer processor (including both source and object code) used by or for the benefit of the relevant Party at any time irrespective of application, language or medium and including for the avoidance of doubt any codes or sets of instructions that are embodied or incorporated in any firmware and related technical documentation.
- 2.4 “Consultants” means the skilled consultants and/or employees of MIAGEN provided and made available by MIAGEN to CLIENT pursuant to the terms of the Agreement and any reference to MIAGEN servants or agents throughout the Agreement shall include the Consultants.
- 2.5 “Data” means data, whether relating to the business of CLIENT or otherwise held on CLIENT Computer Systems.
- 2.6 “Due Date” means the date which falls thirty (30) days from and including the date an invoice properly accrued is issued to CLIENT in accordance with clause 6.11 hereof.
- 2.7 “Effective Date” is the date of the last signature to the Agreement.
- 2.8 “Expenses” means the limited allowable expenses which are incurred by MIAGEN and chargeable to CLIENT pursuant to clause 6 hereof.
- 2.9 “Fees” means such fees charged to CLIENT for the provision of the Services pursuant to clause 6 hereof.
- 2.10 “Intellectual Property Rights” means all intellectual property rights of whatever nature including but not limited to patents, trade marks, trade names, goodwill associated with trademarks or trade names, get up, trade dress, business names, domain names, inventions,

copyrights (including copyright in computer programs) and related rights, database rights, design rights, semi-conductor topography rights, know how and trade secrets, inventions and other patentable subject matter, whether registered or not, whether or not capable of registration and all applications and rights to make applications for registration of any of the foregoing rights throughout the world, together with all other rights of a similar or corresponding character which now or in the future may subsist in any part of the world.

- 2.11** "Material(s)" means any design, specification, instruction, information, data or other like documents supplied by either Party to this Agreement to the other for the performance of the Services.
- 2.12** "Order" means an order for consulting hours of time made in writing and signed by CLIENT and MIAGEN which may be applied against MIAGEN consultant time incurred in the provision of Services during a period of twelve following the date of the order.
- 2.13** "Services" means those services to be provided by MIAGEN as agreed from time to time.
- 2.14** "Standard Working Day" means the hours of 9:00am to 5:30pm (inclusive of one hour lunch break) during the Standard Working Week.
- 2.15** "Standard Working Week" means Sunday to Thursday inclusive in Gulf States and Monday to Friday inclusive elsewhere, excluding any public holidays.

Headings are for convenience only and shall not affect the construction or interpretation of this Agreement.

3 GENERAL OBLIGATIONS OF MIAGEN

- 3.1** During the term of this Agreement, MIAGEN and CLIENT shall plan and agree the Services to be provided.
- 3.2** MIAGEN shall use all reasonable endeavours to ensure that the Services shall be provided to CLIENT in a timely manner and in accordance with any reasonable request from CLIENT.
- 3.3** MIAGEN shall use all reasonable endeavours to procure that the Consultants shall devote such time as is necessary to ensure that the Services are provided.
- 3.4** MIAGEN hereby agrees to provide the Services to CLIENT and make available to CLIENT the services, skills and expertise of the Consultants for the duration of the Agreement to ensure the timely provision of the Services to CLIENT and otherwise in accordance with the terms of this Agreement at rates as outlined in the relevant Order.
- 3.5** MIAGEN shall provide the Services with reasonable care and skill to the best of the skill and ability of the Consultants.
- 3.6** MIAGEN shall provide the Services at MIAGEN offices or at CLIENTS premises, if required to ensure delivery of the Services.
- 3.7** Unless it has or he/she has been expressly authorised to do so by CLIENT in writing neither MIAGEN nor the Consultants shall have any authority to incur any expenditure in the name of or for the account of CLIENT; and MIAGEN shall not, and shall procure that the Consultants shall not, hold itself or themselves out as having any authority to bind CLIENT.
- 3.8** When providing the Services at the offices of the CLIENT, MIAGEN shall procure that the Consultants shall comply with all reasonable standards of safety and comply with CLIENT health and safety procedures from time to time in force at CLIENT offices. MIAGEN shall also procure that the Consultants shall comply with any CLIENT harassment policy in place from time to time, together with any other policies as notified by CLIENT to be applicable to the Consultants.

- 3.9** If MIAGEN and the Consultants are provided with limited access to CLIENT electronic communications systems in order to facilitate the provision of the Services, MIAGEN shall and shall procure that the Consultants shall adhere to the usage policies and guidelines of CLIENT computer, internet and electronic communication systems, including but not limited to the information security standards any social media policy in place from time to time within CLIENT, copies of which shall be provided to the Consultants.
- 3.10** MIAGEN shall, as appropriate, provide all materials, equipment and facilities necessary for the proper performance of the Services.

4 GENERAL OBLIGATIONS OF CLIENT

- 4.1** If CLIENT, to support its own internal administration processes, requires that a purchase order is issued before payment of an invoice issued by MIAGEN can be processed, then CLIENT shall issue such purchase order(s) to MIAGEN, in advance of the date agreed for the commencement of the Services.
- 4.2** The CLIENT will provide MIAGEN with all necessary co-operation, information, equipment, data and support that may reasonably be required by MIAGEN for the performance of its obligations at such reasonable times as MIAGEN requests.
- 4.3** If Services include a documentation review CLIENT will maintain a detailed register of all changes made to the system and provide this to MIAGEN upon request.
- 4.4** Where any Services are to be carried out at the CLIENT premises then the CLIENT shall, subject to compliance by MIAGEN personnel with CLIENT reasonable security requirements, allow MIAGEN full and complete access to the area(s) where Services are to be performed and will provide adequate office accommodation and facilities for any MIAGEN staff working on its premises as required.

5 CHARGES, PAYMENT AND TAXES

- 6.1** Services shall be provided against draw down hours invoiced and paid in advance.
- 6.2** Time worked by Consultants outside the Standard Working Day will be by prior mutual agreement and will require the prior consent of CLIENT and may be invoiced at the normal hourly rate for work undertaken between the hours of 8:00am and 9:00am and 5.30pm and 6.30pm and at a rate of time and a half for work undertaken after 6:30 pm calculated on the basis of the normal hourly rate set in the Order.
- 6.3** Time worked by Consultants outside the Standard Working Week will be by prior mutual agreement and will require the prior written consent of CLIENT and will be invoiced at time and a half on Saturdays and double time on Sundays and Public holidays calculated on the basis of the normal hourly rate set out in the Order.
- 6.4** The fee rates set out in any Order may be reviewed by MIAGEN not more than once in any year.
- 6.5** For Consultants based in the same city as CLIENT no expenses will be charged for attendance on CLIENT sites in and around the city.
- 6.6** Where travel is required to other CLIENT offices outside of Consultants base city, travel and subsistence may be re-charged at cost with prior agreement of CLIENT. Unless otherwise agreed, for any time spent, in excess of one hour, travelling to and from such other CLIENT offices, the time will be charged at the normal hourly rate set out in the Order. This time is in addition to the time spent on site.

- 6.7** Other than the limited travel and subsistence expenses allowable pursuant to this clause 6 MIAGEN shall, unless otherwise agreed, bear its own expenses incurred in the provision of the Services or otherwise in connection with the Agreement, including but not limited to any administrative costs, communications, equipment or other out of pocket expenses.
- 6.8** MIAGEN shall issue a valid VAT invoice to CLIENT in advance in respect of an Order. Any additional Charges shall be invoiced as they arise.
- 6.9** Invoices shall be payable within thirty (30) days from the date of issue to CLIENT ('DUE DATE') and shall be deemed overdue if they remain unpaid thereafter. If CLIENT fails to pay any sum due within thirty (30) days from and including the Due Date, MIAGEN shall be entitled (without prejudice to any other right or remedy it may have) to charge interest (as well after as before judgment) at a rate of four (4) percent per annum above the 12 month EURIBOR rate as published by the ECB from time to time from the due date until receipt of payment.
- 6.10** Any Services which MIAGEN is normally obliged to provide, may be suspended while any invoices remain unpaid thirty (30) days from and including the Due Date.
- 6.11** Fees for Services are, for the avoidance of doubt, exclusive of Value Added Tax ("VAT"). VAT may be charged in addition at the rate in effect at the date of invoice.
- 6.12** MIAGEN will invoice CLIENT for the agreed fees plus any Withholding Taxes.
- 6.13** CLIENT shall make all payments in the invoice currency, without set-off or counterclaim and free and clear of all taxes, deductions, withholdings and other charges.
- 6.14** Payment in full or in part of the Charges under the Agreement shall be without prejudice to any claims or rights of CLIENT against MIAGEN or its servants or agents in respect of the provision of the Services or otherwise arising in connection with the Agreement.

7 DELAYS IN PERFORMANCE

- 7.1** In the event MIAGEN is unable to complete its obligations under the Agreement by the dates agreed due to CLIENT non-fulfilment of obligations for which CLIENT is responsible, MIAGEN will promptly notify CLIENT and the Parties will use reasonable efforts to develop a workaround that will allow MIAGEN to complete its obligations.
- 7.2** The deadline for MIAGEN performance shall be extended by the length of CLIENT delay if CLIENT fails to perform its obligations.

8 TERM AND TERMINATION

- 8.1** This Agreement shall commence on the Effective Date of this Agreement. It shall remain in force from such date unless and until terminated in accordance with the Clauses 8.2, 8.3, 8.4 and 8.5 below.
- 8.2** Either Party may terminate this Agreement if the other Party is in material breach of this Agreement following written notice specifying the breach and where a breach capable of remedy has not been cured within thirty (30) days of such notice.
- 8.3** Either Party may terminate this Agreement forthwith if the other Party becomes the subject of a voluntary arrangement, has a receiver, examiner or liquidator appointed over all or any parts of it, its assets or income, or passes a resolution for its winding up, has a petition presented to any court for its winding up or for an administrative order, or has anything analogous to the foregoing happen in relation to it in any jurisdiction.
- 8.4** Either Party may terminate this Agreement by a minimum of 30 days advance notice in writing.

- 8.5** MIAGEN may terminate this Agreement forthwith if any invoice not in dispute remains unpaid after 30 days. This does not relieve CLIENT of its obligation to pay such invoice.
- 8.6** CLIENT remains liable to pay all Fees and Expenses corresponding to the Services actually rendered by MIAGEN hereunder due to MIAGEN up to the date such termination becomes effective and such amounts shall be in full satisfaction of any obligation or liability of CLIENT to MIAGEN for any Charges or other payments due to MIAGEN under this Agreement.

9 EFFECT OF TERMINATION

- 9.1** The Parties' rights and obligations under Clauses 6, 8, 9, 10, 11 & 12 shall survive termination of this Agreement. Termination of this Agreement shall not prevent either Party from pursuing any other remedies available to it, including but not limited to injunctive relief, nor shall termination relieve CLIENT of its obligations to pay all Charges that have accrued prior to such termination.
- 9.2** Neither Party shall be liable to the other for damages of any kind solely as a result of terminating this Agreement in accordance with its terms, and termination of this Agreement by a Party shall be without prejudice to any other right or remedy of such Party under this Agreement or applicable law.
- 9.3** Upon any expiration or termination of this Agreement or at any time upon CLIENT request: (a) MIAGEN shall promptly return to CLIENT or destroy, at CLIENT option, any and all Confidential Information and other materials of CLIENT (including any copies thereof), and provide CLIENT with a certification by an officer of MIAGEN verifying such return or destruction; and (b) MIAGEN shall promptly deliver to CLIENT all work product then in progress (whether completed or incomplete), and all MIAGEN Proprietary Information required to be provided hereunder.

10 Warranties

- 10.1** MIAGEN warrants that the Services will be performed with reasonable skill and care consistent with generally accepted computer software services industry practices. To the extent permitted by law, all other warranties and conditions or other terms, whether express or implied, are expressly excluded, including the implied warranties or conditions of merchantability, satisfactory quality and fitness for a particular purpose.
- 10.2** Both Parties warrant that where participation by their respective personnel is necessary in the execution or performance of this Agreement, such personnel shall possess the appropriate skills and experience for any tasks assigned to them.
- 10.3** MIAGEN represents and warrants that the Services shall be free from any viruses, worms, Trojan horses or other harmful or malicious code or components, and free from any "self-help" code or other disabling code.
- 10.4** Both Parties warrant and represent that they have the full power and authority to enter into this Agreement.

11 Liability

- 11.1** Except for its gross negligence, wilful misconduct or breach of its confidentiality obligations and unless otherwise expressly stated in this Agreement, and whether or not MIAGEN has been advised of the possibility of such loss, MIAGEN shall not be liable in contract, tort or otherwise for:

- (a) Indirect or consequential loss;
- (b) Loss of revenue;
- (c) Loss of profits;
- (d) Loss of business, reputation or good-will;
- (e) Loss of damage to or corruption of data;
- (f) Loss of availability or use;
- (g) Special loss or damage;
- (h) Loss of contracts;
- (i) Loss of CLIENTs;
- (j) Loss of time or resources,

arising out of or in connection with or in relation to the provision of the Services or otherwise under, in connection with or in relation to this Agreement.

10.3 Except for its gross negligence, wilful misconduct or breach of its confidentiality obligations and subject to Clauses 10.3.1 and 10.3.2 above, MIAGEN maximum aggregate liability in contract, tort or otherwise arising out of or in connection with the Services or otherwise under, in connection with or in relation to this Agreement shall be limited to the Fees paid for the Services provided under this Agreement in the immediately preceding twelve (12) months prior to the date of such action or claim arising.

11 INTELLECTUAL PROPERTY

- 11.1** The Intellectual Property Rights created as part of the Services will vest in MIAGEN and MIAGEN hereby grants a perpetual, limited, non-exclusive, non-transferable, non- licensable, royalty free license to CLIENT to use in their financial management systems for the application that is the subject of the Services.
- 11.2** The Intellectual Property Rights provided by MIAGEN to CLIENT under the Services, which existed, and were vested in MIAGEN, prior to the commencement of Services, will remain vested in MIAGEN. MIAGEN hereby grants a perpetual, limited, non-exclusive, non-transferable, non- licensable, royalty free license to CLIENT to use in their financial management systems for the application that is the subject of the Services.
- 11.3** The Intellectual Property Rights in any data will remain vested in the CLIENT.

12 NON-DISCLOSURE

- 12.1** Each Party, in performing its obligations under this Agreement, may have access to or be exposed to, directly or indirectly, or the Parties may provide to one another information that is confidential and/or proprietary materials of the other Party (“Confidential Information”).

- 12.2** Confidential Information shall be limited to information clearly identified as confidential.
- 12.3** In the case of CLIENT, Confidential Information shall include all work product; all information concerning the operations, affairs, products, marketing, systems, technology, CLIENTs, end-users, and businesses, including financial affairs, of CLIENT and/or any affiliate, and their respective relations with their CLIENTs, employees, agents, and service providers (including CLIENT lists, CLIENT data, transaction information, completed insurance forms, supplier data, know-how, third Party software and/or products provided by CLIENT to MIAGEN for use by MIAGEN and information regarding consumer markets); all Client Data (as defined below); and any other proprietary and trade secret information of CLIENT and/or any affiliate, whether in oral, graphic, written, electronic or machine-readable form.
- 12.4** In the case of MIAGEN, Confidential Information shall include the MIAGEN Proprietary Information and other MIAGEN proprietary information designated in writing by MIAGEN as Confidential Information.
- 12.5** Confidential Information shall not include information which (a) is or becomes part of the public domain through no act or omission of the other Party; (b) was in the other Party's lawful possession prior to the disclosure and had not been obtained by the other Party either directly or indirectly from the disclosing Party; (c) is lawfully disclosed to the other Party by a third Party without restriction on disclosure; (d) is independently developed by the other Party or (e) is disclosed by operation of law.
- 12.6** The Parties agree to hold each other's Confidential Information in strict confidence while the Services are being performed and for a period of five (5) years thereafter and shall not, without the express prior written permission of a member of the disclosing Party authorized by the disclosing Party to make such decisions, (a) disclose such Confidential Information to third Parties (other than a regulatory authority having jurisdiction over the receiving Party) except as otherwise permitted by this Agreement or the PPD; or (b) use such Confidential Information for any purposes whatsoever, other than the exercise of its rights or performance of its obligations hereunder.
- 12.7** Each Party shall disclose the other Party's Confidential Information only: (i) to those of its employees and agents who have a need to know such Confidential Information in order to exercise such receiving Party's rights or perform such receiving Party's obligations pursuant to this Agreement., (ii) to any regulatory authority having jurisdiction over the receiving Party, and (iii) as otherwise permitted under this Agreement.
- 12.8** Each Party shall use reasonable efforts to assist the other Party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the foregoing, each Party shall immediately advise the other Party in the event that it learns or has reason to believe that any person who has had access to the Confidential Information of such Party has violated or intends to violate the terms of this Agreement, and shall cooperate in seeking injunctive relief against any such person.
- 12.9** MIAGEN shall ensure that each of its employees and subcontractors performing Services hereunder comply with the provisions of this Section.
- 12.10** Nothing contained in this Section shall be construed as obligating either Party to disclose its Confidential Information to the other Party, or as granting to or conferring on either Party, whether expressly or by implication, any ownership interest in or any right or license to any Confidential Information of the other Party.
- 12.11** This Section shall survive termination or expiration of this Agreement for any reason for a period of three (3) years, except with respect to CLIENT Confidential Information, Client Data and trade secrets, as to which the obligations set forth in this Section shall survive indefinitely.

13 RELATIONSHIP BETWEEN THE PARTIES

- 13.1** MIAGEN is an independent contractor; nothing in this Agreement shall be construed to create a partnership, joint venture, or agency relationship between the Parties. MIAGEN is not the agent of CLIENT and is not authorized and shall not have any authority to make any representation, contract or commitment on behalf of CLIENT, or otherwise bind CLIENT in any respect whatsoever. Each Party will be solely responsible for payment of all compensation owed to its employees, as well as employment related taxes. MIAGEN (and its employees and agents, including any of MIAGEN subcontractors performing Services) shall not be entitled to any of the benefits CLIENT may make available to its employees, such as group insurance, profit-sharing or retirement benefits.
- 13.2** CLIENT agrees that it will not, whether directly or indirectly through another person, entity or agency, engage or solicit the employment or services of any person or entity engaged or employed by MIAGEN who will have been assigned or worked under this Agreement, nor will it directly or indirectly induce such person or entity to terminate their employment or relationship with MIAGEN. This Clause is enforceable throughout the entire term of this Agreement and for a period of twelve (12) months after expiration, cancellation or termination of this Agreement. Where CLIENT breaches this Clause, it shall pay to MIAGEN upon demand, as liquidated damages, a sum equal or equivalent to the latest gross annual remuneration or fees of the person or entity concerned.
- 13.3** MIAGEN staff are not, nor will they be deemed to be at any time during the term of this Agreement, the employees of CLIENT.
- 13.4** This clause shall not apply where it would cause CLIENT to contravene any employment law.

14 GOVERNING LAW

- 14.1** This Agreement and all matters arising out of or relating to this Agreement shall be governed by and interpreted in accordance with the laws of Ireland. The Parties agree to submit to the exclusive jurisdiction of the courts of Ireland.

15 NOTICE

- 15.1** All notices, including notices of address change, required to be sent hereunder shall be in writing and shall be effective (i) when delivered personally to the addressee or (ii) upon receipt after being sent by commercial overnight carrier service with tracking capabilities.
- 15.2** Notices to MIAGEN shall be sent to the parties as set out in the last Order.
- 15.3** Either Party may designate a different address by notice given in writing and delivered in accordance with Clause 15.1.

16 SEVERABILITY

- 16.1** In the event any provision or part thereof of this Agreement is held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions or parts thereof of this Agreement will remain in full force and effect.

17 WAIVER

- 17.1** The waiver by either Party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach nor shall any delay or omission on the Party of either Party to exercise or avail itself of any right or remedy that it has or may have hereunder operate as a waiver of any right or remedy.

18 ENTIRE AGREEMENT

- 18.1** This Agreement constitutes the final, complete and exclusive agreement between the Parties with respect to the subject matter hereof and supersedes (i) all previous or contemporaneous agreements, discussions, negotiations, conditions, communications and Orders or representations, written or oral, between the Parties concerning the Services and the Deliverables, (ii) all past courses of dealing or industry custom, and (iii) all terms of any “shrink-wrap” or “click-wrap” license, terms of service or terms of use or different or additional terms and/or conditions presented with or incorporated into any work product or invoice. The Parties warrant to each other that the complete agreement and understanding of the Parties related thereto is contained in the terms of this Agreement.

19 AMENDMENTS

- 19.1** This Agreement may not be modified or amended except in writing signed by a duly authorised representative of each Party. It is expressly agreed that any terms and conditions of CLIENT purchase order or otherwise, shall be superseded by the terms and conditions of this Agreement.

20 DISPUTES

- 20.1** Any disputes between the Parties, about any matter relating to the performance of this Agreement (other than in relation to the payment of fees or expenses) which cannot be resolved by the Parties within thirty (30) days of notice of the dispute being served on the other Party will be referred to the arbitration of a single arbitrator agreed between the Parties, or on the failure of the Parties to agree within thirty (30) days of a written request by one Party to the other, appointed on the application of either Party by the then President of the Law Society of Ireland at the time of the application in accordance with and subject to the provisions of the Arbitration Acts 1954 to 1998.
- 20.2** The decision of the arbitrator shall be final and binding on the Parties and may be made an order of court at the insistence of either Party.
- 20.3** The costs, fees, charges and expenses incurred in respect of the arbitration including the legal costs of each of the Parties will be at the discretion of the arbitrator.

21 ASSIGNMENT

- 21.1** Either Party to this Agreement shall be entitled to assign or transfer their rights, obligations and entitlements under this Agreement upon the written consent of the other Party which consent shall not be unreasonably withheld or delayed. CLIENT irrevocably consents to any assignment of Charges payable to MIAGEN to any third Party.

22 EXCUSABLE DELAY

- 22.1** Neither Party will be liable for any delay or failure to perform due to causes beyond its reasonable control and without its fault or negligence, provided, however, that the Party whose performance is affected shall provide prompt written notice of such cause to the other Party, and further provided that if such cause continues to prevent or delay performance for more than thirty (30) days, the other Party, in its discretion, may terminate the applicable Service, the applicable Terms of Reference and/or this Agreement, effective immediately upon written notice to the non-performing Party.

23 PUBLICITY

- 23.1** MIAGEN shall not use the name, logos or trademarks of CLIENT in promotional and marketing material or publicity releases, without the prior consent of CLIENT.

24 CONSTRUCTION

- 24.1** This Agreement has been negotiated by the Parties and shall be interpreted fairly in accordance with its terms and without any construction in favour of or against either Party. As used in this Agreement, "include," "includes," "including," and "e.g." shall mean "including, without limitation." The captions and section and paragraph headings used in this Agreement are inserted for convenience only and shall not affect the meaning or interpretation of this Agreement.