

ADA REACH PLATFORM GENERAL TERMS AND CONDITIONS

The Services provided by ADA shall be provided in accordance with these Reach Platform General Terms and Conditions (“**Reach GTC**”) and the applicable Reach Platform (Self-Serve/API) Order Form together with its Schedule(s) (“**Order Form**”).

Each Order Form together with this Reach GTC, forms an agreement between such Client (as described in the Order Form) and the ADA entity designated in the Order Form (“**ADA**”), and is collectively referred to herein as the “**Agreement**”.

Client and ADA are referred to herein individually as a “**party**”, and collectively, as the “**parties**”.

1.0 DEFINITIONS

“**Account**” means the user account created by the Client of the Platform.

“**Affiliate**” means any entity that directly or indirectly controls, is controlled by, or is under common control with the subject entity.

“**Ad Content**” means all data, information, material and content, including but not limited to text, SMS, pictures, video, music, sound, and graphics, MMS and/or announcement specifically designed for mobile telecommunication devices such as cellular phones provided by and/or submitted on behalf of the Client.

“**Fees**” means the rates and charges payable by the Client in connection with the usage of the Platform and Services, as set out in **Schedule 2**.

“**Client**” means an individual or entity, whose application to subscribe for the Platform has been accepted and the signed Order Form has been submitted to ADA.

“**Event of Force Majeure**” means any of the following circumstances which occurs and which are beyond the reasonable control of a party and directly prevent that party from performing its obligation under this Agreement, including but not limited to war, epidemic, pandemic, lockdown, governmental action, civil commotion, armed conflict, riot, act of terrorism, fire, flood, epidemic or other act of God (excluding for the avoidance of doubt any labour dispute, labour shortages, strikes or lock-outs).

“**Intellectual Property Rights**” means patents, inventions (whether patentable or not), copyright, moral rights, design rights, trademarks, trade names, business names, service marks, brands, logos, service names, trade secrets, know-how, domain names, database rights and any other intellectual property or proprietary rights or general intangibles of like nature (whether registered or unregistered) whether in the Intellectual Property Office or any similar agency or office, (whether registered or unregistered and whether in electronic form or otherwise) including rights in computer software, and all registrations and applications to register any of these items, rights in the nature of those items in any country or jurisdiction, any rights in the nature of unfair competition rights and rights to sue for passing off,

“**Schedule(s)**” means the applicable Schedule annexed to the Order Form.

“**Services**” means: (i) provision solutions via the Platform for enabling the purchase, creation, delivery, management, measurement and analysis of SMS A2P, bulk SMS, digital rewards and other channels that ADA may make available to the Client from time to time via the Platform; and (ii) the data, products and services of third parties that ADA may make available to the Client from time to time via the Platform (including Viber).

“**Term**” means the Term specified in the Order Form.

“**Dialog**” means Dialog Axiata PLC and/or its Affiliate(s).

“**Subscribers**” means the customers of Client, Viber or third-party service providers (as applicable) or its Affiliate.

“**Platform**” means the ADA Reach Platform (formerly known as Digital Reach Platform) accessible via the internet for the provision and use of the Services including any administration website through which ADA provides Services to the Client.

“**Privacy Laws**” means, collectively: (i) the requirements of any privacy and data protection laws, treaties, inter-governmental agreements, and regulations to which a party is subject to in Sri Lanka; and (ii) any amendments, modifications, extensions, supplements or replacements of or to any of the foregoing.

“**Top-Up Channels**” means any reload channels made available on the Platform for the Client to top up funds in the Account to use or access the Platform or Services.

2.0 PLATFORM AND SERVICES

- 2.1 ADA hereby grants Client a limited, non-exclusive, non-transferable, non-sublicensable right and license during the Term to remotely access and use the Platform in the normal course of Client’s business. Client shall have access to the Platform only through remote access through the confidential password-protected login process provided by ADA and Client shall be responsible for maintaining the confidentiality of such passwords, among its employees, and any approved agents and subcontractors, if any.
- 2.2 ADA may grant the Client to access to Services API for the purposes of managing or providing the Services via the API under the terms and conditions as set out in this Agreement.
- 2.3 ADA shall take reasonable commercial efforts to ensure that the Platform shall be normally operational at all hours (excluding scheduled maintenance, upgrades and downtime caused by third party vendors or network providers through no fault of ADA). During any scheduled maintenance, upgrades and downtime, it will not be possible to use or access the Services or the Platform. Nothing herein or in any warranty shall obligate ADA to deliver support services in excess of what is described in this Agreement.
- 2.4 The Client agrees to: (a) keep confidential and secure all user identification numbers, passwords and other security processes and devices issued by ADA and ensure that only authorised users have access to the Platform; and (b) promptly notify ADA in writing if Client suspects that the Account or Platform security has been breached or compromised.
- 2.5 The Client represents that all users of the Platform and the Services are the Client’s duly authorised agents, and that the Client shall be solely liable for all transactions conducted using the Account and/or such other use of the Platform and the Services on Client’s behalf including changes to the budget, which transactions are irrevocable and binding, even if entered into by or arising from mistake, error or inadvertent or unintentional acts or omissions.
- 2.6 The Client understand that all Ad Content, whether publicly posted or privately transmitted, is the sole responsibility of the Client from whom such Ad Content are originated. This means that the Client and not ADA, is entirely and solely responsible and be liable for all Ad Content that the Client uploads, posts, emails, transmits or otherwise makes available through the Platform.
- 2.7 For the purposes of maintaining and improving the Platform, ADA may but is not obliged to, monitor the Client’s use of or activity on the Platform and retain information entered on the Platform, including deleted items which are not displayed.

3.0 ACCOUNT

- 3.1 The minimum top up or additional value may be topped up to the Account via the available top-up channels. The top-up funds to the Account can only be in Sri Lanka currency either Sri Lankan Rupees (Rs.) or LKR.
- 3.2 ADA may, from time to time, at our sole discretion or as may be deemed necessary, impose limits on the amount that can be topped-up to your prepaid account or a minimum top-up amount for each top-up transaction or as may be required by law or by Top-Channel providers.

- 3.3 All reloads and/or top ups of funds shall not be considered to have been made until all relevant funds have been received and processed as good value by ADA. Reloading of additional value to the prepaid account may be delayed until we have actually received and processed the actual payment. During such delay, the amount topped up by the Client will not be available to use on the prepaid Account. ADA reserves the right to accept or reject any request to top-up any additional value to the Client's prepaid Account. ADA shall not be liable to the Client in the event of delay in any loading or crediting of funds into the Client's prepaid Account where such delay is not attributable to ADA or by reasons abovementioned.
- 3.4 The available Top-Up Channels, can be found at the Platform payment page. The Top-Up Channels are not exhaustive and may change or be replaced from time to time.
- 3.5 Any balance credited in the Account shall not be refundable under any circumstances whatsoever save and except if the Platform is permanently discontinued. Further the Client acknowledges that any unutilized amount remaining in the Account after the expiry of one (1) year from the date the Account was last credited shall be forfeited and will not be available to the Client for acquiring further or additional Services from the Platform after that date. Subject to prior written notice given to the Client, ADA shall have the right to set-off such unutilized amount against any obligations owing and/or payment due by the Client to ADA under this Agreement.
- 3.6 If the Client's Account remains inactive for more than three (3) months, ADA may in its discretion treat such Account as dormant and may suspend such Account. If the Account is suspended, the Client shall write to ADA to reactivate the Account. ADA shall reactivate the Client's Account at its sole discretion and subject to ADA's prevailing policies and procedures. The Client agree that ADA shall not be liable to the Client in relation to any inability of the Client to access the Account or the Platform, Services or any part thereof for any reason.

4.0 REPRESENTATIONS AND WARRANTIES

- 4.1 Mutual Representations and Warranties. Each party represents and warrants that: (a) it is duly organized, validly existing, and in good standing in the jurisdiction it is formed; (b) its execution and delivery of this Agreement has been duly and validly authorized and this Agreement constitutes a valid, binding, and enforceable obligation upon its execution; and the parties shall comply with all applicable laws in performing this Agreement.
- 4.2 Representations and Warranties by Client. The Client represents and warrants that:
- (a) the execution, delivery, and performance of this Agreement will not be in conflict with or constitute a default under the terms of any agreement, instrument, judgment, decree, or any order, statute, rule, or governmental regulation applicable to the Client;
 - (b) all of the information provided by the Client to ADA, including, if applicable, information provided on behalf of a client, is complete, true, accurate, and current and the Client has the right (including the applicable licences and approvals from regulatory authorities) to conduct its business, including offering its products or services;
 - (c) the Client has the right or authorization to use, market, and promote the Ad Content, in accordance with this Agreement are compliant with all applicable laws; and
 - (d) ensure that Ad Content disseminated through the Platform are only used to contact Subscribers and/or any third parties who have consented to receive such Ad Content.

5.0 CLIENT'S OBLIGATIONS

- 5.1 The Client's obligations are as follows:
- (a) The Client may not contractually bind ADA or make any representations to its own advertisers on behalf of ADA. The Client will not engage in any unconscionable, false, deceptive, misleading, or fraudulent conduct, including by misrepresenting its own websites as the official website for any media. The Client must ensure the truthfulness and accuracy of prices, promises, gifts, and rewards

described in all Ad Content. Customer will not advertise substances, services, products, or materials that violate applicable laws;

- (c) The Client will not, and will not allow any third party to use any automated means, form of scraping, or other data extraction methods to access, query, collect, or use information from the Platform without ADA's prior written consent;
- (d) The Client shall not do anything to modify, reverse engineer, reverse compile and disassemble or cause or allow any other party to modify, reverse engineer, reverse compile or disassemble the Platform;
- (e) The Client shall not provide a competitor of ADA with access to, or provide or extract information about, the Platform or Services for any purpose or reason;
- (f) ensure that each and every AD Content that will be uploaded, processed or transmitted through the Platform is approved and monitored by ADA prior to such release.
- (g) the Ad Content may be sent in multiple languages and the Client shall ensure the accuracy of the languages used and ADA shall not be liable for any non-accurate translation in the course of translation of the languages;
- (h) The Client shall be responsible for Ad Content submitted by or on the Client's behalf through the Platform including all targeting decision made by or on the Client's behalf;
- (i) keep all Subscribers' information confidential and shall not use such information for any other purpose except for the purpose of fulfilling its obligations hereunder;
- (j) not use, reproduce, and/or display any trademarks, service marks, logos and brand names of ADA for any other promotional or advertising material without the prior written consent of ADA;
- (k) inform ADA in writing of any changes to any information provided to ADA; and
- (l) The Client shall comply with the terms and requirements under the applicable Schedule(s).

6.0 TERM AND TERMINATION

6.1 This Agreement shall be effective during the Term unless terminated in accordance with this Agreement.

6.2 Either party may, without prejudice to any of its other rights and remedies, terminate this Agreement by serving written notice on the other party if:

- (i) the other party commits a material breach of any of its obligations under this Agreement and such party fails to remedy the breach, if the breach is capable to be remedied within thirty (30) days and if the breach is a material breach other than otherwise specifically provided for herein (a material breach means a breach which has a serious effect on the benefit which the terminating party would derive from this Agreement), two (2) weeks after being given notice to do so; or
- (ii) the other party shall go into liquidation whether compulsory or voluntary (otherwise than for the purposes of restructuring or amalgamation which shall have been approved in advance) or if a petition shall be presented or an order made for the appointment of an administrator in relation to the other party or if a receiver, administrative receiver, judicial manager or manager shall be appointed over any part of the assets or undertaking of the other party and such appointment is not revoked within 30 days from the date of such appointment or if any event analogous to any of the foregoing shall occur in any jurisdiction.

6.3 Without prejudice to the rights and remedies that are available to ADA under this Agreement (including the Schedule 1: Ad Content Requirements and Prohibited Content), ADA may terminate this Agreement immediately by serving a written notice on the Client:

- (i) if the Client fails to pay any amount due under this Agreement on the due date of the invoice and remains in default for not less than fourteen (14) days after being notified in writing to make such

payment;

- (ii) if any changes to the provisions of laws and regulations and/or government policies render it commercially impractical for ADA to continue the performance of this Agreement; or
- (iii) in the event of termination, expiration or material loss of the licenses, approvals or access granted to ADA (including but not limited to the licenses or access to the telco network services).

6.4 ADA may terminate this Agreement in its entirety at any time without cause or liability to the Client, by providing the Client with fourteen (14) days' prior written notice.

6.5 Termination or expiry of this Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Agreement which existed at or before the date of termination or expiry.

7.0 PAYMENT TERMS

7.1 Unless otherwise mutually agreed, ADA's Fees in relation to the Services shall be as set out in Schedule 2.

7.2 ADA shall, from time to time issue its invoice for its Fees in relation to the Services (exclusive of service charges and applicable taxes) as evidenced on a report log prepared by ADA which shall be conclusive evidence of the Services rendered. All costs and expenses relating to payment shall be borne by the paying party. Each party is responsible for complying with and paying all taxes, duties, regulatory assessments, or surcharges assessed by its government authorities with jurisdiction over its activities or the Services. In the event of a valid invoice dispute, the Client shall raise the matter as soon as practically possible with ADA, but however shall remain liable under the terms of this Agreement for any undisputed amounts including those within the disputed invoice.

7.3 If applicable, the Fees under this Agreement excludes all sales taxes (including, but not limited to, value added tax), duties or levies imposed by any authority, government or government agency and/or other applicable governmental fees. If the paying party is legally required:

- (a) by law to deduct or withhold any taxes from any amounts payable under this Agreement, then such amounts payable shall be increased as necessary so that the other party receives an amount equal to the sum it would have received had no such deduction or withholding been made; and
- (b) to deduct any tax under this Agreement, paying party will pay such tax to the relevant tax authority by the deadline under applicable law on behalf of the invoicing party. The paying party shall then promptly furnish the invoicing party free of charge with the applicable tax receipts from the relevant tax authorities confirming the amount of such Taxes payments paid by the paying party.

7.4 If the invoicing party is entitled to a preferential tax rate under the applicable tax treaty, the paying party shall endeavor to apply the reduced tax rate or tax exemption. Invoicing party shall then furnish to paying party evidence of its tax residence status by way of letter or certificate or any other required documents prior to paying party making its first payment to the invoicing party under this Agreement.

7.5 Unless otherwise stated in Schedule 2, ADA will issue an invoice on or before the 20th of every month and the Client, shall, within 30 days from the date of the invoice, make payment of the invoice in full, based on the payment instructions on such invoice, with no right to set-off for any reason whatsoever.

7.6 Without prejudice to ADA's other rights and remedies under this Agreement, while any invoice remains overdue and unpaid, ADA shall be entitled to withhold provision of the Services.

7.7 Penalty for late/past due payment beyond the agreed payment terms is at 3% per annum of the amounts being late/past due from the period commencing the due date up until the date of the actual payment or the highest rate permitted by law, whichever is lesser.

7.8 ADA shall have the right at any time and from time to time require the Client prepay or make advance payment or provide deposit towards the Fees, in whole or in part, upon at least five (5) days prior written notice.

8.0 INDEMNIFICATION AND LIMITS OF LIABILITY

8.1 The Client hereby agrees to defend, settle and pay damages on behalf of ADA and its Affiliate, with regard to any and all claims, actions, liabilities, losses, expenses, damages, and costs (including, without limitation, reasonable attorneys' fees) that may at any time be incurred by ADA and its Affiliate by reason of any claims, suits or proceedings made by a third party for libel, defamation, violation of right of privacy or publicity, breach of contract, copyright infringement, trademark infringement or other infringement of any third party right, fraud, breach of any terms in the Schedule(s), misrepresentation, product liability or violation of any law, statute, ordinance, rule or regulation. In the course of defending, settling or paying damages on behalf of ADA, the Client shall not make any admission of fault or liability on behalf of ADA without ADA's prior written consent.

8.2 NEITHER PARTY SHALL BE LIABLE TO THE OTHER IN CONTRACT, TORT, EQUITY, STATUTE, OR UNDER ANY OTHER CAUSE, FOR ANY LOSS, DAMAGE, COST OR EXPENSES OF ANY NATURE WHATSOEVER, INCURRED OR SUFFERED BY THE CLAIMING PARTY, IF THE LOSS, DAMAGE, COST OR EXPENSE (I) IS INDIRECT, CONSEQUENTIAL, OR CONSTITUTES OTHER SPECIAL DAMAGES; OR (II) IN TERMS OF TURNOVER, PROFIT, BUSINESS OR GOODWILL, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM OR IN CONNECTION WITH A RELEVANT BREACH, AND EVEN IF ARISING AS A DIRECT AND NATURAL RESULT OF THE RELEVANT BREACH.

8.3 NOTWITHSTANDING ANYTHING TO THE CONTRARY ELSEWHERE CONTAINED HEREIN, ADA'S MAXIMUM LIABILITY TO THE CLIENT IN ANY EVENT SHALL NOT EXCEED THE AGGREGATE CHARGES OR PAYMENTS PAID TO ADA UNDER THIS AGREEMENT FOR THE SIX (6) MONTHS PERIOD PRECEDING THE DATE THE FIRST LIABILITY AROSE.

8.4 THE SERVICES AND PLATFORM ARE PROVIDED FOR THE CLIENT'S USE ON AN 'AS-IS' BASIS. ADA DOES NOT MAKE ANY REPRESENTATIONS THAT THE SERVICES AND PLATFORM (INCLUDING RECOMMENDATIONS, INFORMATION OR DATA) WILL: (I) BE ERROR FREE; (II) BE FIT FOR ANY PARTICULAR PURPOSE, WHETHER OR NOT ADA HAS NOTICE OF THAT PURPOSE; (III) PRODUCE ANY PARTICULAR RESULTS, OR THAT SUCH RESULTS WILL BE ACCURATE, ADEQUATE, RELIABLE OR TIMELY; OR (IV) RECEIVE OR TRANSMIT CONTENT OR INFORMATION ACCURATELY, ADEQUATELY, RELIABLY OR TIMELY. SAVE FOR THE EXPRESS WARRANTIES SET OUT IN THIS AGREEMENT, ADA HEREBY EXCLUDES ALL IMPLIED TERMS, CONDITIONS AND WARRANTIES, INCLUDING ANY IMPLIED CONDITIONS OF SATISFACTORY QUALITY OR FITNESS FOR PURPOSE TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

8.4 THE CLIENT ACKNOWLEDGES THAT THE PLATFORM OPERATES IN AN ONLINE ENVIRONMENT AND, ACCORDINGLY, THE PLATFORM'S AVAILABILITY AND PERFORMANCE RELIES ON THIRD PARTY INFRASTRUCTURE AND SERVICES, E.G. HOSTING SERVICES, TELCO NETWORK SERVICES, SERVICES SUPPLIED BY THIRD PARTIES. TO THE EXTENT THAT THERE IS A BREACH OF THIS AGREEMENT BY ADA AND THAT BREACH IS CAUSED BY A DEFAULT BY A THIRD-PARTY INFRASTRUCTURE AND SERVICE PROVIDERS (INCLUDING BUT NOT LIMITED TO DIALOG, NETWORK PROVIDERS OR THIRD-PARTY PAYMENT PROVIDERS), THEN THAT BREACH IS NOT A BREACH OF THIS AGREEMENT AND ADA SHALL NOT BE LIABLE TO THE CLIENT FOR ANY LOSS SUFFERED BY THE CLIENT OR CAUSED BY THE THIRD-PARTY DEFAULT.

8.5 ADA PROVIDES NO GUARANTEE THAT THE PLATFORM AND SERVICES WILL PROVIDE ANY SPECIFIC RESULTS. IN PARTICULAR, AND WITHOUT LIMITING THE FOREGOING, NO GUARANTEES, WARRANTIES OR REPRESENTATIONS AS TO SALES OR REVENUE THAT MAY BE ACHIEVED OR THAT THE CLIENT WILL RECEIVE ANY NEW OR INCREASED NUMBERS OR CUSTOMERS OR SALES AS A RESULT OF ADA SERVICES OR THE PLATFORM. FURTHERMORE, ADA DOES NOT REPRESENT OR WARRANT THAT THE PLATFORM OR ADA SERVICES WILL BE ERROR-FREE, ALWAYS AVAILABLE OR OPERATE WITHOUT LOSS OR CORRUPTION OF DATA OR TECHNICAL MALFUNCTION.

9.0 CONFIDENTIALITY

- 9.1 Each party hereto shall use its best efforts to keep in strict confidence and shall bind all of its employees and agents to keep in strict confidence, all commercial and technical information in whatever form acquired by it (whether directly or indirectly) from or concerning the other party or in connection with the performance of the Agreement (hereinafter called "Confidential Information"). No party shall utilise such Confidential Information or at any time disclose any Confidential Information to any third party for any purposes other than those contemplated herein.
- 9.2 The following information shall be excluded from the foregoing scope of Confidential Information:
- (a) information which at the time of disclosure is generally available to the public;
 - (b) information which after disclosure becomes generally available to the public through no fault of the receiving party;
 - (c) information which the receiving party can show was in its possession prior to disclosure and which was not acquired directly or indirectly from the other party;
 - (d) information which the receiving party can show was received by it after the time of disclosure from any third party without any obligation of confidentiality and which was not acquired directly or indirectly from the other party; or information which the party concerned shall be compelled to divulge if required by applicable laws.
- 9.3 Any information provided or divulged by ADA to the Client under this Agreement shall be the sole and exclusive property of ADA and the Client shall not in any event whatsoever derive any right or license to use such information for such other purpose other than as specifically set out herein.
- 9.4 The confidentiality obligations set out in this clause shall survive the termination of this Agreement.

10.0 DATA PROTECTION

- 10.1 Each party undertakes, where applicable, to comply fully with the applicable Privacy Laws and to procure that its employees, agents and contractors observe the said laws, regulations and/or policies. Any breach or potential breach of the provisions of this clause shall be immediately notified in writing by the breaching party to the non-breaching party.
- 10.2 The Client warrants to ADA that any Ad Content received from Client has been collected or submitted to ADA or the Platform is in compliance with Privacy Laws. Client further warrants to ADA that any Ad Content received from the Client may legally be processed in the manner necessary to deliver the Services to the Client.
- 10.3 The Client shall:
- (a) comply with ADA's information technology, security and usage policies notified to it from time to time and ensure that its Personnel do the same;
 - (b) take all necessary steps to prevent any viruses or malware being introduced into any software or onto any of the Platform or any information technology (including computer hardware) used by the Client in relation to the Platform;
 - (d) procure that no unauthorised third party will, as a result of any act or omission of the Client, obtain access to the Platform;
 - (e) apply security procedures to guard against the loss, destruction, corruption or alteration of the Platform data in the possession or control of (or accessed by) the Client;
 - (d) ensure that it does not deliberately or negligently corrupt or erase the Platform's data or any information technology (including computer hardware) in relation to the Platform; and
 - (f) not disclose passwords supplied by ADA to access the ADA systems or any information technology (including computer hardware) used by the Client in relation to the Platform to any person without ADA's written approval.

11.0 INTELLECTUAL PROPERTY RIGHTS

- 11.1 The Client grants ADA and its affiliates a limited, non-exclusive, worldwide and fully paid license to use, perform, reproduce, display, transmit, and distribute Ad Content in accordance with this Agreement. The Client grants ADA and its affiliates a limited, non-exclusive, worldwide and fully paid license to use, access and modify Client's API in accordance with this Agreement.
- 11.2 The Client acknowledges and agrees that the Platform, all modifications, enhancements and additions thereto, and all passwords, usernames, site entry procedures and Platform use information are the Intellectual Property Rights of ADA and its licensors, and except to the extent expressly authorised in writing by ADA, the Client shall receive no rights in or to the same.
- 11.3 ADA retain the right to use in any way it considers appropriate any skills, techniques, processes, methodologies or know-how acquired, developed or used in the course of performing the Services, and any improvements or modifications to the Platform or other ADA's products or services created during the course of the Services or use of the Platform will vest exclusively in ADA and its licensors. Client agrees that any feedback or ideas the Client provides to ADA regarding Services or the Platform or its other services or product and any suggested improvements thereto will be the exclusive property of ADA. ADA may also use data about Client's usage of the Platform for internal purposes such as operating, maintaining and improving ADA's products and services.
- 11.4 All rights not expressly granted in this Agreement are reserved by ADA.

12.0 FORCE MAJEURE

- 12.1 Save for the obligation to make payments under this Agreement, neither party shall be responsible for any failure or delay in the performance of this Agreement if the failure or delay is due to an event beyond the reasonable control and without the fault or negligence of the party seeking to excuse performance, including without limitation, acts of God, acts of terrorism, war, pandemic, epidemic, labour disputes and strikes, fire, flood, riot, and unforeseen delays in transportation or communications (each, a "**Force Majeure Event**"). Any party seeking to excuse or delay performance due to a Force Majeure Event shall provide detailed written notice to the other party of the nature and anticipated duration of the delay. A party claiming the benefit of a Force Majeure Event shall use all reasonable efforts to avoid or overcome the causes affecting performance and diligently fulfil all outstanding obligations within fourteen (14) days. In the event that any such Force Majeure Event continues in excess of thirty (30) days, the party receiving such notice of excuse or delay shall have the right to terminate this Agreement upon thirty (30) days' written notice to the other party, provided that, if the Force Majeure Event ceases within such thirty (30) days period, this Agreement shall remain in full force and effect upon prior written notice of the party affected by the Force Majeure Event to the other party.

13.0 NON-SOLICITATION AND ANTI BRIBERY

- 13.1 The Client shall not, without the prior written consent of ADA, at any time from the date of this Agreement until the expiry of the one (1) year period after expiry or early termination of this Agreement, solicit or entice away from ADA or employ or attempt to employ any person who is, or has been, engaged as an employee of ADA in the provision of the Services. This clause does not impose any restriction upon Client's general recruitment processes, where such processes do not directly target ADA's employees and where the ADA's employee respond to such processes on his own accord.
- 13.2 The parties shall always comply and shall ensure that its directors, employees, representatives, agents, and sub-contractors comply with the applicable laws and regulations concerning bribery, corruption, fraud, anti-money laundering and any other prohibited business practices in any jurisdiction including but not limited to laws relating to criminal practices or conduct such as the Penal Code and anti-bribery or anti-corruption laws as well as all other applicable laws, rules, regulations, ordinances, and codes, directives and any anti-bribery and anti-corruption terms or policies that applies to the parties from time to time. The parties must keep accurate and complete records and supporting documentation to demonstrate that it is in compliance with this provision and each party agree to allow the other party or the relevant authorities or both to access and inspect the other Party's books and records to audit and verify the other party's compliance if required by a competent governmental or regulatory authority. Each party shall immediately notify the other party, if it becomes aware of any breach of this provision and the parties agrees that any non-compliance shall be deemed as a material breach of this provision. If a party has committed any

breach under this provision, the other party may immediately at its absolute discretion terminate this Agreement, without any ensuing obligations nor liabilities to the terminating party.

14.0 OTHER TERMS

- 14.1 **Assignment.** Neither party may assign, transfer or novate this Agreement without the written consent of the other party which is not to be unreasonably withheld or delayed. Notwithstanding the above, ADA may assign, transfer or novate this Agreement, in whole or in part, to any of its Affiliate with prior notice to the Client.
- 14.2 **Subcontract.** The Client acknowledges and agrees that Services may be performed by the ADA's Affiliate. Client acknowledges that ADA may delegate, sub-contract or assign certain or all portion of ADA's obligations under the Agreement to any third-party service provider or ADA's Affiliate without prior notice to the Client.
- 14.3 **Independent Contractor.** This Agreement will not be construed as creating a partnership, joint venture, or agency relationship or as granting a franchise. The parties are independent contractors in the performance of this Agreement. Neither party is authorized to bind the other party to any liability or obligation or to represent that it has any authority to do so.
- 14.4 **Governing Law and Resolution of Disputes.** In the event of a dispute or difference in connection with the usage of the Platform, ADA and the Client shall use their best endeavours to resolve such dispute or difference amicably. Failing amicable resolution of such dispute or difference by the Parties, the dispute or difference shall then be finally resolved by reference to the courts of Law of Sri Lanka.
- 14.5 **Notices.** All notices under the terms of this Agreement will be deemed given as of the day they are received either by overnight courier, email, postage prepaid certified or registered mail, or facsimile, and addressed either to ADA or Client at their respective addresses specified in the Order Form. If the notices are received beyond the office hours of the receiving party, such notices shall be deemed to have been received on the next working day.
- 14.6 **Waiver.** Any waiver of the provisions of this Agreement or of a party's rights or remedies under this Agreement must be in writing. Failure, neglect, or delay by a party to enforce the provisions of this Agreement or its rights or remedies at any time will not be construed as a waiver of the party's rights under this Agreement and will not in any way affect the validity of the whole or any part of this Agreement or prejudice the party's right to take subsequent action. Exercise or enforcement by either party of any right, remedy or waiver under this Agreement will not preclude the enforcement by the party of any other right or remedy under this Agreement or that the party is entitled by law to enforce.
- 14.7 **Severability.** If any term, condition, or provision in this Agreement is found to be invalid, unlawful, or unenforceable to any extent, the parties will endeavour in good faith to agree to amendments that will preserve, as far as possible, the intentions expressed in this Agreement. If the parties fail to agree on an amendment, the invalid term, condition, or provision will be severed from the remaining terms, conditions, and provisions of this Agreement, which will continue to be valid and enforceable to the fullest extent permitted by law, and the tribunal will preserve, as far as possible, the original intention of the parties with respect to the severed term, condition, or provision.
- 14.8 **Counterparts.** This Agreement may be executed in one or more counterpart, each shall be deemed as original and together, when executed, shall constitute one and the same agreement. This Agreement can be executed by electronic signatures and it shall be deemed as original signatures. Delivery of an executed counterpart of a signature page together with the main body of the Agreement by electronic transmission, such as a PDF, shall be as effective as delivered manually and as an original document.
- 14.9 **Language.** The English terms and conditions shall prevail over the Sinhala and Tamil translations (if any)
- 14.10 **Headings.** Headings are used in this Agreement for reference only and will not be considered when interpreting this Agreement.
- 14.11 **Amendments:** ADA may update the Reach GTC from time to time, and the Client is required to check this domain periodically or request from ADA for a copy of the most recent version of these Reach GTC.

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