

General Terms and Conditions

Version: February 2024

INTERVET HELLAS S.A.
63 Agiou Dimitriou Street
17456 Alimos, Attica
Greece

Hereinafter referred to as “**MSD**”.

1. Validity

- a) Payments by MSD arising from and in connection with purchase, work, and service contracts shall be made exclusively in accordance with the following terms and conditions (“Terms and Conditions”). Deviating terms and conditions, in particular the general terms and conditions of the Contractor will not be part of the contract, regardless of whether they were expressly rejected by MSD or not.
- b) In cases where individual agreements have been entered into between MSD and the Contractor, these shall take precedence. These agreements and any changes, additions, or cancellation of agreements between MSD and the Contractor, as well as these Terms and Conditions must be in written form in order to be valid.
- c) Should any of these Terms and Conditions in whole or in part become invalid, then the validity of the remaining provisions shall remain unaffected thereof.

2. Formation of the Contract

- a) Contracts are legally binding only when executed by MSD in writing. Any additions and/or changes agreed orally or by phone must be confirmed in writing in order to be binding.
- b) If the Contractor does not object in writing within one week from receipt of the Order of MSD or if he does not expressly accept the Order in writing within this period, then at the end of this period, the Order shall be considered accepted under the Terms and Conditions described herein. Within this time period, the Order may be revoked by MSD without the Contractor being entitled to damages or other claims; this only applies as long as the Contractor has not expressly accepted the order in writing.
- c) Until the fulfillment of the Order by the Contractor, MSD is entitled, for operational reasons and to the extent of what can reasonably be expected of the Contractor, to request changes regarding the execution of the Order by the Contractor. The consequences of such changes, especially regarding additional or reduced costs and time of performance, shall be appropriately agreed upon by mutual agreement.
- d) The contractor is only authorized to have the service or parts thereof performed by third parties upon prior written consent of MSD.
- e) If the Contractor becomes insolvent after the conclusion of the contract or if bankruptcy proceedings have been initiated concerning its assets, then MSD has the right - without prejudice to other claims - to withdraw from the unfulfilled part of the contract.

3. Delivery time and Delay

- a) The dates and deadlines specified in the order for the provision of services are binding. If no delivery time is specified, then the goods and/or services must be provided within two

weeks following the time at which the contract takes effect. Relevant is the access to the goods and/or services at MSD or at the location specified by MSD.

- b) The Contractor shall immediately notify MSD in writing if circumstances arise or become apparent, due to which the agreed delivery time cannot be met. In this case, the Contractor must also state the expected length of the delay.
- c) In case of failure to comply with the agreed delivery time, the Contractor shall be in default without a reminder. In case of a delay in the performance, MSD is entitled, at its discretion, to demand from the contractor a penalty of 0.2% of the value of the delayed performance per working day. The contractual penalty is limited to a maximum of 5% of the total value of the delayed performance. MSD reserves the right for further claims, however, the contractual penalty shall be deducted from further damage claims. In the case of mutually agreed changes in the delivery time, the contractual penalty also applies to the newly agreed delivery time.

4. Performance of Services

- a) The service shall be performed by the Contractor with the necessary care.
- b) Unless expressly agreed otherwise in writing, deliveries of **goods** will take place DDP (Incoterms 2010) to the following addresses:

MSD Office Address: For Delivery of Indirect Goods

- Intervet Hellas S.A., 63 Agiou Dimitriou Street, 17456, Alimos, Attica, Greece
 - Hours of Receiving:
 - Mon - Thu: 08:00 - 12:00 and 13:00 - 16:30
 - Fri: 08:00 - 12:00 and 13:00 - 15:00

Warehouse Address: For Delivery of ALL Direct Goods and/or Indirect Goods

- Wardi S.A., Artemidos Street, Thesi M. Patima, Magoula, Athens, Attica, Greece
 - Hours of Receiving:
 - Mon-Fri: 08:30 – 14:30

- c) The location for the performance of services is the following address, unless expressly agreed otherwise in writing.

MSD Office Address: For Performance of Indirect Services

- Intervet Hellas S.A., 63 Agiou Dimitriou Street, 17456, Alimos, Attica, Greece
 - Hours of Operation:
 - Mon - Thu: 08:00 - 12:00 and 13:00 - 16:30
 - Fri: 08:00 - 12:00 and 13:00 - 15:00

- d) In case of delivery of goods, the associated risk shall transfer to MSD upon receipt and acknowledgement of the goods. In case of other services, for which an acceptance process takes place, the risk is transferred to MSD upon acceptance.
- e) The commercially proper packaging of goods is provided by the Contractor. Deliveries shall be accompanied by at least duplicate packing slips, which also indicate the contents of the shipment and the MSD order number.

5. Prices, Terms of Payment

- a) The price stated in the issued order is binding and encompasses, unless explicitly excludes, the statutory VAT, all services and additional services of the Contractor and incidental expenses (e.g. for packaging and transport). Down payments and installment payments are made only if specifically agreed to in writing.
- b) Invoices shall be sent to the Finance department of MSD (email address:

greeceinvoiceah@msd.com and shall include the Purchase Order number of MSD (PO #) and that of the Contractor (Invoice #).

- c) Unless otherwise agreed, net payments are made by MSD after contractual service performance within 90 days after receipt of the correct and auditable invoice. The payment shall be made by bank transfer.
- d) In the event of default, there is a five percent (5%) interest rate on top of the legal interest rate.
- e) MSD is entitled to offset and retention within the statutory scope. In the event of poor performance, MSD is especially entitled to withhold payment in accordance with the proportional value until proper fulfillment. Set-offs or the exercise of a right of retention by the contractor due to counterclaims that are disputed or have not been legally established is excluded. The exercise of a right of retention by the contractor is also excluded to the extent that the counterclaims do not rest upon the same contractual relationship.
- f) The Contractor is only authorized to transfer its claims from orders of MSD in whole or in part to third parties upon prior written consent of MSD. In connection with services, MSD is entitled to transfer the rights and obligations, in particular to affiliated companies.

6. Impairment of Performance, Defects, Liability

- a) In the event of impairment of performance and defects in connection with the provision of services by the Contractor, MSD has the unlimited legal rights according to the following provisions.
- b) When purchasing goods, MSD shall check the goods within a reasonable time of receipt for any quality or quantity deviations. The claim is on time as long as it is received by the contractor within a period of five working days, starting with the receipt of the goods, or, for concealed defects, starting with the time of detection.
- c) The liability period for defects shall be in accordance with the statutory provisions. If an acceptance procedure is carried out for the service, the period of limitation starts at acceptance.
- d) If the contractor does not comply with the statutory subsequent performance in case of defects within a reasonable time set by MSD, MSD is entitled, at the expense of the Contractor, to take the necessary actions itself or to have such actions performed by third parties in order to eliminate the defects.

7. Compliance with Laws

- (a) Contractor shall, and shall cause each of its officers, directors, employees, contractors, temporary workers, subcontractors, agents and other representatives (collectively, "Representatives") to carry out all activities hereunder in compliance with all applicable laws, state regulations, rules, requirements, ordinances, directives and other requirements of international, European, national, provincial and local authorities (individually, a "Law" and, collectively, "Laws"). Contractor acknowledges that it is MSD's intent that all activities hereunder shall comply with all applicable guidelines established by applicable pharmaceutical, healthcare, consumer products and pharmaceutical industry associations and organizations, as the case may be, and all Laws applicable to the conduct of scientific, educational and other activities applicable to the Services to be performed hereunder. Contractor is not authorized to, and contractor agrees it will not knowingly, take any action in the name of or otherwise on behalf of MSD or any of its Affiliates which would violate any of the foregoing. Contractor shall notify MSD if it becomes aware of any noncompliance

with any such Laws by contractor or its Representatives, or any of them.

- (b) Contractor represents and warrants that he is, and agrees that at all times during the Term shall be, authorized to conduct its business in each country, state and locality in which it must be so authorized to perform the Services hereunder and under each order.
- (c) Contractor shall pay and provide all salaries, compensation and benefits to which its employees, officers and directors shall be entitled and, in accordance with applicable Laws and Contractor's published policies and procedures, pay all expenses and payroll taxes, contributions and other similar amounts relating to Contractor's employees, officers and directors.

8. Non-Infringement of Third Parties

- (a) The Contractor shall ensure that its performance is free of patent, trademark, utility model or design patent rights, copyrights and other rights of third parties in the **Member States of the European Union, in Greece** or in the agreed country of destination, which conflict with the sale to MSD and a subsequent use by MSD.
- (b) Regardless of the exercise of legal rights, the Contractor shall indemnify MSD against any third-party claims with respect to the services or work performed or to be performed, particularly in the case of court proceedings. The indemnification applies to all expenses and damages that MSD incurs from or in connection with the involvement of courts by a third party.

9. Rights of Use

- (a) Should the usage and property rights for the service not already lie with MSD, then these rights, in particular all transferable copyrights and other authorizations for the publication, reproduction, and recovery of the services provided by the Contractor, including all conceivable legal positions on ideas, drafts, and designs, shall transfer to MSD at the time of delivery to MSD or - in cases in which no delivery can be made (for example, because the delivery is not of a physical nature) - at the time at which the service provision is completed. The transfer is unlimited as to place, time, purpose, or in any other manner. It includes the right of change and further transfer to third parties and is independent of whether any copyright or other rights regarding these works have been incurred by the Contractor.
- (b) The Contractor shall not use the services performed for MSD, in particular ideas, concepts, and creations, for other clients in the same or a modified form, without the prior written consent of MSD. The Contractor also agrees to reach agreement on this provision with freelancers.
- (c) The transfer of rights described under a) is fairly compensated with the payment to the Contractor.

10. Confidentiality/Return of Documents

- (a) The Contractor undertakes to maintain confidentiality regarding all facts and circumstances regarding MSD of which it becomes aware in connection with the provision of goods/services, particularly in terms of all business and trade secrets, to keep the information and documents received secret, and to only make use of such information in the context of the business relationship with MSD. Furthermore, this confidentiality applies to all results in connection with the performance of the contract, even if they are not reported to MSD, as well as the prepared financial statements and project reports.
- (b) The confidential information mentioned in Paragraph 10 a) can only be disclosed to third

parties upon prior written consent of MSD. The disclosure of confidential information to employees and officers is permitted only to the extent it is required for the implementation of the contractor's contractual obligations towards MSD. The Contractor shall impose the commitments it has made to maintain confidentiality on all persons or companies to whom confidential information or services from the contract are entrusted.

- (c) The foregoing shall not apply to information (i) that was known to the Contractor before it received them from MSD, (ii) that was developed by the Contractor independently without recourse to or use of the information of MSD that the Contractor has lawfully obtained from a third party, who to the knowledge of the Contractor did not have a confidentiality obligation towards MSD, and that the third party in turn did not obtain this information by a violation of protection provisions in favor of MSD (iv) that became known to the Contractor without any breach of these provisions or any other existing provisions on the protection of the operating and business secrets of MSD or were public knowledge, or (v) that must be disclosed by the Contractor due to the instructions of legal authorities, governmental/state agencies, or courts. In this case, the Contractor must inform MSD prior to the disclosure and must limit the scope of such disclosure as much as possible.
- (d) The aforementioned obligations also apply to the period after the termination of the contract.
- (e) Documents provided by MSD shall remain the property of MSD and must be returned by the Contractor to MSD without request at the end of the contract. Bookkeeping documents are not affected by this provision.
- (f) Any documentation or data relevant to activities performed, including without limitation any GMP documentation, must be attributable, original, accurate, legible, complete, controlled, retrievable, and safe from intentional or unintentional manipulation or loss. These items are required throughout the retention period of such data / documentation.
- (g) The Contractor shall advertise its business relationship with MSD only upon prior written consent of MSD.

11. Information on the Protection of Personal Data

- (a) MSD collects, stores, processes, and transmits both personal and business-related data of the Contractor for the purpose of fulfilling business relationships in strict compliance with the relevant **Greek** and **European** data privacy regulations. The Contractor hereby consents to this.
- (b) In cases where no express consent of the person concerned is required, external service providers and companies are used for contract data processing as permitted under the **Greek** Data Privacy laws and all applicable European data privacy regulations to ensure outside the EU a level of data protection comparable to that which exists in the European Union.
- (c) The Contractor may at any time request information regarding the stored data relating to it or ask for its correction if necessary. If the Contractor no longer desires the contact with MSD, it also has the right to request the deletion/blocking of its data, unless legal requirements (such as trade or tax law) require the storage of such information for a certain period of time.
- (d) In case of questions regarding data privacy, any contract party may contact the privacy officer of MSD, either by regular post at **INTERVET HELLAS S.A.**, 63 Agiou Dimitriou Street, 17456, Alimos, Attica, Greece or by telephone at +30 210 9897355.

12. Transportation Security Matters

- (a) Contractor acknowledges that MSD is a participant in the Customs-Trade Partnership Against Terrorism (“C-TPAT”) program of the U.S. Customs and Border Protection Agency and is required to comply with the security criteria of C-TPAT published on <http://www.cbp.gov> or any successor web site (the “C-TPAT Security Criteria”). In order to enable MSD to comply with the C-TPAT Security Criteria, contractor shall comply with the C-TPAT Security Criteria, as may be updated from time to time. Contractor shall provide MSD with a written certification that it is in compliance with the C-TPAT Security Criteria or when it will be in compliance with the C-TPAT Security Criteria, and if contractor is eligible to be C-TPAT certified, a copy of valid documentation indicating that contractor is a certified or validated C-TPAT participant, provided that contractor delivers goods to MSD which are intended for shipment to the US. Upon MSD’s request, contractor shall allow MSD access to contractor’s facilities for the purpose of verifying contractor’s compliance with the C-TPAT Security Criteria.
- (b) Contractor will meet or exceed the Transported Asset Protection Association (“TAPA”) security standards FSR Level A and TSR Level 1 as published by TAPA. While meeting the TAPA standards mentioned above, contractor shall also take notice that MSD is a Tier 3 certified C-TPAT member and member of the Authorized Economic Operators (“AEO”). Contractor and its subcontractors will meet or exceed the minimum security requirements for a carrier as mandated by the C-TPAT and AEO programs. All subcontractors will be held to the same standards as Supplier. It is the responsibility of contractor to vet and assess all subcontractors prior to use.
- (c) Certain situations may warrant exceptions to the above security requirements, based on specific security risks associated with the situation. These limited situations will be considered on a case-by case basis. Exceptions to the above security requirements will need to be documented in writing and approved by the relevant MSD’s Global Security Regional Director. At all times, procedures must be in place to protect against non-manifested material being introduced into the supply chain. Security controls are also to include the supervised introduction/removal of cargo; the proper documenting of cargo and/or cargo equipment verified against manifest documents; the detecting and reporting of shortages/overages; and procedures for verifying seals on containers and trailers. All trailers/containers transporting MSD’s products must either be locked or sealed while in transit regardless of the duration of the journey or the carrier.
- (d) MSD reserves the right to audit for supply chain security compliance all 3rd party providers and their subcontractors without prior notice, at any time, for any reason. Failure to comply with these supply chain security requirements will result in contractor being fully liable for security breaches and associated losses resulting from the non-compliance. In addition, non-compliance will be grounds for suspension and/or termination of the contract, or other legal and financial sanctions.
- (e) Notifications or concerns of suspected Counterfeit, Diversion or Tampering (“CDT”) events are to be reported to MSD’s Global Security Director of Anti-Counterfeiting and the appropriate MSD’s Regional Security Director within one business day. For the Europe, Middle East and Africa region, notifications should be done by email to cdt.emea@msd.com. MSD’s Anti-Counterfeiting Director and Regional Security Director will make the decision to open a suspect CDT investigation and MSD’s Global Security Group and/or local Company’s legal representative will perform any necessary government agency notifications for confirmed CDT events, in collaboration with contractor.



- (f) Contractor should also notify MSD's Global Security Group of events involving major product losses or product thefts via email to cdt.emea@msd.com and utilize MSD's Global Security Group as a resource for investigative and intelligence issues.

13. Audit

If the Contractor incurs expenses for MSD and must invoice MSD in this respect, MSD itself or a third party tasked by MSD with the audit has the right to inspect all accounting records of the Contractor relevant to the execution of the contract. The audit will be conducted exclusively for the purpose of controlling costs. Appropriate advance notice will be given, and the audit will be carried out during normal business hours. The Contractor shall assist MSD in the implementation of such an audit to a reasonable extent. The auditor shall ensure that all business operations that become known to it during the audit remain confidential and will not be used for other purposes than those required for the audit. If overpayments of more than two percent have occurred at the expense of MSD, the Contractor shall bear the cost of such audit.

14. Miscellaneous

- (a) MSD endeavors to hold itself and its contractors to the highest ethical and compliance standards, including basic human rights, encouraging fair and equal treatment for all persons, the provision of safe and healthy working conditions, respect for the environment, the adoption of appropriate management systems and the conduct of business in an ethical manner. Without limiting any of the contractor's other obligations hereunder, and without conflicting with or limiting any of the warranties, obligations or other provisions expressly set forth elsewhere in these Terms and Conditions, including without limitation its obligations under the general rules of the law hereof, the Contractor agrees that it will abide by the letter and spirit of MSD's Business Partner Code of Conduct (the "Code"), as in effect from time to time, a copy of which is available at <http://www.MSD.com/about/how-we-operate/code-of-conduct/home.html>.

The Contractor agrees that it will provide all documentation reasonably requested by MSD to demonstrate compliance with the Code. In the event of a conflict between the obligations in this section and the Code, on the one hand, and any other provision in these Terms and Conditions, on the other hand, such other provision of these Terms and Conditions shall control (but only to the extent of the conflict).

- (b) MSD reserves the right, in its sole discretion, to audit the Contractor's operations, books and records to ensure compliance with the Code. MSD will provide reasonable advance notice of such an audit and may conduct this audit on its own or using a third-party auditor of its choosing. The Contractor shall acknowledge receipt of MSD's notice as promptly as practicable after receipt of such notice and will confirm the date on which the audit will occur within 14 days after receipt of such notice. MSD or its third-party auditor may interview the Contractor's employees as part of or in connection with the audit. This audit right shall be in addition to any other audit rights granted in these Terms and Conditions.
- (c) In the event an audit identifies a non-conformance by the contractor with the Code, the Contractor will promptly take corrective action to remedy the non-conformance. MSD reserves the right to approve all corrective actions. Corrective actions shall be implemented by the Contractor at the Contractor's expense. MSD will endeavor, whenever practicable, to work with the Contractor to remedy the issue and put in place a corrective action plan.
- (d) In the event the Contractor refuses to allow an audit, or fails or refuses to take corrective action, then in addition to any other remedy available to it under this contract, MSD



reserves the right to terminate this contract in the event the Contractor fails to cure such refusal or failure within 90 days after written notice from MSD.

- (e) All legal relationships between MSD and the Contractor are subject to **Greek law** with the exclusion of the UN Sales Convention (CISG).
- (f) Exclusive jurisdiction for all disputes arising from or in connection with a contract shall have the competent **Courts of Athens, Greece**. However, MSD is entitled to file suit against the Contractor at its place of business.
- (g) Without limiting any of the Contractor's other obligations hereunder and without limiting any of the express warranties or obligations agreed to elsewhere in these Terms and Conditions, including without limitation its obligations hereof, MSD expects the Contractor will abide by the letter and spirit of MSD's Supplier Performance Expectations, as in effect from time to time, a copy of which is available at <http://www.msd.com/about/how-we-operate/code-of-conduct/home.html>. In the event of a conflict between the obligations in this section (h) and MSD's Supplier Performance Expectations, on the one hand, and any other provision in these Terms and Conditions, on the other hand, such other provision of these Terms and Conditions shall control (but only to the extent of the conflict).

We, the Contractor, hereby agree to the Terms and Conditions of MSD.

Company (name and address)

Location/date

Signature