

PSA DIGITAL TERMS AND CONDITIONS
("TERMS AND CONDITIONS")

By accessing and using any part of **PSA Digital** provided by PSA (as defined below), you (or the "**Customer**") agree to comply with all these Terms and Conditions stated below. If you do not accept any of these Terms and Conditions, please do not use PSA Digital.

We may amend these Terms and Conditions from time to time without prior or further notice to you. Your use of PSA Digital after any amendment to these Terms and Conditions will constitute your acceptance of the amended Terms and Conditions. Other terms of use may apply if you are redirected, via use of PSA Digital, to other websites.

1 Definitions and Interpretation

1.1 Definitions

- 1.1.1 "**Affiliates**" means, with respect to any person, any other person who, directly or indirectly, controls, is controlled by, or is under common control with such person, and in the case of PSA, means any member of the PSA Group.
- 1.1.2 "**Applicable Laws**" means, as to any person, all applicable constitutions, treaties, laws, statutes, codes, ordinances, orders, decrees, rules and regulations for the time being in force binding on such person, or to which such person or any Services is subject including any extra-territorial laws that apply by virtue of a nexus to any particular jurisdiction, including the corporate residence, place of incorporation or nationality.
- 1.1.3 "**Authorised Representatives**" means, as to any person, any of its agents or sub-contractors or any of its and their respective directors, officers, employees, servants, agents, insurers or re-insurers.
- 1.1.4 "**Claim**" means any loss, damage, cost, expense and/or liability incurred due to any circumstances, including the following:
- (1) any loss, destruction or damage of any property (including the property of the person suffering such loss, damage, cost or expense);
 - (2) any damage to the environment;
 - (3) the death or injury of any person;
 - (4) any economic or consequential loss or loss of profits suffered by any person and any demand or legal proceedings made or instituted in respect of such loss, damage, cost or expense (including solicitor and client costs); and/or
 - (5) compliance and/or non-compliance with Applicable Laws and/or obligations,
- and shall include but is not limited to any claims in respect of any of the above matters.
- 1.1.5 "**Contract**" means the contract with PSA governing the Customer's use of any part of PSA Digital, which include these Terms and Conditions in their entirety, and (where applicable): (1) the terms set out in the Customer's PSA Digital Account Application, whether online or otherwise, for the Services and which are accepted by PSA; and/or (2) any other agreement or document entered into between PSA and the Customer expressly forming part of such contract.

- 1.1.6 “**control**” (including its correlative meanings, “**controlled by**”, “**controls**” and “**under common control with**”) means, with respect to a corporation, the right to exercise, directly or indirectly, more than 50 per cent. of the voting rights attributable to the shares of the controlled corporation and, with respect to any person other than a corporation, the possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of such person.
- 1.1.7 “**Customer**” means the user of PSA Digital, which may include (1) the person whose name is stated on the PSA Digital Account Application, and/or (2) the stated counterparty in a Contract, and including the successors and permitted assigns of such person.
- 1.1.8 “**Data**” means the information, materials and data made available by, or to, the Customer through PSA Digital and/or other means, including information, materials and data that:
- (1) the Customer sends or releases to, or acquires or receives from, PSA or through use of PSA Digital;
 - (2) the Customer sends or releases to other Users of PSA Digital or providers of Third Party Services; and/or
 - (3) the Customer sends or releases to its Users after receiving from PSA Digital.
- 1.1.9 “**Deposit**” means the amount stipulated by PSA for maintaining a PSA Digital account to be paid by Customer to PSA or any other entity as may be nominated by PSA from time to time.
- 1.1.10 “**Documentation**” means the user manuals, user instructions and other related materials in any form supplied by PSA to the Customer (whether physically or by electronic means) in relation to the use of the Software or PSA Digital from time to time, including any part or permitted copy of them.
- 1.1.11 “**Export Controls**” means any prohibition or restriction on the import or export of Goods imposed by any state, country, supranational or international governmental organisation or other governmental authority.
- 1.1.12 “**Licensed Materials**” means the Software, the Documentation and the Media and such other portal, platform, interface, device, tool, system or material as PSA may designate, in its sole discretion, for use by the Customer in connection with the Services.
- 1.1.13 “**Media**” means the carrier media on which the Software and the Documentation are recorded or printed and delivered to the Customer by PSA.
- 1.1.14 “**Parties**” means PSA and the Customer and “**Party**” means any one of them (as the case may be).
- 1.1.15 “**Personal Data**” means information, whether true or not, about any person who can be identified from that information, or from that information and other information that an organisation has or is likely to possess, and is transmitted or accessible in connection with the Services.
- 1.1.16 “**Prohibited Person**” means a person on any list of individuals or entities with whom transactions are currently prohibited or restricted under any Sanctions.
- 1.1.17 “**PSA**” means Portnet.com Pte Ltd, or the PSA Group company that the Customer is contracting with to use and access PSA Digital, as the case may be.
- 1.1.18 “**PSA Digital**” means, collectively, the digital solutions provided by PSA to Customers (including the Services and/or the Licensed Materials) and any other relevant portals, platforms (including any data sharing or data exchange platforms), application programming interfaces, devices, tools and other systems and any customisations, developments, modifications, enhancements, copies or derivations thereto, from time to time offering the Services supplied by PSA, but excluding any source codes thereof.

- 1.1.19 **"PSA Digital Account Application"** means the application for the Services, made by or for the Customer to PSA in such form and in such mode as may be designated by PSA in its sole discretion from time to time.
- 1.1.20 **"PSA Group"** means PSA International Pte Ltd and its subsidiaries.
- 1.1.21 **"PSA Group Customer and Partner Principles"** means the code of conduct reflecting PSA's business principles and details PSA's expectations and shared commitment to ethical performance helping to improve the reputation of PSA, our partners, and our customers, the latest version which may be found at: <https://wpglobalpsastg.wpengine.com/psa-international/#thecode>
- 1.1.22 **"PSA Terminals"** means all or any part of any land, place, structure or building in which the Services/ Facilities shall be provided by PSA irrespective of whether or not such land, place, structure, or building shall be owned, operated, managed or controlled by PSA, including any berth, jetty or wharf.
- 1.1.23 **"Sanctions"** means any sanction, Export Controls, prohibition, or restriction imposed by any state, country, supranational or international governmental organisation or other relevant governmental authority.
- 1.1.24 **"Security Codes"** means the account number, security password and/or logon identification issued by PSA to the Customer to access the Services and/or such other personal or security information notified by PSA to the Customer for such purpose from time to time.
- 1.1.25 **"Services"** means the services provided by PSA from time to time in connection with PSA Digital.
- 1.1.26 **"Service Charges"** means the fees payable by the Customer to PSA for the use of the Services and/or the Licensed Materials at such prevailing rates as may be notified by PSA to the Customer from time to time.
- 1.1.27 **"Software"** means the computer software and any customisation, development, modification, copy, or derivation thereto supplied by PSA to the Customer to access the Services but excluding any source codes thereof.
- 1.1.28 **"Third Party Services"** means websites, electronic facilities, data platform, goods and/or services provided by other persons (including service providers, networks, governmental and/or regulatory bodies). For the avoidance of doubt, PSA and/or its Affiliates may also provide Third Party Services.
- 1.1.29 **"Transactions"** means the transactions concluded by the Customer with other persons (other than PSA) at or through PSA Digital, including any contracts for the supply or procurement of goods and/or services and the provision or updating of information and data.
- 1.1.30 **"Unauthorised Act"** means any act with respect to any matter or material that is in breach of Applicable Laws, unlawful, improper and/or otherwise unauthorised, including any act or attempt (unless expressly authorised) to reverse-engineer, disrupt, circumvent, decompile, recompile, disassemble, copy, reproduce, duplicate, modify, alter, misuse, interfere or tamper with, mispresent, sell, resell, distribute, publish, display, perform, create derivative works from, upload, transfer, license, edit, post, frame, link, forge, destroy, manipulate, harm or exploit such matter or material, or any act that is undertaken without permission from its owner.
- 1.1.31 **"User"** means, as to any person, a person that is a customer, subscriber or business user of that person's products, goods and/or services.
- 1.2 Interpretation

With reference to the Contract, unless otherwise stated:

- 1.2.1 The terms shall be read as mutually explanatory of each other and if there shall be any contradiction or inconsistency between any one or more of them and the conditions contained in these Terms and Conditions, the latter will prevail.
- 1.2.2 The successors and permitted assigns of the Parties shall be bound by the Contract and the name of a Party appearing herein shall be deemed to include its servants, agents and contractors and its successors and permitted assigns.
- 1.2.3 All agreements and undertakings on the part of any party which comprise more than one person shall be joint and several, unless expressly agreed otherwise.
- 1.2.4 Any undertaking by any Party to do or not to do an act shall be deemed to include an obligation to ensure that such act be done or not be done nor permitted or suffered, as the case may be, by any person acting for the Party or by any other person (appearing to the reasonable belief of the other Party) to have ostensible authority to act for or on behalf of the Party and any failure by any such persons to comply with its obligations under the Contract shall be deemed to be a breach of the obligations of the Contract by the Party. Further, any undertaking by the Customer under the Contract shall be deemed to include an obligation to ensure that such act be done or not be done nor permitted or suffered, as the case may be, by its Users and any failure by any such Users to comply with the obligations under the Contract shall be deemed to be a breach of the obligations of the Contract by the Customer.
- 1.2.5 Words denoting a singular number only include the plural and vice versa.
- 1.2.6 Reference to a **"person"** includes any individual, firm, company, corporation, government, state or agency of a state or any association, trust, joint venture, consortium, partnership or other entity (whether or not having separate legal personality).
- 1.2.7 Whenever the words **"including"**, **"include"** or **"includes"** are used herein, they shall be deemed to be followed by the phrase **"without limitation"**.
- 1.2.8 Reference to a provision of law is a reference to that provision as amended or re-enacted and includes regulations or orders made under such provision of law as from time to time amended, extended or re-enacted.
- 1.2.9 The headings in the Contract are inserted only for convenience and shall not affect its construction.

2 Incorporated Terms

- 2.1 The following terms and conditions shall govern and apply to all Services requested by the Customer from PSA and all Transactions carried out by the Customer on PSA Digital and shall be deemed to be accepted and incorporated in the Contract:
 - 2.1.1 for services and/or facilities provided by PSA Corporation Limited or where otherwise applicable, the General Conditions for Services and Facilities and Specific Conditions for Terminal Services and Facilities provided by PSA Corporation Limited; and
 - 2.1.2 for services and/or facilities provided by PSA Marine (Pte) Ltd or where otherwise applicable, the General Operating Conditions provided by PSA Marine (Pte) Ltd.
- 2.2 The Customer acknowledges that the abovementioned terms and conditions have been made available to the Customer and that it has read, fully understood and agreed to the same.

- 2.3 Capitalised terms used in these Terms and Conditions that are not defined herein shall have the meanings assigned to them in the abovementioned terms and conditions.

3 Licence

- 3.1 PSA grants the Customer a non-exclusive, non-sublicensable and non-transferable licence to use the Licensed Materials to access the Services only for its own purposes in connection with the Services, in consideration of the Customer's payment of the Service Charges.
- 3.2 Where required, the Customer shall access and use the Licensed Materials in accordance with PSA's requirements and specifications, including all security requirements, data requirements, interfacing requirements and procedures, which shall be made available to the Customer upon its access and use of PSA Digital and/or published on PSA's website(s), or otherwise notified to the Customer from time to time.
- 3.3 Failure to comply with this Clause 3 shall be a ground for termination of the Contract by PSA in accordance with Clause 14.3.

4 Modification and enhancement

- 4.1 PSA may at the Customer's request develop, modify, customise and/or enhance the Services and/or the Licensed Materials to suit the Customer's need at such times and for such fees as may be agreed between PSA and the Customer **Provided that** this clause shall not place an absolute obligation upon PSA to do the same and all such development, modification, customisation and/or enhancement shall be subject to these Terms and Conditions unless expressly agreed otherwise by PSA in writing.
- 4.2 PSA shall have the right to modify or upgrade the Services and/or the Licensed Materials or methods of accessing the Services and/or the Licensed Materials from time to time without consultation or notice to the Customer.

5 Third Party Services

- 5.1 PSA may, through PSA Digital, make available to the Customer links to Third Party Services from time to time. Such links or Third Party Services are made available without constituting or implying whatsoever PSA's approval, endorsement, sponsorship or recommendation of the same or of their contents, operation or availability.
- 5.2 The Customer acknowledges and agrees that any access to such websites or Third Party Services is at the Customer's own risk and that PSA does not control or contribute to such websites, Third Party Services or their contents. The Customer shall not hold PSA liable for any loss or damage that may occur as a result of the Customer's reliance on or access or use of such websites or Third Party Services and the Customer is solely responsible for reviewing, understanding and accepting the terms and conditions associated with the use of such websites or Third Party Services.
- 5.3 PSA does not accept any liability for any contract or arrangement made by the Customer via such websites or between the Customer and the providers of Third Party Services. Save as otherwise agreed, the Customer shall make its own arrangements for payment for the Third Party Services and PSA shall not be held liable to the Customer or the providers of Third Party Services or any third party. Without prejudice to any other rights, claims and remedies available to PSA, the Customer shall fully indemnify each of PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses),

which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with the Customer's use of Third Party Services.

- 5.4 Notwithstanding clause 5.3, the Customer shall at PSA's request sign a direct debit authorisation (DDA), or other similar, form authorising PSA, as and when the situation requires, to collect from the Customer on behalf of any provider of Third Party Service any fees or charges for the Customer's use of Third Party Services.

6 Service Charges

- 6.1 The Customer agrees to pay PSA the Service Charges and such other fees and charges as shall be imposed by PSA for use of Third Party Services within 30 calendar days from the date of any invoice issued by PSA to the Customer. The Customer agrees that PSA may issue such invoices in digital form.
- 6.2 The Service Charges are listed in the price lists which PSA will provide to the Customers, or are as otherwise agreed with PSA in writing. The price lists may from time to time be modified by PSA in accordance with clause 13.

7 Payment

Account

- 7.1 The Customer shall open a PSA Digital account with PSA or any other entity as may be nominated by PSA from time to time, and if required by PSA shall place with PSA or such other entity, for the duration of the account, a refundable Deposit, to facilitate payment of the Service Charges and all other sums payable under the Contract and abide by the terms and conditions for the opening of such account (if any). If at any time the Deposit is used, reduced or set off according to the terms and conditions of such account, this Contract or any other agreement between the Customer and PSA or any other relevant entity, the Customer shall immediately replenish the amount of funds so used, reduced or set off.

Payment modes

- 7.2 The Customer agrees to pay the Service Charges and all other sums payable under the Contract through means of electronic funds transfer (such as interbank GIRO) or by such other means as PSA shall stipulate from time to time and shall duly execute all necessary or desirable documentation to effect the same. Where any payments by Customer through any of the aforesaid payment modes is unsuccessful for any reason, the Customer shall be liable for payment of any bank charges imposed thereof.

Billing enquiries

- 7.3 All invoices will be issued in digital form and sent to the Customer by email and/or viewed on-line at such time according to the billing arrangement in force from time to time. No hard copy invoices will be rendered. Failure by the Customer to make the enquiries shall not be a valid reason for the Customer's non-payment of any invoice.
- 7.4 If the Customer wishes to reasonably dispute any invoice, the Customer must notify PSA in writing within seven (7) days of the date of the invoice, failing which the invoice shall be deemed accepted by the Customer and any payments (including deductions via GIRO) shall be deemed to have been properly made. Notwithstanding the foregoing, the Customer shall pay any undisputed amounts of any invoice in full. Any disputes including disputes over all or part of any invoice shall be determined in accordance with clause 15.4. If any disputes are settled in favour of the Customer, PSA's liability to the Customer is limited to the refund of the payments and PSA shall not be obliged to pay the Customer any interest charge whatsoever on all such payments.

Non-payment

- 7.5 The Customer shall pay to PSA an interest charge at the rate of 1% per month or such other rate as may be notified to the Customer and imposed from time to time on all invoices which remain unpaid after the period of 30 calendar days from the date of the invoices up to the date of payment in full. In addition, PSA may immediately either suspend its provision of the Services to the Customer until the date on which the outstanding amount is received in full by PSA or terminate the Contract in accordance with clause 14.3 all without prejudice to accrued rights.

Advance Payments by PSA

- 7.6 PSA may pay or credit monies in advance to the Customer upon terms and conditions specifically agreed in the Contract, in anticipation of funds to be received by PSA in connection with the Services. In the event that any portion of such anticipated source of funds which form the basis for the aforesaid advance payment or credit made by PSA, is not received by PSA in full within thirty (30) days from the date of such payment or credit in advance, PSA reserves the right to recover the appropriate amount paid or credited in advance, from the Customer in accordance with clause 7.9.

Deductions, withholdings, retentions and set-offs

- 7.7 All sums payable to PSA under the Contract are exclusive of value added tax, goods and services tax and/or withholding taxes and any other similar taxes (the "**Taxes**") and any other levies, imports, duties, charges, fees and withholdings of any nature now or hereafter imposed by any governmental, fiscal or other authority or bank or similar institution ("**Charges**"), and shall be paid to PSA without any deduction or set-off and free and clear of such Taxes and/or Charges save as required by law. The Customer will pay such additional sums as may be necessary in order that, after deduction of withholding for or on account of any present or future Taxes and/or Charges, assessment or other governmental or other charge imposed upon or as a result of such payment by any taxing authority or otherwise of any jurisdiction from which such payment is made, every payment to PSA will not be less than the sum provided in the on-line invoice. All sums charged by PSA will be invoiced together with the Taxes and/or Charges, where appropriate.
- 7.8 For the avoidance of doubt, the Customer shall be responsible for determining whether any Taxes and/or Charges are payable in respect of the Services or otherwise under the Contract and acknowledges that PSA is not and will not be held liable for paying, collecting, reporting or remitting any Taxes and/or Charges arising therefrom.
- 7.9 Wherever any provision is made in the Contract for PSA to recover any sum from the Customer, such sum may be:
- (a) deducted from or reduced by any sum due or to become due at any time thereafter from PSA to the Customer under the Contract or any other contract between the Parties;
 - (b) set-off from any Deposit by PSA in its sole discretion; or
 - (c) recovered by PSA from the Customer as a debt,
- without prejudice to PSA's rights to claim and recover from the Customer any sum which shall not have been so recovered.

Nomination

- 7.10 If the Customer nominates another party for payment of the Service Charges and all other sums payable under the Contract (subject to PSA's prior written approval), the Customer shall

nevertheless remain liable for payment of the same should there be a default in payment by such nominated party, whether due to dispute in billing or otherwise.

8 Customer's responsibilities

General

8.1 The Customer shall furnish to PSA all pertinent data and information and give such assistance as shall be necessary or desirable to enable PSA to provide the Services and discharge its obligations under this Contract and Applicable Laws, including the following:

8.1.1 to obtain, install and maintain at all times, at the Customer's own expense, all suitable systems, hardware, operating software and communication equipment and lines necessary or desirable to enable the Customer to access the Services from/at the address indicated in the Customer's PSA Digital Account Application and to obtain PSA's written consent prior to any change in such address;

8.1.2 to provide PSA with the name, designation and identity card or passport number of:

(a) at least two (2) of the Customer's personnel of at least executive level appointed by the Customer as (i) contact persons for all matters relating to the Services; and (ii) data security administrators responsible for ensuring proper control over the use of the Security Codes and access to Services, including creation, activation, deletion and management of user IDs, passwords and user roles; and

(b) each personnel authorised by the Customer to use the Services,

and inform PSA of any changes immediately, including any personnel leaving the Customer's service or employment, so that PSA may accordingly assign new or withdraw the existing Security Codes, as the case may be.

Use of Services

8.2 In using PSA Digital, the Customer shall:

8.2.1 immediately upon such use be deemed to have accepted this Contract with full knowledge of its contents (including these Terms and Conditions) and any other terms and conditions governing PSA Digital as may be made available online or otherwise notified to the Customer;

8.2.2 undertake such use in a proper and lawful manner and solely in connection with the Services and for its own business purposes and benefit, and not carry out any Unauthorised Act or other act that would or would be perceived to be illegal or harmful in respect thereof or in connection therewith;

8.2.3 not make available to any third party nor use PSA Digital on behalf of or for the benefit of any third party;

8.2.4 take sole responsibility for all Transactions, contracts and arrangements (or proposed Transactions and arrangements) between it and any third party (including its Users) that may arise in connection with or pursuant to the Services and shall fully indemnify each of PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses), which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with such Transactions, contracts and arrangements (or proposed Transactions and arrangements);

- 8.2.5 not use or attempt to use any “scraper,” “robot,” “bot,” “spider,” “data mining,” “computer code,” or any other automated device, program, tool, algorithm, process or methodology to access, acquire, copy, or monitor any portion of, PSA Digital, any Data, or any other content found on or accessed through PSA Digital without the prior written consent of PSA;
- 8.2.6 not do any act which may impose an unreasonably or disproportionately large load on the infrastructure or facilities or interfere with the proper functioning of PSA Digital;
- 8.2.7 unless expressly permitted by PSA under this Contract, not attempt to obtain access to or interfere with any other programs or data of PSA or any other provider of Third Party Services;
- 8.2.8 observe all regulations and conditions of use of PSA Digital as may be notified to the Customer by PSA from time to time; and
- 8.2.9 observe all Applicable Laws and not do or omit to do any act or thing which will or may cause PSA to breach any Applicable Laws, and obtain all necessary or desirable licences, consents and permissions required to enter into this Contract and all transactions contemplated under the same.

Computer Misuse Act 1993

- 8.3 The Customer acknowledges that unauthorised access and/or use of PSA Digital may be subject to criminal prosecution under the Computer Misuse Act 1993 of Singapore.

Data

- 8.4 The Customer warrants that:
 - 8.4.1 it has all rights and/or has secured all necessary authorisations, to make available and transmit Data, request and receive Data and generally to handle and use Data for the purposes and according to the means contemplated herein; and
 - 8.4.2 without prejudice to the generality of the foregoing, it has obtained all necessary consents from individuals whose Personal Data is disclosed to PSA, for their Personal Data to be collected, processed, used and/or disclosed for all purposes necessary or related to the Services.
- 8.5 The Customer shall take sole responsibility for all Data and shall:
 - 8.5.1 implement all necessary measures (including any disaster recovery procedures) to back-up and salvage Data sent or released or received in the course of using the Services;
 - 8.5.2 ensure that no Unauthorised Act is undertaken with respect to any Data and that Data is only handled and used for the purposes permitted by the Contract;
 - 8.5.3 without prejudice to clause 8.5.2, ensure that the Data, and (as applicable) the provision, transmission, use, processing, implementation and other disposition of, and physical operations relating to, any Data, shall not:
 - (a) violate any Applicable Laws or cause PSA to violate any Applicable Laws or be used to conduct or facilitate any personal, non-commercial or illegal transactions, or for the benefit of any country, organisation, entity or person embargoed or blocked by any government including those on Sanctions lists identified by Singapore or otherwise, or for any purposes prohibited by the Contract or otherwise forbidden by PSA;
 - (b) infringe the intellectual property rights of PSA or any third party; or

- (c) contain anything or be or perceived to be fraudulent, deceptive, obscene, offensive, false, misleading or defamatory;
- 8.5.4 ensure that the Data is reliable, correct, accurate, complete, timely and secure from disclosure to, or access, use, misuse, damage or destruction by, any unauthorised person and does not contain and will not import any viruses, Trojan horses, malware, timebombs or other disabling or destructive devices intended to detrimentally disrupt, interfere, damage, surreptitiously intercept or expropriate the system, data or personal information of PSA, any other Users of PSA Digital with access to PSA Digital or providers of Third Party Services;
- 8.5.5 notify PSA immediately of any known or suspected Unauthorised Act or other security breach or deficiency in connection with any Data and use its best endeavours to fully cooperate with PSA to undertake any preventive, correction, remediation or mitigation measures;
- 8.5.6 notify PSA immediately of all Data which appears to be incorrect, incomplete, misleading and/or not intended for the Customer; and
- 8.5.7 generally comply with such requirements as PSA may prescribe from time to time in respect of the transmission, use, processing or other disposition of or physical operations relating to any Data,

and PSA reserves the right to remove or require the cessation of the transmission or use of any Data which, in PSA's opinion, violates any of the above requirements or may create liability for PSA.
- 8.6 If the Customer provides, transmits or otherwise makes available any Data to its Users, the receipt and use of and reliance upon the Data by such Users is entirely the responsibility of the Customer and at the Customer's (and such Users') own risk.
- 8.7 The Customer acknowledges and agrees that during and after the term of the Contract, PSA, its Affiliates and/or its or their Authorised Representatives may collect and use Data and information observed, created, collected, generated, developed, derived or modified from that Data (including usage data), including reproducing, developing, modifying, editing, creating derivative matter from, summarising, aggregating, anonymising, customising, monitoring, analysing, improving, disclosing, distributing, selling, re-selling, storing and archiving such data and information, and in each case for internal and/or other business purposes including provision of services, market research, service enhancement, security and risk management and legal compliance. The Customer hereby grants PSA, its Affiliates and its and their Authorised Representatives a perpetual, irrevocable, fully transferable, royalty-free and worldwide licence to carry out the foregoing. If PSA, its Affiliates and/or its or their Authorised Representatives use or intend to use such data and information for any purpose or in any manner not materially contemplated by the foregoing, PSA will notify the Customer to the extent practicable.

Access

- 8.8 The Customer acknowledges and agrees that PSA Digital may be operated via a cloud-based system which may be located and/or managed outside the country which the Customer is domiciled, resident or otherwise located.
- 8.9 The Customer shall ensure that any system, interface, device, application and/or tool which it uses or maintains to access PSA Digital (including transmitting and receiving Data) is properly configured with security measures and controls and complies with all Applicable Laws and applicable cybersecurity standards, and is compatible with and satisfies any security, interface and access requirements as PSA may impose from time to time.
- 8.10 The Customer shall permit only its authorised personnel to access and use PSA Digital.

- 8.11 The Customer shall use its best endeavours to provide training for its authorised personnel to ensure that PSA Digital is accessed by only such authorised personnel as are competent to do so for the agreed purposes. The Customer shall not, and shall ensure that its authorised personnel shall not, use PSA Digital for any purpose, function or feature not permitted under this Contract or not otherwise communicated to the Customer by PSA.
- 8.12 The Customer shall not undermine the security or integrity of PSA Digital or any other networks or systems used by PSA and not gain or attempt to gain unauthorised access to PSA Digital or such other networks or systems.
- 8.13 The Customer shall allow PSA's duly Authorised Representatives full, free, and safe access to the Customer's premises during office hours on any day to ascertain that the Customer is in compliance with this Contract.

Security and compliance

- 8.14 The Customer must keep confidential and take all measures to prevent the disclosure and unauthorised use of the Customer's Security Codes and if the Customer suspects that an unauthorised person knows the Customer's Security Codes or any breach of security has occurred with respect to the Services, the Customer must notify PSA in writing immediately. The Customer must obtain from its authorised personnel an express undertaking not to disclose or share their Security Codes with anyone else whether inside or outside the office and any breach by the Customer's authorised personnel shall be deemed to be a breach by the Customer of the Contract.
- 8.15 The Customer acknowledges that PSA shall be entitled to (but shall not be obliged to) monitor, screen, censor or control any use of, or activity, content or material appearing on PSA Digital, investigate any violation or non-compliance with these Terms and Conditions and do all such acts as may be necessary or desirable to ensure the smooth running of PSA Digital and the provision of the Services, including the right to require:
- 8.15.1 the Customer to change the Security Codes whenever PSA deems necessary or desirable and PSA shall notify the Customer accordingly; and
- 8.15.2 to exclude the Customer or its authorised personnel from use of PSA Digital and the Services or to withdraw or change the Security Codes assigned to the Customer and its authorised personnel whenever PSA suspects that the security provisions in this Contract or any of PSA's regulations and conditions of use has been breached until such time as PSA deems safe to permit the Customer or its authorised personnel to use PSA Digital and the Services again.

PSA's right to audit

- 8.16 Without prejudice to clause 8.13, if:
- 8.16.1 PSA believes that a security breach, or compromise of Data, or any non-compliance with the Contract has occurred; or
- 8.16.2 In PSA's opinion, the Customer fails to provide adequate information and materials for PSA to verify the Customer's compliance with the Contract;

PSA is entitled to require the Customer to permit PSA or a third-party auditor appointed by PSA to conduct an audit of the Customer's systems and facilities, and the Customer shall fully cooperate with PSA for any requests for information or assistance. PSA is entitled to require the Customer to bear the reasonable costs of such audit.

Emergency authorisation to create temporary User account

- 8.17 In the event of any unscheduled outages or interruptions to PSA Digital ("**Service Outage**") over a sustained period of time, and if deemed necessary in PSA's sole discretion, the Customer hereby authorises PSA to do the following actions to facilitate the submission of urgent documentation for the purposes of shipping and/or cargo-handling operations at the PSA Terminals in Singapore:
- 8.17.1 Creating and activating a new temporary substitute account for and on behalf of the Customer ("**Substitute Account**");
- 8.17.2 To access, use and manage the Substitute Account to handle the submission and processing of urgent shipping and/or cargo-handling documentation for and on behalf of the Customer; and
- 8.17.3 To terminate the Substitute Account after the cessation of the Service Outage.
- 8.18 The Customer hereby further agrees to provide all other information as may be requested by PSA from time to time, for the purposes of creating and operating the Substitute Account.

Anti-corruption, anti-bribery and the PSA Group Customer and Partner Business Principles

- 8.19 The Customer shall respect and as far as practicable, commit to implementing an internationally recognised standard within the areas of anti-corruption and anti-bribery. The Customer acknowledges it has read and has full knowledge of the PSA Group Customer and Partner Business Principles (the "**CP Principles**"). The CP Principles reflect PSA's business principles and details PSA's expectations and shared commitment to ethical performance helping to improve the reputation of PSA, its partners, and its customers. The Customer shall respect the CP Principles and agrees to work with PSA to comply with the CP Principles.

Sanctions

- 8.20 The Customer warrants that it shall adhere with all Applicable Laws in relation to the procurement of Services from PSA and that:
- (a) neither the Services nor any payment (or other transaction) relating to the Services, would or might expose PSA, any of its Affiliates and/or any of its and their Authorised Representatives to any Sanctions or any risk thereof; and
- (b) none of the persons, within the meaning of Customer, is a Prohibited Person or is, whether in part or in whole, owned or controlled by or is acting on behalf of a Prohibited Person, and the Customer shall have performed all necessary denied party screenings of the persons that may be involved in its transactions.

In the event of the Customer's breach of its obligations under this clause 8.20, PSA shall be entitled to terminate the Contract and/or the Services immediately, by giving notice to the Customer.

- 8.21 Without prejudice to any other rights, claims and remedies available to PSA, the Customer shall fully indemnify each of PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses), which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with any breach of this clause 8.20.
- 8.22 If PSA determines in its sole discretion that any payment or other transaction relating to the Contract and/or the Services, would or might expose PSA, any of its Affiliates and/or any of its and their Authorised Representatives to any Sanctions or any risk thereof, PSA shall be entitled to deal with such payment or other transaction as it deems fit, including withholding any payment due to the

Customer without any interest incurred, until PSA is satisfied that the circumstances giving rise to such exposure to Sanctions or any risk thereof are no longer continuing. PSA shall not be liable for any Claim by the Customer arising from this clause 8.22 including interest on any payment due to and/or withheld from the Customer.

Survival and indemnity

- 8.23 The provisions of this Clause 8 shall survive the expiry or termination of the Contract for whatever reason.
- 8.24 Without prejudice to any other rights, claims and remedies available to PSA, the Customer shall fully indemnify each of PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses), which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with any breach of Clause 8 by the Customer.
- 8.25 In addition, without prejudice to any other rights, claims and remedies available to PSA, the Customer shall fully indemnify each of PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses), which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with any act or omission whatsoever by or on behalf of PSA, any of its Affiliates and/or any of its and their Authorised Representatives in or relating to the creation, activation, access, use, management, handling and/or termination of the Substitute Account and/or any of the contents therein.

9 PSA's Intellectual Property Rights

Title

- 9.1 All intellectual property rights, including patents, copyrights, trademarks, service marks, trade secrets and all other proprietary rights whatever in or related or ancillary to any data, information or materials provided by PSA to the Customer through PSA Digital and/or created, generated, developed, derived or modified by PSA pursuant to this Contract, and any customisation, enhancement, development, modification, copy, translation, adaptation or derivation thereof whether registered or not ("**PSA's Intellectual Property Rights**") shall remain vested in and be the absolute property of PSA.

Protection

- 9.2 The Customer shall:
- 9.2.1 promptly and fully notify PSA of any actual, threatened or suspected infringement or third party claim on any of PSA's Intellectual Property Rights which comes to the Customer's notice;
- 9.2.2 at PSA's request, do all such things as may be required to assist PSA in protecting PSA's Intellectual Property Rights;
- 9.2.3 not cause or permit any action which may damage or endanger any of PSA's Intellectual Property Rights, or the title to it or to assist or allow others to do so and in particular, the Customer agrees—

- (a) not to remove, suppress or modify in any way any proprietary marking, including any trade mark or copyright notice, in the information provided by PSA to the Customer and to incorporate such proprietary markings in any copies of such information;
- (b) not to use or permit the use of any names, logos and marks of PSA and/or its Affiliates which may be visible to the Customer or incorporated in PSA Digital and Data (where applicable), without PSA's express permission or in a manner that may cause confusion with PSA's products and services; and
- (c) not to register, directly or indirectly, any patent, trademark, service mark, trade name, company name, internet domain name or other proprietary or commercial right that is identical or confusingly similar to PSA's Intellectual Property Rights.

Survival and indemnity

- 9.3 The provisions of this Clause 9 shall survive the expiry or termination of the Contract for whatever reason.
- 9.4 Without prejudice to any other rights, claims and remedies available to PSA, the Customer shall fully indemnify PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses), which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with the Customer's infringement of PSA's Intellectual Property Rights.

10 Confidentiality

By Customer

- 10.1 The Customer shall keep confidential any information received through PSA Digital and in relation to this Contract, including the Licensed Materials, Security Codes and the Service Charges ("**Confidential Information**"). The Customer shall not disclose, transmit, retain or otherwise carry out any Unauthorised Act in respect of the Confidential Information.
- 10.2 If the Customer receives or comes into possession of any Confidential Information which it is aware is intended for another party, it shall inform PSA in writing immediately and at PSA's request destroy such Confidential Information forthwith.

By PSA

- 10.3 PSA may use or disclose any information received in relation to the Contract.

Survival

- 10.4 The provisions of this clause 10 shall survive the expiry or termination of the Contract for whatever reason.

11 Liability

Customer's liability

- 11.1 The Customer is responsible for the use of the Services by or purportedly by itself and all Transactions made on the Customer's account. The use of the Customer's Security Codes shall be deemed as authorisation to PSA by the Customer to carry out all of the Customer's instructions

and to debit or credit the Customer's account of or with any amount without requirement of any further authority or authentication. PSA is not liable or responsible to the Customer and the Customer waives any right to bring any claim against PSA for any loss that results from unauthorised use or loss of the Customer's Security Codes.

PSA's liability

- 11.2 PSA will take commercially reasonable measures to protect the security of Data in its possession. However, PSA Digital and any Data or information supplied by PSA pursuant to these Terms and Conditions are provided on an "as is" and "as available" basis without, to the fullest extent permitted by law, warranty of any kind, either expressed or implied, including freedom from viruses or other harmful components on-line and the implied warranties of title, merchantability or fitness for a particular purpose, accuracy, availability, non-infringement or from course of dealing or usage of trade, and any use and disposition thereof is entirely at the Customer's own risk. PSA does not guarantee the accuracy, reliability or correctness of any Data or information provided through the Services nor that the Data or information is free of bugs, virus or other harmful code.
- 11.3 Save for death and personal injuries proven to be caused by the wilful negligence of PSA, PSA shall not be liable for and the Customer shall fully indemnify each of PSA, its Affiliates and its and their Authorised Representatives on demand against any and all Claims, losses (including loss of profits, loss of business, loss of reputation, loss of savings and loss of opportunity), damages, liabilities, costs and expenses (including all expenses of investigation and enforcement of these indemnities, interest, penalties, legal costs (calculated on a full indemnity basis) and other advisers' fees and expenses), which PSA, any of its Affiliates and/or any of its and their Authorised Representatives may incur, or is liable for, arising from or in connection with the provision or use of PSA Digital, or the PSA Digital account, the accuracy or security of Data or any other transmitted information, or the use, reliance upon or performance of any material contained in or accessed through PSA Digital and/or the Services howsoever arising or sustained by any person and whether due to any act or omission or negligence or error of PSA, any of its Affiliates and/or any of its and their Authorised Representatives.
- 11.4 Without prejudice to the generality of the above (or any other provisions herein), the Customer acknowledges and accepts:
- 11.4.1 the risk that any Transactions or proposed Transactions carried out on PSA Digital or via the use thereof may be subject to any users of PSA Digital making mistakes or errors, acting under false pretences, making misrepresentations, offering services, facilities or products without authority or otherwise failing to deliver or delaying in the delivery on or performance of such Transactions as may be concluded and PSA shall not be held liable for any of the same;
- 11.4.2 that PSA shall not be liable in any way for any loss or damage suffered or may be suffered by the Customer including disruption, delay or interference to the Services or loss of any Data:
- (a) due to any technical failure of the computer systems (including all hardware, software and other facilities related thereto) used or to be used by the Customer for purposes of accessing and obtaining the Services, and/or the system of any other user of PSA Digital or other third parties or any parts thereof; or
 - (b) arising from circumstances beyond PSA's reasonable control, including cyber terrorist activity, cyber-attack, a third party's interference with its computer systems, hacking, computer viruses, the stability or availability of the Internet or a portion thereof, or a network or device failure external to its data centres.
- 11.4.3 Notwithstanding any provision herein, under no circumstances shall PSA be liable for any downtime costs or lost revenues, profits, goodwill, reputation, business opportunities or anticipated savings,

or for any special, punitive, indirect, incidental, exemplary or consequential damages, losses, costs, claims or expenses, whether or not PSA has been informed or advised of the possibility thereof.

Liability limit

- 11.5 Save for death and personal injuries, in no event shall PSA's liability exceed the sum total of the Service Charges and other sums paid by the Customer to PSA for the month immediately preceding the event.

Time limit

- 11.6 Any action for any cause whatsoever shall be brought by the Customer within one (1) year from the date when the circumstances have occurred which have given rise to the action.

Reasonableness

- 11.7 The Customer expressly acknowledges that the provisions of this clause 11 satisfy the requirements of reasonableness specified in the Unfair Contract Terms Act 1977 of Singapore and that the Customer is estopped from claiming the contrary at any future date in the event of any dispute with PSA concerning PSA's liability.

Evidence

- 11.8 PSA's data log (whether in magnetic disks or back-up magnetic tapes or any other media) shall constitute conclusive evidence against the Customer but not PSA in respect of the facts stated therein, including data entries and receipts and the Customer shall not challenge its admissibility as evidence whether in court or otherwise.

Prevailing clause

- 11.9 The limitations of liability under this clause 11 will relate to the whole of all losses and/or damages arising in relation to any one distinct incident (or series of connected incidents) pursuant to this Contract or at law (whether based on a claim or action in contract, tort (including negligence), warranty, indemnity, statutory duty or other legal or equitable grounds) and whether such losses and/or damages are sustained, directly or indirectly, by the Customer and/or any other person or otherwise. This clause 11 prevails over all the other provisions herein but shall be without prejudice to any other provision limiting PSA's liability.

Survival

- 11.10 The provisions of this clause 11 shall survive the expiry or termination of the Contract for whatever reason.

12 Shut-down time, delays and system constraints

- 12.1 In normal circumstances the Services shall be made available on-line for all 24 hours of the day save where PSA shuts down PSA Digital for scheduled maintenance and back-ups. The time and length of the shut-down may vary for whatever reasons not being limited to major conversion exercise and the Customer shall have no claim whatsoever against PSA in respect thereof.
- 12.2 The Customer acknowledges and understands that there may be occasional delays and system constraints in accessing PSA Digital and/or in using the Services and the same may not always be error free or free from computer virus or other invasive or damaging code. PSA does not guarantee or warrant that such delays, constraints, errors or virus will not occur and the Customer specifically waives any right to bring any claim against PSA for any damages or losses that the Customer may have suffered as a result of such delays, constraints, errors or virus.

13 Changes

- 13.1 PSA reserves the right to change any term of this Contract, any aspect or feature of the Services (including suspending and/or withdrawing any Services and modifying the Licensed Materials) and the rates of the Service Charges at any time and at its sole discretion, and such changes shall be binding on the Customer immediately upon notice thereof, which may be given by any means (including posting on PSA Digital or by electronic or conventional mail). Any use of the Services by the Customer after such notice shall be deemed to constitute the Customer's acceptance of such changes.

14 Suspension and termination

Suspension

- 14.1 Without prejudice to clause 7.5, PSA may suspend access to PSA Digital in the event that:
- 14.1.1 incorrect Security Codes are used to attempt to access the Customer's account;
 - 14.1.2 PSA suspects an unauthorised person is attempting to access the Customer's account;
 - 14.1.3 any service agreement between the Customer and PSA or its Affiliates for services and/or facilities is suspended;
 - 14.1.4 PSA has reason to believe that continued use or access by the Customer will jeopardise or compromise PSA's operation of PSA Digital or the Services; or
 - 14.1.5 the Customer shall fail to fulfill any obligations under this Contract or any other agreement between the Customer and PSA and/or its Affiliates (including payment obligations and obligations to observe all health, safety and security requirements).

Termination

- 14.2 Either Party may terminate this Contract at any time by giving to the other at least one (1) month's prior notice in writing.
- 14.3 PSA may terminate the Contract immediately by notice to the Customer if in the opinion of PSA:
- 14.3.1 the Customer has breached any of the terms and conditions of this Contract (and where expressly permitted by PSA, fails to remedy such failure to PSA's satisfaction within a reasonable time);
 - 14.3.2 the Customer is a Prohibited Person which may result in PSA, any of its Affiliates and/or any of its and their Authorised Representatives facilitating and/or breaching any Applicable Laws or Sanctions;
 - 14.3.3 any of the following events occur with respect to the Customer:
 - (a) the Customer ceases or threatens to cease to carry on the whole or any substantial part of its core business as at the date of this Contract;
 - (b) the Customer is or is presumed or deemed to be unable or admits inability to pay its debts as they fall due, suspends making payments on any of its debts or, by reason of actual or anticipated financial difficulties, commences negotiations with one or more of its creditors with a view to rescheduling any of its indebtedness;

- (c) the value of the assets of the Customer is less than its liabilities (taking into account contingent and prospective liabilities);
- (d) a moratorium is declared in respect of any indebtedness of the Customer;
- (e) any corporate action, legal proceedings or other procedure or step is taken in relation to:
 - (i) the suspension of payments, a moratorium of any indebtedness, winding-up, dissolution, administration, judicial management, provisional supervision or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) of the Customer other than its solvent reorganisation;
 - (ii) a composition or arrangement with any creditor of the Customer, or an assignment for the benefit of its creditors generally or a class of such creditors;
 - (iii) the appointment of a liquidator, receiver, trustee, judicial manager, administrator, administrative receiver, compulsory manager, provisional supervisor or other similar officer in respect of the Customer or any of its assets;
 - (iv) enforcement of any mortgage, charge, pledge, lien or other security interest (or any other agreement or arrangement having a similar effect) over any assets of the Customer,or any analogous procedure or step is taken in any jurisdiction; or
- (f) not less than 25% of the share capital of the Customer has been acquired by a person whose core business, product scope, market reach and distribution network on a worldwide basis is in direct competition with, PSA and/or any of its Affiliates, either acting solely or together with any associated companies, whether or not such acquisition occurs as a single transaction or several transactions over a period of time.

14.3.4 In the event of any termination of this Contract, the Customer shall forthwith:

- (a) pay all outstanding sums incurred in relation to this Contract up to the date of termination and where the Customer shall fail to give notice as required in clause 14.2, the Customer shall pay to PSA in lieu of notice an amount equivalent to the total of all Service Charges and other sums paid by the Customer for the previous month; and
- (b) cease to access PSA Digital and cease to use the Licensed Materials, and return the same to PSA in good condition.

14.3.5 In the event that any termination of this Contract according to this Clause 14 is prohibited by section 440 of the Insolvency, Restructuring and Dissolution Act 2018 of Singapore, the Parties agree that, without prejudice to any other rights and remedies available to PSA whether under this Contract or otherwise, PSA shall be entitled in its discretion and without default under this Contract, to demand immediate cash payment for any and all Services provided by PSA after the commencement of proceedings (as defined in section 440 of the Insolvency, Restructuring and Dissolution Act 2018 of Singapore) and to withhold the further advance of money or credit with immediate effect.

15 General

Assignment

- 15.1 The Customer shall not assign, transfer, sub-licence, sub-contract or delegate any of the Customer's rights, benefits, duties or obligations arising under the Contract without PSA's prior written approval. PSA may assign this Contract or any part thereof to any of its Affiliates by giving the Customer not less than seven (7) days' prior written notice.

Relationship

- 15.2 Notwithstanding that the Customer may contract the Services as an agent for another party, the Customer agrees that PSA deals with the Customer as principal only at all times for the purposes of this Contract.

Governing law

- 15.3 The validity and construction of the Contract shall be governed by Singapore law.

Settlement of Disputes

- 15.4 Unless otherwise agreed, the Parties shall in good faith try to resolve amicably, any dispute arising out of or in connection with the Contract, including any question regarding the existence or validity or termination thereof ("**Dispute**"). In the event the Parties are unable to resolve the Dispute within 30 calendar days from the date such Dispute first arose (or such other period as may be agreed in writing between the Parties), such Dispute shall be submitted for mediation at the Singapore Mediation Centre ("**SMC**") in accordance with SMC's Mediation Procedure in force for the time being. Either Party may submit a request to mediate to SMC upon which the other Party will be bound to participate in the mediation within 45 calendar days thereof. Every Party to the mediation must be represented by senior executive personnel with authority to negotiate and settle the Dispute. Unless otherwise agreed in writing by the Parties, the Mediator(s) will be appointed by SMC. The mediation will take place in Singapore in the English language and the Parties agree to be bound by any settlement agreement reached. If for any reason the Dispute is not resolved within 45 calendar days of commencement of the mediation, the Dispute shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("**SIAC**") in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore. The Tribunal shall consist of a jointly appointed single arbitrator, or a single arbitrator as appointed by the Chairman of the SIAC. The language of the arbitration shall be in English. The Parties agree to be bound by the award of the arbitrator.

Non-waiver

- 15.5 Knowledge or acquiescence by PSA of or in any breach of any of the terms, conditions or covenants herein contained, or failure or delay on the part of PSA to exercise any right or remedy under this Contract, will not operate as or be deemed to be a waiver of such terms, conditions or covenants, or such right or remedy, or any of them, and notwithstanding such knowledge or acquiescence or failure or delay (or any single or partial exercise of any right or remedy), PSA will be entitled to exercise its rights under this Contract and to require strict performance by the Customer of the terms, conditions and covenants herein.

Severance

- 15.6 If any provision of the Contract is declared by any judicial or other competent authority to be void, voidable, illegal or otherwise unenforceable or indications to that effect are received by either of the Parties from any competent authority, the Parties shall amend that provision in such reasonable manner as achieves the intention of the Parties without illegality or at PSA's sole discretion, it may be severed from the Contract and the remaining provisions of the Contract shall remain in full force and effect unless PSA, in its sole discretion, decides that the effect of such declaration is to defeat the original intention of the Parties, in which event PSA shall be entitled to terminate the Contract by 30 calendar days' notice to the Customer and the provisions of clause 14.3.4 shall apply accordingly.

Entire agreement

- 15.7 The Contract constitutes the complete and only agreement between the Parties and supersedes all previous communications, representations and other arrangements whether written or oral. The Customer acknowledges that no reliance is placed on any communication, representation or other arrangement, oral or written, which is not embodied or included in the Contract.

Notices

- 15.8 Subject to clause 13, any notice in writing to be given by one Party in pursuance of any term of this Contract shall be deemed to be sufficiently served on the other Party if sent by:

15.8.1 registered post and email; or

15.8.2 delivered by hand and email,

to the respective addresses as stated in the PSA Digital Account Application (or at such other address as may be designated and notified by a Party to the other from time to time).

- 15.9 Any notice shall be deemed to have been duly served (1) if delivered by registered post, within 72 hours of posting; (2) if delivered by hand or by courier, when delivered; and (3) if delivered by electronic mail, upon transmission to the mail server of the designated email address, provided that in each case where delivery occurs on a day which is not a business day or after 6:00 p.m. on a business day, service shall be deemed to occur at 9:00 a.m. on the next following business day and in proving such service it shall be sufficient to prove that 72 hours has passed from the time stated in the posting receipt or that delivery by hand was made or that the electronic mail confirmation note indicates that the transmission was successful.

Rights cumulative

- 15.10 All rights granted to either of the Parties shall be cumulative and no exercise by either Party of any right under the Contract shall restrict or prejudice the exercise of any other right granted by the Contract or otherwise available to it.

Force majeure

- 15.11 Notwithstanding anything else contained in this Contract, neither Party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control ("**Force Majeure Event**").

- 15.12 For purposes of this Contract, "Force Majeure Event" shall include acts of God, acts of civil or military authority, civil disturbance, wars, strikes, fires, epidemics or pandemics, and other catastrophes. For the avoidance of doubt, the termination of Third Party Services which leads to any delay in the performance of any Party's obligations hereunder shall be a Force Majeure Event for the purposes of this Contract.
- 15.13 Subject to the Party so delaying promptly notifying the other Party in writing of the reasons for the delay and the likely duration of the delay, the performance of such Party's obligations shall be suspended during the period that the said circumstances persist and such Party shall be granted an extension of time for performance equal to the period of the delay. In such delay:
- (a) any costs arising from such delay shall be borne by the Party incurring the same;
 - (b) either Party may, if such delay continues for more than one (1) month, terminate this Contract forthwith on giving notice in writing to the other Party in which event neither Party shall be liable to the other by reason of such termination; and
 - (c) the delaying Party shall take all reasonable steps to bring the delaying event to a close or to find a solution whereby the Contract may be performed notwithstanding such event.
- 15.14 However, nothing in this clause 15 affects or excuses the Customer's obligation to pay Service Charges (and any other fees and charges) incurred and due.

PSA's discretion

- 15.15 Notwithstanding the other provisions of these Terms and Conditions, PSA shall be entitled in its sole discretion to reject any PSA Digital Account Application at any time and the Customer shall not be entitled to any remedy including any Claim against PSA in connection with such rejection of any Application.
