

GENERAL TERMS AND CONDITIONS OF SALE
(with effect from 1 April 2022)

1. DEFINITION

- (a) "JCI" means Johnson Controls and its affiliates in Malaysia that supply the Goods and/or Services (as the case may be) to the Buyer.
- (b) "Buyer" means the party who enter into a Contract with JCI wherein JCI agrees to supply and the Buyer agrees to purchase the Goods and/or Services (as the case may be).
- (c) "Conditions" means these General Terms and Conditions as set out in this document, terms in JCI's Quotation and any additional terms and conditions communicated in writing by JCI.
- (d) "Contract" means the contract between JCI and the Buyer for the supply of Goods and/or Services (as the case may be) by JCI to the Buyer and shall be constituted in its entirety by the Conditions and JCI's Quotation. A Contract is only formed when JCI receives and accepts the Buyer's offer.
- (e) "Delivery Date" means the date of delivery of Goods and/or Services (as the case may be) specified under the Contract, including the completion date for such delivery and/or supply, and any revisions of such date.
- (f) "Installation Date" means the installation or works in relation to the Services specified under the Contract, including the completion date for such installation and any revisions of such date.
- (g) "Goods" means the product(s) that the Buyer agrees to buy from JCI, or any part or quantity thereof.
- (h) "Contract Sum" means the price for the supply of Goods and/or Services. Unless otherwise agreed between the parties, Contract Sum includes carriage, packing, and insurance, but excluding taxes that may be imposed on the supply of Goods and/or Services by the relevant authorities in Malaysia, where such taxes is payable by the Buyer.
- (i) "Project" means any building or other works (including maintenance works, phased works, rectification works, temporary works, and Variation Works) required by the Buyer or its authorised representatives from JCI, which incorporates or uses the Goods and/or Services (as the case may be).
- (j) "Proprietary Information" means any and all information and intellectual property relating to the Goods and/or Services, including the installation or operation of the Goods including but not limited to patents, designs, drawings, instruction booklets, specifications, circuit drawings, components, trade secrets, trademarks and copyright in such information and intellectual property.
- (k) "Quotation" means the proposal prepared by the authorised representative from JCI that indicates the Goods, Services and Contract Sum based on the Buyer's request for quotation/proposal. Quotation from JCI is not an offer to sell.
- (l) "Services" means works in connection with the Goods (including designing, installing, testing and/or commissioning the Goods) and/or works in the Contract.
- (m) "Site" means the land and other places on, above, under, in or through which the Services are to be executed.
- (n) "Start-Up" means testing and commissioning.

2. CONDITIONS APPLICABLE

- (a) These Conditions shall apply to all contracts for the supply of Goods and/or Services by JCI to the Buyer to the exclusion of all other terms and conditions, including without limitation, any terms or conditions which the Buyer may purport to apply under any purchase order, confirmation of order, letter of award/acceptance, or similar documents.
- (b) All orders, letters of award/acceptance, or similar documents for the supply of Goods and/or Services by JCI shall be deemed to be an offer by the Buyer to purchase Goods and/or Services pursuant to these Conditions. JCI's Quotations to the Buyer shall merely constitute invitations to treat.
- (c) Buyer's instruction to JCI to proceed with the delivery of the Goods/supply of the Services or acceptance of delivery of the Goods shall be deemed conclusive evidence of the Buyer's acceptance of these Conditions.
- (d) Any variation to these Conditions (including any additional terms and conditions agreed between the parties) shall be inapplicable unless agreed to in writing by JCI. Buyer is hereby notified of JCI's express rejection of any terms inconsistent with these Conditions. Neither JCI's subsequent lack of objection to any such terms nor the delivery of the Goods or Services shall constitute any agreement by JCI to any such terms.
- (e) The Contract shall take precedence over any other oral or written representations, agreements, arrangements or understandings relating to the Goods and/or Services and any matters in connection therewith.
- (f) Notwithstanding anything to the contrary, JCI's obligations are conditioned upon Buyer's compliance with all U.S. and other applicable trade control laws and regulations. Buyer shall not trans-ship, re-export, divert or direct Goods other than in and to the ultimate country of destination declared by Buyer and specified as the country of ultimate destination in the Contract.

3. CONTRACT SUM AND PAYMENT TERM

- (a) The Contract Sum is exclusive of disbursement and taxes and subject to the addition of any and all applicable service taxes, value added taxes, sales taxes, duties and levies in force or that may be introduced by the authorities from time to time which shall be paid by the Buyer. If the Buyer is required under the law to deduct or withhold any sum as taxes imposed on or in respect of any amount due or payable to JCI, the Buyer shall be responsible to make such deduction or withholding as required but the net amount payable and remitted to JCI shall be equal to the amount JCI would have received in the absence of any such deduction or withholding.
- (b) Unless otherwise agreed between JCI and the Buyer, should (i) the Delivery Date or Installation Date be beyond three (3) months from the date of the Contract and (ii) the cost to JCI of supplying the Goods and/or Services be increased by any circumstances of any kind whatsoever beyond the control of JCI, including without limitation, to increased production cost of manufacturers or suppliers/subcontractor, variations in rates of exchange, devaluation of any relevant currency or increase in relevant rates of freight or insurance, JCI shall notify the Buyer of such increase and the Buyer shall bear such increase, in addition to the Contract Sum.
- (c) In the event JCI is called upon to pay any additional freight or incur any other charges or expenses in respect of the carriage of the Goods covered by the Contract due to any cause whatsoever, such additional freight, charges or expenses shall be payable by the Buyer to JCI in addition to the agreed Contract Sum.
- (d) Unless otherwise agreed between the parties, all payments are due net thirty (30) days from the date of invoice without discount. The payment terms are 10% down payment upon the formation of the Contract, 40% after the confirmation of the agreed Delivery Date and 50% upon the Installation Date or full performance of the Contract. In cases where the tender for Services include installation of Goods, the total amount shown in the tender will be payable by monthly instalments due net thirty (30) days from the date of invoice without discount according to the volume of work completed and/or materials delivered to Site, and any balance will payable on demand and, unless otherwise stated, without discount on completion of the installation. In the absence any default from JCI and in the event delivery or installation could not be performed or delayed, JCI shall be entitled to issue the charge and invoice the costs incurred due to such delay if parties are unable to reach an agreement on the revised Delivery Date or Installation Date. Payment will be strictly in accordance with JCI's agreed payment term and within the specified credit limits. JCI shall, at its sole option, have the right to make any delivery payable on a cash or payment guarantee before-shipment basis.
- (e) Where payment is by letter of credit, unless the Buyer shall open an irrevocable letter of credit with the bank named by JCI, or procure the acceptance by the bank named by JCI of a bill of exchange for the Contract Sum before the day fixed for delivery, JCI shall be at liberty on its own account to deal with, sell or otherwise dispose of the Goods without prejudice to any other rights JCI may have in law or in the Contract.
- (f) Retention monies, if required, shall not be deducted from payments due to JCI. Instead, JCI shall arrange to provide the Buyer with a bank guarantee for the retention amount, in a form and substance acceptable to JCI, unless otherwise agreed upon in writing.
- (g) JCI reserves the right to charge late payment interest for any account that is outstanding at the rate of three percent (3%) of the principal amount due and calculated on daily basis from the due date to the date of final payment. Payment by cheque is not considered as completed until the payment has been deposited into JCI's bank account. "Pay-when-paid" clause is not acceptable.
- (h) If the Buyer fails to make any payment on the due date, then without prejudice to any of JCI's other rights, JCI may:
 - (i) suspend or cancel deliveries/supply of any Goods and/or Services due to the Buyer; and/or
 - (ii) appropriate any payment made by the Buyer to such of the Goods and/or Services (or Goods and/or Services supplied under any other contract with the Buyer) as JCI may in its sole discretion think fit.
- (i) Where payment is by progress claims, in the event of any default in payment, JCI reserves the right to immediately stop all works, including but not limited to the Start-Up at the Site without prior notice.

4. SUPPLY, DELIVERY, ACCEPTANCE AND STORAGE

- (a) The supply of the Goods shall be carried out only during normal working hours unless otherwise stated herein. In the absence of any default on the part of JCI and should the Buyer insist on urgency outside the period allowed for in the Contract, such overtime incurred shall be for the account of the Buyer.
- (b) If applicable, the Buyer shall promptly obtain all necessary import licences, clearances and other consents necessary for the purchase of the Goods. JCI shall promptly upon request supply all documents reasonably required by the Buyer for this purpose.
- (c) All Goods will be delivered packed in accordance with standard domestic packing methods unless export-packing is specified, in which case, the equipment will be export packed in accordance with JCI's standard packing methods. Any special packing methods must be specifically notified in writing and may be subject to additional costs.
- (d) When Goods are for export shipment, JCI does not assume responsibility for obtaining permits, licenses or other government requirements, and such responsibility shall be that of the Buyer, unless otherwise specifically agreed in writing.
- (e) The delivery date(s) provided by JCI is only an estimate and not a guarantee and is based upon prompt receipt of all necessary information from Buyer. Failure to deliver within the time estimated shall not be deemed a material breach of the Contract on JCI's part. If Buyer causes JCI to delay shipment of Goods or completion of the Services, JCI shall be entitled to any and all extra cost and expenses resulting from such delay.
- (f) JCI is deemed to have delivered the Goods when the Goods are made available to the Buyer for physical collection by or on behalf of the Buyer at the Buyer's nominated delivery point. Any unloading or loading shall be the Buyer's responsibility, unless otherwise agreed in writing by JCI.
- (g) JCI may deliver the Goods by instalments (where in JCI's opinion this is reasonable to do so and with prior notice to the Buyer) and issue interim invoices to the Buyer.

- (h) Without limiting any other provisions in the Contract, failure by the Buyer to pay any instalment, or any other amount when due or the Buyer breaches any terms in the Contract, will entitle JCI to withhold or delay delivery of any remaining Goods ordered.
- (i) If the Buyer is unable to collect the Goods at the Buyer's nominated delivery point on the delivery day, JCI may (at its option and without limiting its other rights and remedies) arrange suitable storage of the Goods, whether at its premises or elsewhere and the Buyer must pay or reimburse all costs and expenses of storage, insurance, demurrage, handling and other charges associated with such storage. Delivery shall be deemed to have occurred notwithstanding the Buyer's inability to collect the Goods.
- (j) No Goods delivered to the Buyer which are in accordance with the Contract will be accepted for return without the prior written approval of JCI and on such terms to be determined at the absolute discretion of JCI.
- (k) If JCI agrees to accept any such Goods for return, the Buyer shall be liable to pay a handling charge of ten percent (10%) of the invoice Contract Sum. Such Goods must be returned by the Buyer carriage-paid to JCI in their original shipping carton. Goods returned without the prior written approval of JCI may at JCI's absolute discretion, be returned to the Buyer or stored at the Buyer's cost without prejudice to any rights or remedies JCI may have.
- (l) The Buyer shall inspect the Goods on delivery and shall within three (3) days of delivery notify JCI of any alleged defect, shortage in quantity, damage or failure to comply with description or sample. The Buyer shall afford JCI an opportunity to inspect the Goods within a reasonable time following delivery and before any use is made of them. If the Buyer shall fail to comply with these provisions, the Goods shall be conclusively presumed to be in accordance with the Contract and free from any defect or damage which would be apparent on a reasonable examination of the Goods and the Buyer shall be deemed to have accepted the Goods.
- (m) If the Goods are not in accordance with the Contract for any reason, and subject to the other clauses herein, the Buyer's sole remedy shall be limited to JCI making good any shortage by replacing such Goods, or, if JCI shall elect, by refunding a proportionate part of the Contract Sum.
- (n) JCI shall be entitled to (i) appoint its freight forwarder to deliver the Goods to the Buyer and/or (ii) appoint subcontractor to supply the Services to the Buyer.
- (o) Upon the receipt of the service report and/or delivery order and in the absence of any default on the part of JCI, the Buyer is deemed to have acknowledged and accepted the Goods and/or Services performed by JCI, notwithstanding the Buyer's failure or refusal to sign or acknowledge the service report and/or delivery order within 3 days from the date of receipt.

5. INSTALLATION, COMMISSIONING, TECHNICAL ASSISTANCE AND DRAWINGS (if applicable)

- (a) The supply of the Services (if applicable) shall be carried out only during normal working hours unless otherwise stated herein. In the absence of any default on the part of JCI and should the Buyer insist on urgency outside the period allowed for in the Contract, such overtime incurred shall be for the account of the Buyer.
- (b) The Buyer shall give adequate written notice to JCI of the date on which the Site will be ready for the commencement of the Services or Start-Up.
- (c) The Buyer shall give JCI full details of Site's safety regulations.
- (d) Unless agreed otherwise in writing, the Buyer shall, at his own cost and for all times pertinent to the supply of Services, provide (i) proper foundations, lighting, power, water and storage facilities, and (iii) equipment, tools and auxiliary materials, such as but not limited to hoisting gear, welding and grinding machines, oils and greases, cleaning and sealing materials, gas and oxygen, electricity, adequate heating and lighting, insulation and ready-for-use scaffolding, in each case, in such quantities as are deemed necessary by JCI for proper supply of the Services.
- (e) The Buyer shall give all necessary assistance to ensure JCI obtain visas and any official entry-, exit- or working permits and (if necessary) tax certificates required in the Buyer's country, as well as to ensure that the JCI have free, dry and reasonable access to the Site.
- (f) In the event of delay arising in the operations through circumstances for which JCI cannot be held accountable, any expenses, including but not limited to expenses associated with waiting periods or additional travelling and accommodation expenses, ensuring from such circumstances, shall be payable by the Buyer.
- (g) Should the Contract be suspended for more than ninety (90) days, then JCI shall be entitled to terminate the Contract without liability and without prejudice to the rights accrued up to the date of termination.
- (h) All reasonable extra costs, including the extra cost of completing the Contract for provision of technical personnel, incurred by JCI in consequence of the suspension and the subsequent resumption of work shall be reimbursed by the Buyer.
- (i) JCI shall give reasonable notice to the Buyer when requires any parts of the Services to be inspected, tested and commissioned and/or measured ("Inspection"). The Buyer shall then:
 - (i) forthwith attend or send a properly qualified and authorised representative to take jointly with JCI any inspection, testing and commissioning and measurements of the works that may be necessary for the purposes of any valuation, including valuation of any variation; and
 - (ii) supply of documents and information necessary for the taking or calculation of any measurement, inspection and testing and commissioning and all other particulars that may be reasonably required by JCI for the purpose of establishing agreed measurement, inspection and testing and commissioning.
- (j) Any Inspection taken jointly shall be recorded at the time and signed by the representative of the Buyer and JCI. If the Buyer does not attend or send a representative to take the Inspections jointly with JCI, the Inspection made by JCI notified in writing to the Buyer shall be taken to be correct and shall be final and binding on the Buyer.
- (k) If the Buyer attends or sends a representative but there is no agreement on the whole or part of the Inspection, the Buyer shall notify JCI in writing within seven (7) days of the date upon which the Inspection was taken of the respects in which the Inspection is not accepted as correct. Such notice shall set out in detail the documents and other information in justification. Failure to notify in writing within seven (7) days shall be taken to be an acceptance of the Inspection by the Buyer and it shall be correct, final and binding on the Buyer.
- (l) All drawings, illustrations, descriptive matter, particulars and the like accompanying JCI's tender specifications and estimates or acknowledgements of orders or contained in its catalogues and any weights and dimensions stated by JCI (all of which particulars JCI reserves the right to alter without notice) are intended to present a general idea of the products described or are approximate only and in no case constitute a warranty or condition or a description or a representation included in the Contract.
- (m) When JCI's tender is expressed to be for the supply and/or installation of products complying with rules, a standard or a specification set by a governmental authority, such tender shall be deemed to have been prepared according to JCI's interpretation of such rules, standard or specification, and in the event that the governmental authority imposes a different interpretation, JCI's tender price or the contract price as the case may be shall be varied accordingly.

6. TITLE AND RISK

- (a) The Goods shall be at the Buyer's risk as from the time the Goods are delivered to the Buyer, or in accordance with the Buyer's request / instruction.
- (b) In spite of delivery having been made, title in the Goods shall not pass from JCI until (i) the Buyer shall have paid the Contract Sum in full; and (ii) no other sums whatever shall be due from the Buyer to JCI.
- (c) Until the Contract Sum and all other sums due to JCI under the Contract have been fully paid, the Buyer shall keep the Goods free of all taxes and encumbrances, shall not remove the Goods from the premises without written permission of JCI, and shall not transfer any interest in the Goods or in the Contract without written consent of JCI.
- (d) Title to the Goods remains in JCI until the Contract Sum and all other sums due to JCI under the Contract have been fully paid, all Goods whether affixed to the realty or not, shall be deemed to remain moveable property and be deemed severable without injury to the realty.
- (e) The Buyer shall do whatever may be required to maintain JCI's title. Until title in the Goods passes to the Buyer, the Buyer shall hold the Goods and each of them on a fiduciary basis as bailed for JCI. The Buyer shall store the Goods (at no cost to JCI) separately from all other goods in its possession and marked in such a way that they are clearly identified as JCI's property.
- (f) Notwithstanding that the Goods (or any of them) remain the property of JCI, the Buyer may sell or use the Goods in the ordinary course of the Buyer's business at full market value for the account of JCI. Any such sale or dealing shall be a sale or use of JCI's property by the Buyer on the Buyer's own behalf and the Buyer shall deal as principal when making such sales or dealings. Until property in the Goods passes from JCI, the entire proceeds of sale or otherwise of the Goods shall be held in trust for JCI and shall not be mixed with other money or paid into any overdrawn bank account and shall be at all material times identified as JCI's money.
- (g) JCI shall be entitled to recover the Contract Sum notwithstanding that title in any of the Goods has not passed from JCI.
- (h) Until such time as title in the Goods passes from JCI, the Buyer shall upon request deliver up to JCI such of the Goods as have not ceased to be in existence or resold. If the Buyer fails to do so, JCI may enter upon any premises owned occupied or controlled by the Buyer where the Goods are situated and repossess the Goods.
- (i) The Buyer shall not pledge or in any way charge by way of security for any indebtedness any of the Goods which are the property of JCI. Without prejudice to the other rights of JCI, if the Buyer does so, all sums whatever owing by the Buyer to JCI shall forthwith become due and payable.
- (j) The Buyer shall insure and keep insured the Goods to the full Contract Sum against "all risks" to the reasonable satisfaction of JCI until the date that property in the Goods passes from JCI, and shall whenever requested by JCI produce a copy of the policy of insurance. Without prejudice to the other rights of JCI, if the Buyer fails to do so all sums whatever owing by the Buyer to JCI shall forthwith become due and payable.

7. CANCELLATION AND VARIATION

- (a) The Contract may not be altered or cancelled or terminated by the Buyer for any reason whatsoever without the written consent of JCI (including suspension, prolongation and acceleration). If JCI agrees to alter or cancel or terminate the Contract, Buyer shall forfeit any deposit paid by the Buyer to JCI pursuant to the Contract (if any) and the Buyer shall indemnify JCI against any loss, damage and expense incurred by JCI in relation to the cancellation or termination or alteration of that Contract including but not limited to the cost of return freight, return shipping to factory of origin, items purchased

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- from third parties for inclusion in the Goods and all labour and engineering costs incurred by JCI in the execution or part execution of the Goods and including compensation payable to any supplier of JCI and loss of profit.
- (b) In the event the Goods are not available due to circumstances of any kind whatsoever beyond the control of JCI, JCI shall immediately inform the Buyer and provide an alternative to the Goods ("Replacement Goods"). If the Buyer does not agree with the proposed Replacement Goods, it is deemed that JCI and the Buyer have agreed to terminate the Contract and JCI shall promptly repay to the Buyer any sums paid in respect of the Contract Sum. JCI shall not be liable for any loss or damage whatever arising from such termination.
- (c) JCI may cancel and/or terminate the Contract for convenience and without assigning any reason whatsoever at any time before the Goods are delivered and/or Services are performed by giving prior written notice. On giving such notice JCI shall promptly repay to the Buyer any sums paid in respect of the Contract Sum. JCI shall not be liable for any loss or damage whatsoever arising from such cancellation/termination.
- (d) Where Services are supplied by JCI under these Conditions, subject to the prior written notice to the Buyer, JCI shall be entitled to, and the Buyer shall grant any extension of time arising from delays not directly and solely attributable to JCI. JCI shall also be entitled to claim for any loss, damage and expense incurred by JCI in relation to such extension of time.
- (e) JCI shall not be liable for any loss or damage whatsoever due to failure by JCI to supply any Goods and/or Services (or any of them) promptly or at all. Notwithstanding that JCI may have delayed or failed to supply any Goods and/or Services (or any of them) promptly, the Buyer shall be bound to accept the supply of and to pay for, the Goods and/or Services in full provided that such supply shall be tendered at any time within two (2) months of the Delivery Date. Failure by the Buyer to accept such supply shall entitle JCI to levy the actual storage costs of the Goods until the date of acceptance of supply by the Buyer.
- (f) Notwithstanding any bill of quantities in the Contract or any other documents regarding valuation of variation, the price of all variations shall be approved by Buyer within three (3) days after receiving a Quotation from JCI for the varied Goods and/or Services ("Variation Works"). No Variation Works will be carried out until approval in writing has been received by JCI.
- (g) Unless expressly stated otherwise, any Contract will be for an initial term of twelve (12) months (the "Initial Term") and shall be renewed automatically for successive renewal terms of twelve (12) months (each a "Renewal Term"), unless JCI or Buyer sends the other party written notice of termination at least sixty (60) days prior to the expiration of the then current term. JCI and Buyer agree that the Contract price will be increased by six (6%) percent during each Renewal Term.
- 8. INSOLVENCY OR OTHER DEFAULTS OF THE BUYER**
- In the event that Buyer fails to make payment for the Goods and/or Services (as the case may be) in accordance with the Contract or commits any other breach of the Contract or if any distress or execution shall be levied upon any of the Buyer's goods or if the Buyer offers to make any arrangement with its creditors or commits any act of bankruptcy or if any petition to wind up the Buyer (other than for the purpose of amalgamation or reconstruction without insolvency) shall be passed or presented or if a receiver, receiver and manager, trustee, judicial manager and/or liquidator shall be appointed over the whole or any part of the Buyer's business or assets or if the Buyer shall suffer any analogous proceedings under foreign law, all sums outstanding in respect of the Goods and/or Services (as the case may be) shall become payable immediately. JCI may in its absolute discretion and without prejudice to the other rights which it may have suspend all future deliveries of Goods and/or Services to the Buyer and/or terminate the Contract without liability upon JCI's part.
- 9. WARRANTY AND INSURANCE**
- (a) TO THE MAXIMUM EXTENT PERMITTED BY LAW, JCI MAKES NO WARRANTIES OR REPRESENTATIONS TO THE BUYER EXCEPT TO THE EXTENT SET OUT IN THE CONTRACT. JCI MAKES NO AND SPECIFICALLY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES THAT THE SERVICES, GOODS OR THIRD PARTY PRODUCT OR SOFTWARE WILL BE SECURE FROM CYBER THREATS, HACKING OR OTHER SIMILAR MALICIOUS ACTIVITIES.
- (b) JCI warrants (i) the relevant Goods to be free from defects in workmanship and materials under normal use and service during the Warranty Period (as defined below) and (ii) the relevant Services (if applicable) comply with the workmanship and standard in the Contract during the Warranty Period. Unless otherwise agreed between the parties, the Warranty Period for Goods shall be ninety (90) days from the Delivery Date and the Warranty Period for Services shall be ninety (90) days from installation date. This warranty does not cover costs of rectification works or recovery of the Goods from the Site or damage, fault, failure or malfunction due to external causes including accident, abuse, misuse, mechanical or electrical overload, abrasion, corrosion, incorrect installation by the Buyer or a third party, failure to perform required preventative maintenance, the use of replacement parts or lubricants which do not meet JCI's specifications, normal wear and tear or if JCI's serial numbers or warranty date decals have been removed or altered. THIS WARRANTY IS EXCLUSIVE AND IS PROVIDED IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED.
- (c) During the Warranty Period, to the extent permitted by law, the Buyer's sole remedy with respect to breach of warranties set out in clause 9(b) will be rectification works and repair or replacement by JCI (as JCI may elect) of any such defective Goods at JCI's expense. The rectification works and replacement or repaired Goods shall be covered by the unexpired portion of the Warranty Period in respect of the original Goods and/or Services or for a period of ninety (90) days, whichever is the greater.
- (d) For equipment forming part of the Goods which is not manufactured by JCI, the original manufacturer's warranty will apply. JCI's liability for such equipment shall not exceed the liability of the original manufacturer.
- (e) Where the Contract includes the supply of Services, JCI will maintain the relevant insurance policies in accordance with the applicable local laws and jurisdiction only and JCI will maintain public liability insurance for bodily injury and property damage with a policy limit subject to the maximum of US\$1,000,000 per occurrence and in aggregate. Any additional insurance required by the other party to any contract based on the Contract will be paid for by that party and no claim shall be made upon JCI by the Buyer for any sum in excess of JCI's insured maximum. JCI will upon the Buyer's request provide a Certificate of Insurance (COI) in lieu of policy and premium payment receipts.
- (f) The liability of JCI under the Contract will be reduced by the amount of any contributory loss and/or damage to the extent caused by the act and/or omission of the Buyer.
- (g) TO THE MAXIMUM EXTENT PERMITTED BY LAW AND NOTWITHSTANDING ANY PROVISION TO THE CONTRARY IN CONTRACT, JCI'S TOTAL LIABILITY UNDER EACH CONTRACT (WHETHER THAT LIABILITY ARISES UNDER CONTRACT, TORT, EQUITY, STATUTE OR OTHERWISE) FOR ANY LOSS, DAMAGE OR EXPENSE ARISING OUT OF OR IN CONNECTION WITH ITS PERFORMANCE OF THE CONTRACT, UNLESS OTHERWISE AGREED BETWEEN THE PARTIES SHALL BE LIMITED TO THE TOTAL CONTRACT SUM PAID BY THE BUYER TO JCI FOR THE GOODS COVERED BY THAT CONTRACT, AND IN NO EVENT SHALL JCI BE LIABLE FOR (I) ANY LOSS (WHETHER DIRECT OR INDIRECT) OF PROFITS, OPPORTUNITY, REVENUE, GOODWILL, USE, PRODUCTION, CONTRACTS, CUSTOMER OPPORTUNITIES, BUSINESS OR ANTICIPATED SAVINGS, CORRUPTION OR DESTRUCTION OF DATA; (II) ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR INDIRECT LOSS OR DAMAGE; (III) BUSINESS INTERRUPTION; OR (IV) DATA LOSS OR OTHER LOSSES ARISING FROM VIRUSES, RANSOMWARE, CYBER ATTACKS OR FAILURES OR INTERRUPTIONS TO NETWORK SYSTEMS WHATSOEVER.
- (h) Unless otherwise agreed between the parties, Buyer's claim for liquidated ascertained damages against JCI, if any, shall be capped at a maximum of ten percent (10%) of the total Contract Sum.
- 10. PROPRIETARY INFORMATION**
- (a) The Buyer acknowledges that all Proprietary Information and all right title and interest therein are the sole property of or licensed by JCI and the Buyer shall gain no rights, title or interest in the Proprietary Information whatsoever.
- (b) To the extent software is provided by JCI under this Contract, Buyer agrees that such software may only be used in accordance with the terms and conditions of the software license agreement that accompanied the software.
- (c) The Buyer must not and must not permit any person reasonably within the Buyer's control to, directly or indirectly:
- modify any of the Goods; and/or copy, clone, reverse engineer any hardware Goods; and/or
 - copy, decompile, disassemble, reverse engineer or otherwise derive the source code for any software Goods; and/or
 - copy, modify or decompile any documents accompanying the Goods,
- without JCI's prior written consent, and in the event the Buyer breaches its obligations under this clause, JCI may immediately terminate the Contract and the Buyer shall indemnify and hold harmless JCI against any and all losses or damages related to such breach of the Contract.
- 11. RE-EXPORT AND RESTRICTION**
- (a) The Goods supplied are intended for use only at the Site or the Buyer's nominated delivery point in Malaysia. If any Goods are to be re-exported by the Buyer, the Buyer shall immediately inform JCI. JCI has the absolute right to veto the re-export of the Goods by the Buyer and the Buyer shall strictly comply with JCI's decision. It is the Buyer's responsibility to ensure that such Goods and the use to which they are put will comply with all applicable laws.
- (b) The Buyer acknowledges that the Goods purchased by the Buyer may not be sold, leased or otherwise transferred to or utilised by, an end-user engaged in activities related to weapons of mass destruction (including but not limited to activities related to design, development, production or use of nuclear materials, nuclear facilities or nuclear weapons, missiles or support of missiles projects or chemical or biological weapons), and the Buyer shall comply with all applicable export and import laws and regulations, including associated embargo and sanction regulations and unless authorised by applicable governmental license or regulation, the Buyer shall not directly or indirectly export or re-export any technical information or software subject to the Contract (including direct products of such technical information or software) to any prohibited destination or country (including release to nationals, wherever they may be located, of any prohibited country) as specified by JCI and applicable export regulations.
- 12. COMPLIANCE**
- JCI and the Buyer intend that no payments or transfers of value shall be made which have the purpose or effect of public or commercial bribery, acceptance of or acquiescence in extortion or kickbacks, or other unlawful or improper means of obtaining business. The Buyer will not, directly or indirectly, pay, offer, authorise or promise any monies or anything of value (such as gifts, contributions, travel, or entertainment) to any person or organisation (including any employee or official of any governmental authority, government owned or controlled entity, public international organisation or political party; any candidate for political office) for the purpose of improperly influencing their acts or decisions in violation of any anti-bribery or anti-corruption laws, including the United States Foreign Corrupt Practices Act (FCPA) and local anti-corruption laws (collectively, "Anti-Corruption Laws"). The Buyer will notify JCI promptly if the Buyer or any of the Buyer's agents have reason to believe that a breach of this clause has occurred or is likely to occur. Any breach of the warranties, representations or agreements in this clause will constitute grounds for immediate termination of the Contract for cause by JCI. The Buyer will indemnify and hold JCI harmless against any actions, legal claims, demands, proceedings, losses, damages, costs, expenses and other liabilities of whatever nature resulting from the Buyer's breach of the representations, warranties and agreements contained in this clause. This clause will not be affected by expiration or termination of the Contract for any reason.
- 13. FORCE MAJEURE**
- (a) Neither party shall incur any liability due to failure or delay in performance of any obligation caused by Force Majeure, at least for the duration of the Force Majeure, provided that the affected party shall promptly notify the other of the existence of the Force Majeure and the effect on its ability to perform its obligations, and provided further that the affected party undertakes all reasonable efforts to mitigate the impact of the Force Majeure on the other party.
- (b) The term "Force Majeure" shall mean and include without limitation any Act of God, industry wide strikes, work stoppages, explosion, epidemic, severe weather, fire, flood, war and other hostilities, civil commotion or unrest, cyber attacks, viruses, ransomware, failures or interruptions to network systems, data breaches, governmental acts, regulations or orders, generalised inadequate supply of raw materials or components, or any other circumstance of a similar nature beyond the reasonable control of an affected party.
- (c) If any Force Majeure endures more than sixty (60) days, the parties shall meet and review in good faith the desirability and conditions of the Contract.
- 14. MISCELLANEOUS**
- (a) **Network Protection:** The Buyer is solely responsible for the establishment, operation, maintenance, access, security and other aspects of its computer network ("Network") and shall supply JCI secure Network access for providing its services. Goods networked, connected to the internet, or otherwise connected to computers or other devices must be appropriately protected by the Buyer and/or end user against unauthorized access. The Buyer is responsible to take appropriate measures, including performing back-ups, to protect information, including without limit data, software, or files prior to receiving the Service or Goods.
- (b) **Radioactive Substances:** If JCI supplies products containing radioactive substances, the Buyer shall, until such products are ready for installation, provide suitable storage accommodation for the products, but if the Buyer is unable to provide such storage accommodation, then JCI will keep the Goods as if they had been delivered either to JCI or the Site. The Buyer will be responsible for obtaining all necessary permits and/or licenses from the Radiation Board for the storage and use of JCI's Goods which contain radioactive substances.
- (c) **Intruder Alarm Systems:** The following additional provisions apply only to Contracts for the supply of intruder alarm systems ("System") where the Buyer acts on behalf of a third party ("Ultimate User"):
- Rental and Maintenance: The Buyer shall procure that the Ultimate User of the System will enter into an agreement with JCI for the rental of the equipment and maintenance of the System on JCI's standard terms and conditions for rental and maintenance.
 - Insurance: Until such time as the Ultimate User of the System accepts liability therefor, the Buyer shall indemnify JCI against any loss of or damage to the System and of materials installed or awaiting installation and all other property of JCI on or about the Site where the System is being installed.
 - Confidentiality: The Buyer, its employees, agents and sub-contractors shall treat all information obtained about the System or how it works as confidential.
- (d) If a clause or part of a clause can be read in a way that makes it illegal, unenforceable or invalid, but can also be read in a way that makes it legal, enforceable and valid, it may be read in the latter way. If any clause or part of a clause is illegal, unenforceable or invalid, that clause or part is to be treated as removed from these Conditions, but the rest of the Contract is not affected.
- (e) JCI is committed to provide a healthy and safe workplace for all its employees and subcontractors and JCI will conduct its works in accordance with JCI Occupational Health and Safety standards and in compliance with applicable legislation and regulations.
- (f) Any notice, request or other communication that is required to be given to any party hereto under the Contract must be in writing and sent by post, facsimile, email or by hand/courier to the party to whom it is sent at the address shown in the quotation, purchase order or order acknowledgement or to its registered office for the time being or to its last known place of business or to such other address as each party may notify to the other party. Notice is deemed to have been given:
- at the time it would have been received in the normal course of post if sent by post, or
 - at the time it was delivered, if sent by hand/courier; or
 - at the time it was transmitted, if sent by email or facsimile.
- (g) The Buyer undertakes that he / she / it has read JCI's Privacy Notice at <<https://www.johnsoncontrols.com/legal/privacy>> and irrevocably grant consent to JCI to obtain and disclose the Buyer's credit information which may include Buyer's personal data to any third party for the purpose of assessing the Buyer's credit worthiness, to collect payment due to JCI, to discharge JCI's obligations pursuant to the Contract, for JCI to enforce its right under the Contract or as may be required by applicable law and etc.
- (h) In engaging JCI to supply Goods and/or Services, the Buyer hereby consents to allowing the Buyer's personal data to be processed by JCI in accordance with JCI's personal data protection policies.
- (i) The Contract is governed by and must be interpreted in accordance with the laws of Malaysia.
- (j) JCI and the Buyer agree to work together in good faith to attempt to quickly settle disputes or differences that may arise pursuant to the Contract by consultation and negotiation prior to initiating any legal proceedings. In the event of any dispute arising out of or in connection with this Contract, including any question regarding its existence, validity or termination (the "Dispute"), either party may commence proceedings in the courts of Malaysia, but JCI may at its sole discretion and election refer and finally resolve the Dispute by arbitration administered by the Singapore International Arbitration Centre ("SIAC") in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force which rules are deemed to be incorporated by reference in this clause, in which case, the seat of the arbitration shall be Singapore, the language of the arbitral proceedings shall be English, the Tribunal shall be guided by the IBA Rules on the Taking of Evidence in International Arbitration, and where the amount in dispute exceeds US\$4,000,000, the tribunal shall consist of three (3) arbitrators. In the event JCI elects to resolve the Dispute by arbitration and the amount in dispute does not exceed the equivalent amount of US\$4,000,000 (representing the aggregate of the claim, counterclaim, and any defence of set-off), the parties hereby agree that the arbitral proceedings shall be conducted in accordance with the Expedited Procedure under the SIAC Rules. This clause is for the benefit of JCI only and does not preclude JCI from taking proceedings against Buyer in any courts in Malaysia. Accordingly, before the Buyer commences legal proceedings, Buyer shall issue to JCI formal written notice of its intention to commence legal proceedings. Within 30 calendar days of such written notice, JCI shall provide written notice to the Buyer of its election as to whether the dispute shall be resolved through arbitration in accordance with this clause or through court litigation. Until the expiration of those 30 calendar days, the Buyer shall not commence any legal proceedings against JCI.
- (k) The English language version of these Conditions shall prevail over any other language versions for purposes of interpretation in the event of a dispute.
- (l) The rights and remedies provided in the Contract will not affect any other rights or remedies available to JCI.
- (m) The Contract shall be binding upon and inure to the benefit of and be enforceable by each of the Parties' successors and assigns. The Buyer shall not assign any rights or benefits under the Contract without JCI's written consent and any purported assignment without JCI's consent shall be void.
- (n) JCI is, and shall be at all times, an independent contractor hereunder and not an agent of the Buyer. Nothing contained in the Contract nor any actions taken by or arrangements entered into between the parties in accordance with the provisions of the Contract shall be construed as or deemed to create any partnership or joint venture between the parties. The Buyer shall have no authority to commit JCI contractually or otherwise to any obligations to third parties and vice versa.
- (o) The Buyer shall bear all costs fees charges and disbursements incurred in relation to or incidental to the preparation and stamping of the Contract (if applicable).
- (p) A waiver of any provision of the Contract must be in writing signed for and on behalf of JCI. Any time or indulgence granted or delay by JCI in enforcing any provision shall not constitute a continuing waiver or a waiver of any other provision.
- (q) The rights and remedies provided in the Contract will not affect any other rights or remedies available to JCI.
- (r) No person other than the parties to this Contract shall have any rights in this Contract. The rights of this Contract are exclusively those of the parties to this Contract. There shall be no third party beneficiaries of this Contract. In entering into this Contract, each of the parties represents that it is not aware of any party claiming such rights.
- (s) Any termination of the Contract whatsoever occasioned shall not affect any accrued rights or liabilities of either party hereto nor shall it affect the coming into force or the continuance in force of any provision hereof which is expressly or by implication intended to come into or continue in force on or after such termination.
- (t) The Contract constitutes the entire agreement between the parties hereto with respect to the subject matter of the Contract and supersedes all previous negotiations, agreements and commitments (if any).
- (u) The captions and headings to the clauses in the Conditions do not form part of the Conditions and shall not be taken into account in its construction and interpretation.
- 15. SOFTWARE**

GENERAL TERMS AND CONDITIONS OF SALE
(with effect from 1 April 2022)

- (a) **Software:** Use, implementation, and deployment of the software and hosted software products (“Software”) offered under these terms shall be subject to, and governed by, JCI’s standard terms for such Software and Software related professional services in effect from time to time at <https://www.johnsoncontrols.com/tech/terms> (collectively, the “Software Terms”). Applicable Software Terms are incorporated herein by this reference. Other than the right to use the Software as set forth in the Software Terms, JCI and its licensors reserve all right, title, and interest (including all intellectual property rights) in and to the Software and improvements to the Software. The Software that is licensed hereunder is licensed subject to the Software Terms and not sold. If there is a conflict between the other terms herein and the Software Terms, the Software Terms shall take precedence and govern with respect to rights and responsibilities relating to the Software, its implementation and deployment and any improvements thereto.
- (b) **Digital Enabled Services (if applicable):** If JCI provides Digital Enabled Services under these terms, these Digital Enabled Services require the collection, transfer and ingestion of building, equipment, system time series, and other data to JCI’s cloud-hosted software applications. Buyer consents to the collection, transfer and ingestion and use of such data by JCI to enable JCI to provide, maintain, protect, and improve the Digital Enabled Services and its products and services. Buyer acknowledges that, while Digital Enabled Services generally improve equipment performance and services, Digital Enabled Services do not prevent all potential malfunction, insure against all loss, or guarantee a certain level of performance. As used herein, “Digital Enabled Services” mean services provided hereunder that employ JCI software and cloud-hosted software offerings and tools to improve and enable such services. Digital Enabled Service may include, but are not limited to, (a) remote inspection, (b) advanced equipment fault detection and diagnostics, and (c) data dashboarding and health reporting.
- (c) **Software Subscription Terms:** Notwithstanding any other provisions of this Contract, unless otherwise set forth in the applicable order, the following terms apply to JCI Software that is provided to Buyer on a subscription basis (i.e., a time limited license or use right), (each a “Software Subscription”):
- (i) Each Software Subscription provided hereunder will commence on the date the initial credentials for the Software are made available (the “Subscription Start Date”) and will continue in effect until the expiration of the subscription term noted in the applicable order.
 - (ii) At the expiration of the Software Subscription, such Software Subscription will automatically renew for consecutive one (1) year terms (each a “Renewal Subscription Term”), unless either party provides the other party with a notice of non-renewal at least ninety (90) days prior to the expiration of the then-current term.
 - (iii) To the extent permitted by applicable law, Software Subscriptions purchases are non-cancellable, and the sums paid non-refundable.
 - (iv) Fees for Software Subscriptions shall be paid annually in advance, invoiced on the Subscription Start Date and each subsequent anniversary thereof.
 - (v) Buyer shall pay all invoiced amounts within thirty (30) calendar days after the date of invoice. Payments not made within such time period shall be subject to late charges as set forth in the Software Terms.
 - (vi) Unless otherwise agreed by the parties in writing, the subscription fee for each Renewal Subscription Term will be priced at JCI’s then-applicable list price for that Software offering.
 - (vii) Any use of Software that exceeds the scope, metrics or volume set forth in this Contract and applicable order will be subject to additional fees based on the date such excess use began.
- (d) **Data Privacy:** (i) *JCI as Processor:* Where JCI will factually act as Processor of Personal Data (as defined therein) on behalf of Buyer, the terms at www.johnsoncontrols.com/dpa shall apply. (ii) *JCI as Controller:* JCI will collect, process and transfer certain Personal Data of Buyer and its personnel related to the business relationship between it and Buyer, (for example names, email addresses, telephone numbers) as Controller and in accordance with the Johnson Controls Privacy Notice at <https://www.johnsoncontrols.com/privacy>. Buyer acknowledges the Johnson Controls Privacy Notice and strictly to the extent consent is mandatorily required under applicable law, Buyer consents to such collection, processing and transfer. To the extent consent to such collection, processing and transfer by Johnson Controls is mandatorily required from Buyer’s personnel under applicable law, Buyer warrants and represents that it has obtained such consent. (iii) “Controller” means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. (iv) “Personal Data” means any information which is related to an identified or identifiable natural person.
- 16. PROJECTS (if applicable)**
- (a) For the purposes of this Section, “Guarantee” means a guarantee issued by any bank, insurance company, or licenced finance company under which the issuer, as primary obligor, promises to pay, a sum or sums the Buyer claims in connection with the Project.
- (b) Without prejudice to the general terms in this document, the following payment and warranty terms shall apply to Extra-low Voltage or Installation (“ELV-Instal”) Projects:
- (i) No retention monies shall be calculated or withheld from JCI for or in relation to ELV-Instal Projects. Any Project Guarantee, if required, shall be for an amount not exceeding **three per cent (3%)** of the Contract price.
 - (ii) ELV-Instal Project works shall be deemed accepted by Buyer upon the earlier of the following dates: **twelve (12)** months after the Buyer’s receipt of the final service report and/or delivery order; or **six (6)** months after acceptance of the Project by Owner.
 - (iii) The settlement of final accounts for ELV-Instal Projects shall be completed by the earlier of the following dates: **fifteen (15)** months after the Buyer’s receipt of the final service report and/or delivery order; or **nine (9)** months after acceptance of the Project by Owner.
 - (iv) The warranty period for ELV-Instal Project works shall end on the earlier of the following dates: **thirty-six (36)** months after the Buyer’s receipt of the final service report and/or delivery order; or **thirty (30)** months after acceptance of the Project by Owner.
- (c) Without prejudice to the general terms in this document, the following payment and warranty terms shall apply to Projects other than ELV-Instal Projects:
- (i) No retention monies shall be calculated or withheld from JCI for or in relation to Projects. Any Project Guarantee, if required, shall be for an amount not exceeding **five per cent (5%)** of the Contract price.
 - (ii) Payments to JCI for Projects other than ELV-Instal Projects shall be by telegraphic transfer only.
 - (iii) Any amount JCI is entitled to claim upon the Delivery Date shall be payable no later than **thirty (30)** days from the Buyer’s receipt of the delivery order.
 - (iv) Any amount JCI is entitled to claim upon the Start-Up Date shall be paid by the earlier of the following dates: **six (6)** months after delivery of the Goods; or **thirty (30)** days after testing and/or commissioning is conducted.
 - (v) The warranty period for Project Goods shall end on the earlier of the following dates: **nine (9)** months from the Delivery Date; or **three (3)** months after testing and/or commissioning is conducted.

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