

CORPORATE SHELL FUEL CARD Terms & Conditions

The following Terms and Conditions govern the use of fuel cards issued by Shell, and associated services. Unless otherwise agreed in writing between Shell and the Principal Cardholder, these Terms and Conditions, as amended from time to time, supersede any earlier terms and conditions issued by Shell and shall override any terms and conditions referred to by the Principal Cardholder (whether in its Application or elsewhere).

1. Definitions

In these Terms and Conditions, the following words, terms or expressions shall have the following meanings:

“Affiliate” means, in reference to a Person, any other Person which: (i) directly or indirectly controls or is controlled by the first Person; or (ii) is directly or indirectly controlled by a Person which also directly or indirectly controls the first Person; and for the purposes of this definition, a Person controls another Person if such Person has the power to direct or cause the direction of the management and policies of the other Person, whether directly or indirectly, through one or more intermediaries or otherwise, and whether by ownership of shares or other equity interests, the holding of voting rights or contractual rights, by being the general partner of a limited partnership, or otherwise.

“Affiliate of Shell” or “Shell Affiliate” means any Affiliate of Royal Dutch Shell plc.

“Agreement” means the agreement with a Principal Cardholder for the supply of Cards (in electronic form or otherwise), including the Application, these Terms and Conditions, any schedules, appendices and attachments (in electronic form or otherwise), as may be amended from time to time.

“Alerts” means the communications sent via the Online Services to inform the Principal Cardholder that one or more of the Cards has been detected as being put to unusual use, the scope of which may be limited in accordance with the choices made within the Agreement.

“Applicant” means the body corporate, partnership, group, firm or other person(s) applying for Cards, and any person who signs the Agreement (electronic or otherwise).

“Application” means the application form and/or any documentation (in each case in electronic form or otherwise) sent to, completed and/or signed by or on behalf of the Principal Cardholder, in which the Principal Cardholder seeks to enter into an Agreement.

“Associated Persons” means any natural or legal person associated with and/or that has a financial link with the Principal Cardholder (e.g. contractors or members of the same group of companies as the Principal Cardholder), on whose behalf the Principal Cardholder submits an Application and/or seeks to enter into an Agreement.

“Authorised Cardholder” means a person to whom the Principal Cardholder has provided a Card, including (for the avoidance of doubt), any Associated Person or its representative(s).

“Card” means any Shell fuel card issued to the Principal Cardholder by Shell for the purpose of enabling Cardholders to purchase Supplies and which fall into the following categories:

- (i) Driver Cards, being Cards that are designated for use with any vehicle by the Authorised Cardholder named on the Card;
- (ii) Vehicle Cards, which are Cards designated for use by any Authorised Cardholder with

- the vehicle identified on the Card;
- (iii) Driver/Vehicle Cards, being Cards designated for use by the Authorised Cardholder named on the Card with the vehicle identified on the Card; and
 - (iv) Wild Cards, which are Cards designated for use with any vehicle by any Authorised Cardholder.

“Card and Service Charges” means the fees or other charges as set out in the Agreement or other written correspondence, and as further described in Clause 7.

“Cardholder” means the Principal Cardholder and, where applicable, any Authorised Cardholder.

“Card Scheme Participant” means (a) the service station retailer or such other retailer appointed by any member of the Shell Group and/or (b) any company (whether a member of the Shell Group or otherwise) with which any member of the Shell Group has an agreement permitting it to make Supplies to Cardholders on production of a certain type of Card.

“Control” means, in relation to any company, having legal and beneficial ownership of not less than 50 per cent of the voting rights attached to the issued share capital of that company.

“Denied or Restricted Party” shall mean a party (i) targeted by national, regional or multilateral trade or economic sanctions, including, but not limited to, persons designated or listed by the United Nations, United States of America, European Union (EU) or an EU Member State in force from time to time or (ii) directly or indirectly owned or controlled by or acting on behalf of such persons.

“Electric Mobility Service” shall take the meaning as set out in clause 30 and EV Appendix hereto.

“Intellectual Property” means patents, trade marks, service marks, rights (registered or unregistered) in any designs, applications for any of the foregoing, trade or business names, copyright (including rights in computer software) and topography rights; know-how, lists of suppliers and customers and other proprietary knowledge and information; internet domain names; rights protecting goodwill and reputation and all rights and forms of protection of a similar nature to any of the foregoing or having equivalent effect anywhere in the world and all rights under licences and consents in respect of any of the rights and forms of protection mentioned in this definition.

“Online Services” means the facilities available through the Shell Website or at Shell Fleet Hub (available at www.fleethub.shell.com) or Shell Fleet mobile application, or such other website or application as notified to Principal Cardholder from time to time.

“Password” means any password or code issued to a User by Shell for use in connection with the Online Services.

“Personal Data” means any information relating to an identified or identifiable individual, including through identification by means of online identifiers, device IDs, IP addresses or similar methods.

“PIN” means the Cardholder’s personal identification number.

“PIN Mailer” means the document used to deliver the PIN associated with any individual Card to the Cardholder, either in paper or electronic form.

“Principal Cardholder” means any body corporate, partnership, group, firm or other person(s)

that has entered into an Agreement for the supply of Cards.

"Restricted Jurisdiction" means countries or states that are subject to comprehensive trade sanctions or embargoes.

"Sales Voucher" means a voucher (manually or electronically produced) recording the delivery of Supplies to a Cardholder in a Card transaction.

"Shell" means Shell Eastern Petroleum (Pte) Ltd.

"Shell Group" means Royal Dutch Shell plc and any company (including, for the avoidance of doubt, Shell) which is for the time being directly or indirectly controlled by Royal Dutch Shell plc.

"Shell Website" means www.shell.com.sg/business-customers/shell-fuel-card.html or such other URL as is notified to the Principal Cardholder from time to time.

"Supplies" means any goods or services which a Cardholder may obtain from Card Scheme Participants pursuant to this Agreement. The purchase category which applies to any given Card will appear on the face of the Card.

"User" means the Principal Cardholder, or a person for whom a User ID has been registered by Shell (including, for the avoidance of doubt, any Cardholder) and who is authorised by the Principal Cardholder to use the Online Services.

"User ID" means any identification code given to a User by Shell for use in connection with the Online Services.

"Velocity Limit(s)" means any control(s) or limit(s) set or agreed by Shell on the use of any individual Card and/or any Card account and enforced by the technology of Shell systems or described in any individually applicable contracts or product definitions.

2. Applications and Acceptance of Terms and Conditions

2.1 Submission of a signed Application (whether electronically or otherwise) by the Principal Cardholder constitutes acceptance of these Terms and Conditions by the Principal Cardholder, on behalf of itself and any Associated Person in relation to which the Principal Cardholder has submitted an Application.

2.2 The Principal Cardholder may not, and shall ensure that Authorised Cardholders and/or Users do not, apply for any Card other than on behalf of itself and/or any Associated Persons.

2.3 In the event that the Principal Cardholder submits an Application for and on behalf of Associated Persons and/or discloses information to Shell about Associated Persons, the Principal Cardholder represents and agrees that it:

- (a) is liable for any transactions made using Cards that are supplied to such Associated Persons;
- (b) has the necessary authority to act on behalf of the Associated Persons, is entitled to disclose information about the Associated Persons, and has any consent required to do so;
- (c) is aware (and has made any Associated Persons aware) that the information provided may be held within systems run by or on behalf of the Shell Group and representatives of any Associated Person (including, for the avoidance of doubt, the

Principal Cardholder) may be able to access information relating other Associated Persons as well as itself in accordance with the provisions of Clause 12, Personal Data below;

- (d) will facilitate any credit assessment in relation to any Associated Person by obtaining their written consent to such an assessment in accordance with the procedures required by Shell;
- (e) is aware (and has made any Associated Persons aware) that the information provided by it may create a link between Associated Persons at any credit reference agency, and that this link will be taken into account in all future Applications or Agreements by any Associated Person until a disassociation is successfully filed with the relevant credit reference agency(ies);
- (f) will inform Shell without delay (and cancel the relevant Card(s)) in the event that links with any Associated Person(s) are severed such that it should no longer be treated as an Associated Person by Shell.

2.4 Reissue and/or 'resale' of Cards is not permitted.

3. Account Set-Up and Supply of Cards

- 3.1 The coming into force of this Agreement is conditional on the Principal Cardholder passing a credit reference check and/or any other check(s) reasonably required by and to the satisfaction of Shell. Should the Principal Cardholder fail to pass such check(s), this Agreement shall cease to have legal effect immediately following completion of such check(s). The Principal Cardholder will submit a completed Application to Shell. Where Shell wishes to accept such Application, Shell will set up the relevant customer account(s) and arrange for the production of the Card(s) encoded and embossed with the Cardholder's data, the production of a PIN, and the subsequent mailing of Card(s) and the PIN Mailer(s) to the Cardholder, where appropriate.
- 3.2 Shell may require any Applicant and/or Cardholder to: use account opening information sent to a verified address to activate a Card; provide physical forms of identification or other documentation/confirmations; or provide the name, address and other personal details of directors, shareholders, partners or other relevant person(s) for their identities to be verified. Shell may also contact the Applicant and/or Cardholder in order to carry out additional checks. The Principal Cardholder shall notify Shell, in writing and without delay, of any changes (set out in the Application or otherwise) to the details relating to it, its account and/or any Cardholder.
- 3.3 PINs will be produced by Shell, although the Principal Cardholder may specify any PIN via the Online Services, in which case the Principal Cardholder must ensure that a separate and appropriately secure PIN is set for each Card. Each PIN shall only be used by the relevant Cardholder and shall not be disclosed to any other person. The PIN must be memorised by the Cardholder and any document on which it was supplied destroyed. The PIN must not be kept in any other written format. The Principal Cardholder is liable for any failure to comply with these requirements, and will also be liable for the use of any Card with a PIN by any person, authorised or unauthorised, prior to actual cancellation of a Card.
- 3.4 All requests for additional Cards shall be made by a User via the Online Services. If an additional Card is requested, Shell may demand reasonable additional financial security. If the Principal Cardholder fails to provide such security Shell has the right to decline the additional Card request.
- 3.5 All delivery addresses for Cards (and any PIN Mailers) which differ from the addresses

recorded on the Application must be confirmed by the Principal Cardholder via the Online Services. Shell may require the Principal Cardholder to provide proof of trading from such address. Replacement Cards will be sent to the Principal Cardholder's registered or principal address, as recorded on the Agreement or Online Services (or updated by the Principal Cardholder by notice in writing to Shell).

4. Card Use

4.1 The Principal Cardholder shall use all reasonable endeavours to ensure that Cards are only in the possession of and only used by Authorised Cardholders. Cards remain the property of Shell at all times and the Principal Cardholder shall promptly return any Card(s) to Shell at Shell's request.

4.2 The Cardholder can only use the Card:

- (a) if it is a current Card which has not expired, been cancelled, been stopped or reported as lost or stolen; and
- (b) to obtain Supplies from a Card Scheme Participant; and
- (c) to obtain Supplies as defined by the purchase category of the Card and within the geographical and network restrictions of the Card; and
- (d) to obtain Supplies up to any Velocity Limit(s); and
- (e) if the Cardholder inputs the PIN where required by the Card Scheme Participant.

4.3 The Principal Cardholder

- (a) acknowledges that:
 - (i) Supplies may be purchased directly from Shell whether or not Shell actually delivers the Supplies (the relevant Card Scheme Participant may physically deliver Supplies); or
 - (ii) Supplies may be purchased from (and therefore invoices rendered by) a Card Scheme Participant rather than Shell.

In all cases however, the Principal Cardholder is obliged to make payment for the Supplies to Shell;

- (b) warrants and undertakes that it and all Authorised Cardholders shall use the Card solely for the purposes of the Principal Cardholder's fleet business. Shell reserves the right to cancel the Card and terminate this Agreement on notice with immediate effect in the event of any breach of this clause 4.3(b).

4.4 It is the obligation of the Cardholder to collect and retain any Sales Voucher issued at the time Supplies are purchased. However, verification of the Authorised Cardholder's signature on the Sales Voucher is outside the scope of this Agreement. Cardholders may not leave Cards at a Card Scheme Participant's premises.

4.5 The Principal Cardholder shall ensure that each Authorised Cardholder complies with the Agreement and any procedural requirements of a Card Scheme Participant in respect of any Card transaction, that no Card remains in the possession of any person who has ceased to be an Authorised Cardholder, and represents and warrants that each Authorised Cardholder has been given authority to use the Card as a duly authorised representative of the Principal Cardholder.

4.6 Cards designated as Driver Cards or Vehicle Cards are issued as a management information tool. Such Cards do not provide additional security and, except as provided in Clause 6, the Principal Cardholder shall be liable for all amounts due under the relevant Card transactions irrespective of the driver or vehicle in respect of which the Supplies were made.

- 4.7 Where a Cardholder or a person purporting to be a Cardholder of a Card which has not been reported lost or stolen and who provides a credible form of identification obtains Supplies and either does not have the Card with them or the Card cannot be processed for any reason, such person may (at the discretion of the Card Scheme Participant) fill in an intent to pay form, promising to return to the Card Scheme Participant to pay for the Supplies within 7 days. Where such a person fails to do so, Shell shall be entitled to treat the transaction as if the Card had been presented and successfully processed, such that the Principal Cardholder shall be liable for the Supplies and the amount outstanding in respect of such Supplies shall be added to the Principal Cardholder's next invoice.
- 4.8 Shell reserves the right to refuse any single Card transaction from time to time for any reason connected with Card or account security, and the Principal Cardholder hereby acknowledges and accepts that Shell shall not be liable in any way for such refusal. Notwithstanding any Velocity Limit(s) or other controls, the Principal Cardholder shall be liable for the use of any Card by any Cardholder save as expressly provided for in this Agreement, and (in particular) shall remain liable in respect of any Card transaction in the event of any failure by a Cardholder to comply with the terms of this Agreement.

5. Online Services

- 5.1 The Online Services enable Users to manage orders relating to their Cards, retrieve information regarding Card transactions, and to analyse such information using reporting facilities available within the Online Services.
- 5.2 The Principal Cardholder shall nominate (in writing) a User to be set up as an administrator of, and who will be able to add Users to, the Principal Cardholder's account(s). All Users will be allocated (via email or Shell Fleet mobile app) a Password and/or a User ID to enable them to use the Online Services.
- 5.3 The Principal Cardholder undertakes that Users are authorised to represent it, agrees that it is responsible for the safekeeping of Passwords and/or User ID's, and that it will (and will ensure Users do) comply with any instructions Shell may issue regarding use of the Online Services, including security measures such as Password changes. Shell may (but shall not be obliged to) agree to a request by a User to alter a Password. The User may be required to pay a charge for such alteration. The Principal Cardholder is liable for the use of the Online Services by any person, authorised or unauthorised, who accesses the Online Services using any Passwords and/or User IDs issued to the Principal Cardholder.
- 5.4 The Principal Cardholder shall (and shall ensure all Users shall) report any malfunction of the Online Services to Shell without delay.
- 5.5 Whilst Users are entitled to review the data obtained via the Online Services and distribute it within the Principal Cardholder's organisation, Shell's prior written approval will be required for any other use (including reproduction or publication) of such data. Users are not permitted to make the Online Services, or any data derived from the use of such, available to any third party.
- 5.6 Shell reserves the right to
- (a) alter the format or content of the Online Services;
 - (b) undertake such maintenance, repair or improvement to the Online Services as may

be required for their proper functioning, in which case it may suspend the Online Services (without notice in the case of an emergency) and/or give such instructions to Users as it deems reasonably necessary; and/or

- (c) suspend the Online Services or deny any User access in the event of breach of this Agreement.

- 5.7 Shell Fleet Hub: It is understood and agreed that Shell Fleet Hub is a gateway through which Users can register for services that are provided directly to the Cardholders (via a separate contract) by Card Scheme Participants that are not members of the Shell Group. The service provided by Shell is limited to the facilitation the registration process, and Shell is not responsible for the delivery of these services or for the documentation that the User is required to complete in order to obtain the services. Further, the Principal Cardholder is responsible for the accuracy of the information provided in Shell Fleet Hub by the relevant User(s) as part of the registration process. Where a Card is cancelled (for any reason), any electronic device associated with that Card will also be cancelled.
- 5.8 Restrictions Tool: The 'Restrictions Tool' is a portal through which a User can, via Shell Fleet Hub, set restrictions as to the use of the Cards (in addition to those controls that are set by Shell). Additional Card and Service Charges will be payable in the event that a Principal Cardholder chooses to use this tool. The Restrictions Tool is available only for acceptance networks using an online authorisation process, and is not available on toll or road tax acceptance networks. The Principal Cardholder is responsible for the accuracy of the information provided when the controls are set, and Shell cannot be held liable for any operational consequences following from the Principal Cardholder's choices. The Principal Cardholder shall inform Cardholders of the additional controls set, and shall ensure that the Alerts set in the Online Services are adjusted to reflect the additional controls that have been chosen. Any controls shall be effective within 24 hours from modification within the Online Services.
- 5.9 The Principal Cardholder accepts the Online Services and the data available via these services "as is" and any use of the Online Services shall be undertaken at the User's account and risk. Whilst Shell uses reasonable skill and care to ensure that the Online Services are available and the data provided via the Online Services is accurate and complete, it cannot provide any guarantee in relation such availability or data. Shell is not responsible for the consequences of changes made to Card functionality via the Online Services. Delivery of an Alert does not relieve the Principal Cardholder of liability for the use of any Card(s) that is(are) the subject of an Alert.

6. Cancellation of Cards and Principal Cardholder Liability

- 6.1 If a Card is lost, stolen, misused, remains in possession of a person who has ceased to be an Authorised Cardholder, or the Principal Cardholder wishes to cancel a Card for any other reason, the Principal Cardholder shall immediately notify Shell. Such notification may be made either via the Online Services, or by calling the Shell Customer Service Centre at 1800 261 5322.
- 6.2 Where a Card is lost, stolen or misused, the Principal Cardholder shall provide Shell with all relevant information as to the circumstances of the loss, theft or misuse, and take all reasonable steps to assist Shell to recover the relevant Card(s). The Principal Cardholder must also notify the police of any loss, theft or misuse and obtain a police report, a copy of which must be provided to Shell. Where a Card remains in the possession of an Authorised Cardholder, the Principal Cardholder shall ensure that any cancelled Card is destroyed, and such destruction shall include cutting the magnetic strip on the Card (this also applies to any Cards that have been reported as lost or

stolen, but are subsequently recovered).

- 6.3 Shell will cancel a Card once a cancellation request has been made via the Online Services or the Shell Customer Service Centre. The Principal Cardholder shall have no further liability for Card transactions made with the relevant Card after submission of such a request.
- 6.4 Shell may request the return of all/any Cards or cancel or suspend all/any Cards or Card accounts at any time without notice, or refuse to reissue, replace or renew any Card during any period in which:
- (a) fraudulent, illegal or unlawful use of any Card or Card account is suspected;
 - (b) Shell receives a credit reference in relation to the Principal Cardholder which in Shell's reasonable opinion is unsatisfactory; or
 - (c) any Cardholder is in breach of this Agreement.
- Where Cards or Card accounts are cancelled or suspended without notice, Shell shall notify the Principal Cardholder as soon as reasonably practicable. Where any Card account is suspended by Shell for any reason, all monies due from the Principal Cardholder to Shell shall become payable forthwith, and Shell may require the Principal Cardholder to make payment of such before the account is reactivated.
- 6.5 Any request for return or cancellation or suspension of a Card is made by Shell without prejudice to the Principal Cardholder's liability in respect of use of any Cards prior to the actual cancellation or destruction of the relevant Card.

7. Prices and Card and Service Charges

- 7.1 The amount to be charged for fuel is calculated by reference to the price mechanism set out in the Application, Appendix 2 (where used), or as otherwise agreed in writing between the parties. Where a Principal Cardholder has agreed to or not opted out of the list price option, the amount to be charged per litre of fuel will be calculated against the prevailing price stated in the Shell list price portal (the "List Price"), which is available at <http://www.fleethub.shell.com> or such other URL as is notified to the Principal Cardholder from time to time (the "List Price Web Portal").
- 7.2 The amount to be charged for all Supplies excluding fuel shall be as specified in the Application or other written correspondence between Shell and the Principal Cardholder, or (in the absence of such specification) the relevant Card transaction value shown on the Sales Voucher or, where no Sales Voucher is issued at the time the service is provided, the amount shown on the relevant invoice. The amount to be charged for Supplies outside of Singapore shall if necessary be converted to Singapore Dollar at an independently verifiable prevailing rate of exchange determined by or on behalf of Shell (acting reasonably).
- 7.3 The scope and rate of any Card and Service Charges for which the Principal Cardholder shall be liable shall be set out in the Application, Appendix 2 (where applicable) or other written correspondence between Shell and the Principal Cardholder and may be amended from time to time at Shell's discretion. Further, Shell reserves the right at any time to impose an additional Card and Service Charge on Supplies purchased using a Card at non-Shell branded service stations, in which case Shell shall promptly notify the Principal Cardholder of any such charge. Use of a Card following notification shall constitute acceptance of the new Card and Service Charge.
- 7.4 All Card and Service Charges relating to the preceding invoice/statement period shall be

added to the Principal Cardholder's next invoice/statement and shall be payable in accordance with Clause 9.

8. Invoices and Statements

- 8.1 Invoices and/or statements will be sent or made available to the Principal Cardholder via the Online Services at the billing period intervals determined by Shell from time to time. The invoice/statement will detail the Card transactions (including the amount charged for such) for the relevant billing period, together with any Card and Service Charges.
- 8.2 The Principal Cardholder will be automatically enrolled for electronic invoicing, whereby invoices/statements will be made available via the Online Services. In such circumstances, the Principal Cardholder specifically agrees to receive electronic invoices instead of paper invoices from any Shell Group company and/or Card Scheme Participant that is able and/or legally entitled to issue electronic invoices in the relevant jurisdiction. However, the Principal Cardholder may request to opt for paper invoices in lieu of electronic invoices. In the event that Shell chooses to accede to such a request, it may in its sole discretion levy a surcharge to cover additional administration costs. This charge will be advised to the Principal Cardholder in writing.
- 8.3 In the event a Principal Cardholder that is currently receiving paper invoices and/or statements seeks to transfer to electronic invoices and/or statements, this must be done by way of an application in writing.
- 8.4 Any queries concerning any invoice or statement, including but not limited to requests for copies of Sales Vouchers, must be in writing (whether submitted via the Online Services or otherwise) and be sent by the Principal Cardholder to Shell within 28 days of the date of the relevant invoice/statement. After the 28-days period, the Principal Cardholder will be deemed to have accepted that the details within the invoice or statement are correct.

9. Payment

- 9.1 Payment by the Principal Cardholder of any amount owed under this Agreement shall be made directly by the Principal Cardholder, in the currency set out in the relevant invoice and, unless agreed otherwise by Shell in the Application, shall be made by means of direct debit to the bank account nominated by Shell, such that funds are received into such account by the due date stated on the relevant invoice.
- 9.2 Settlement shall be in respect of the whole amount of all invoices due and owing at such date. The Principal Cardholder may only use a third party to make payment on its behalf with Shell's prior written consent.
- 9.3 Without prejudice to Shell's right to terminate this Agreement, Shell reserves the right to charge interest on late payment and compensation for debt recovery costs to the maximum extent permitted under applicable law.
- 9.4 The Principal Cardholder shall be liable for a Card Charge for each unpaid direct debit or for any other method of payment which Shell agrees to in the Application and which fails to clear.
- 9.5 Principal Cardholder may elect to make payment via bank credit card by submitting to Shell a duly signed and completed application form with the requested information which

includes but is not limited to the Principal Cardholder's and/or any Cardholder's personal data such as credit card account details. Any card payment is subject to the bank's approval on a per transaction basis. In the event that any card payment is not approved by the relevant bank, the Principal Cardholder remains liable to pay all amounts owing and shall arrange to effect payment by an alternative mode of payment (i.e. cheque, electronic transfer, etc), within 28 days of the date of relevant invoice/statement from Shell. Any amount owed under this Agreement shall be made directly by the Principal Cardholder to the selected bank card account within the payment term granted by bank. Should Principal Cardholder make any change, terminate or cancel the card payment mode, the Principal Cardholder remains liable to make payment for any amount owed under this Agreement directly to Shell by an alternative mode of payment (i.e. cheque, electronic transfer, etc), within 28 days of the date of relevant invoice/statement from Shell.

- 9.6 The Principal Cardholder represents and warrants to Shell that its payments to Shell shall not constitute the proceeds of crime in contravention of anti-money laundering laws.
- 9.7 Only the Principal Cardholder shall pay the invoice from Shell. No party other than the Principal Cardholder shall pay the invoice without the prior consent of Shell.
- 9.8 Shell reserves the right to suspend / block any Card for as long as any amount owed by the Principal Cardholder under this Agreement remains outstanding.

10. Security and Financial Limits

- 10.1 Shell reserves the right to call for any form of security in respect of Card transactions and any other sums due under this Agreement. The provision of security shall not affect the Principal Cardholder's liability under this Agreement.
- 10.2 If security is not provided on request or expires or ceases to be valid for any reason then, without prejudice to Shell's right to recover all amounts due from the Principal Cardholder, Shell may terminate this Agreement immediately on notification to the Principal Cardholder.
- 10.3 Shell may from time to time impose a change in Velocity Limits.

11. No Set-Off

- 11.1 All payments made by the Principal Cardholder or any credits or refunds due to the Principal Cardholder shall be applied first in settlement of any interest due and secondly by Shell in its absolute discretion in reduction of any amount due on any account whatsoever.
- 11.2 To the extent permitted by applicable law, no set off or counter claim shall be made against Shell in respect of a claim by any Cardholder against Shell.

12. Personal Data

- 12.1 Principal Cardholder and Shell may in the course of performance of this Agreement provide each other with Personal Data. Any processing of Personal Data will be done in accordance with the terms of this Agreement and applicable data protection laws (applicable laws related to the protection of individuals, the processing of such information, and security requirements for, and the free movement of, such information).

12.2. Shell and Principal Cardholder agree and acknowledge that they will each be independently acting as data controllers in respect of Personal Data processed by each of them. This Agreement does not establish a basis for jointly exercising data controller powers over the relevant Personal Data.

12.3. Shell will process Personal Data provided by the Applicant, Principal Cardholder, Associated Persons and Authorised Cardholders in accordance with the Fleet Solutions Privacy Statement (available at www.shell.com.sg/business-customers/shell-fuel-card.html) that supplements the Global Privacy Notice - Business Customer, Supplier, Partner or Investor (available at www.shell.com.sg/privacy/b2b-notice.html). Personal Data will be processed to the extent necessary for the supply of Cards and Card services to the Principal Cardholder as described in this Agreement and specifically for the following principal purposes:

- (a) performance and improvement of the services by Shell to Principal Cardholder;
- (b) meeting regulatory requirements related to the performance of the services by Shell to Principal Cardholders, including for assurance with trade controls and anti-bribery and corruption regulations; and
- (c) prevention and investigation of fraud.

12.4. Where Principal Cardholder has provided Shell with Personal Data of Authorised Cardholders (including permanent or temporary employees, contractors, trainees or other members of staff), the Principal Cardholder shall provide the Authorised Cardholders with the information contained in the Fleet Solutions Privacy Statement, as attached to this Agreement as Appendix 1 (also available on www.shell.com.sg/business-customers/shell-fuel-card.html and obtain, where required, all consents if these are necessary to fully comply with applicable privacy laws.

12.5. In processing any Personal Data provided to it by the Principal Cardholder, Shell shall:

- (a) put in place technical measures to safeguard the Personal Data, such measures to be appropriate to the nature of the data being processed and take into account the harm which would be caused to the data subject should any unauthorised loss, disclosure or destruction of the data occur;
- (b) put in place appropriate organisational measures to safeguard the Personal Data;
- (c) not process any Personal Data of Principal Cardholder, Associated Persons and/or Authorised Cardholders except to the extent necessary for the supply of Cards and Card services to the Principal Cardholder as described in this Agreement;
- (d) put in place measures designed to ensure that no Personal Data will be transmitted outside of the European Economic Area without appropriate contractual or equivalent protection being in place to protect such Personal Data and shall ensure that such measures are maintained for the duration of this Agreement. Shell has adopted Binding Corporate Rules that allow Shell to transfer Personal Data between companies of the Shell group, even if such companies are established outside of the European Economic Area.

13. Termination

13.1 Without prejudice to any other rights and remedies, either party may terminate the Agreement by giving not less than one month's prior written notice to the other party. Further, either party may terminate this Agreement by giving notice at any time if:

- (a) the other party is in breach of any of any provision of the Agreement which is incapable of remedy or, if capable of remedy, is not remedied within 10 days of receipt of notice by the party not in breach requiring remedy; or
- (b) the other party goes into or in the reasonable opinion of the relevant party is likely to

- enter into receivership, administrative receivership, administration, bankruptcy or liquidation or has similar proceedings taken against it or any other event occurs which in the opinion of the relevant party may affect the ability of the other party to comply with any or all of its obligations or meet any of its liabilities under the Agreement; or
- (c) any other circumstance arises which gives the relevant party a termination right under these Terms and Conditions.

13.2 Shell may terminate the Agreement upon notification to the Principal Cardholder if:

- (a) Shell receives a credit reference which in the reasonable opinion of Shell is unsatisfactory;
- (b) in the event that Shell becomes aware that the Principal Cardholder and/or any Associated Person(s) is controlled by the government of any Restricted Jurisdiction, or is a Denied or Restricted Party; or
- (c) Shell, the Principal Cardholder, or any Associated Person(s), is subject to a Change of Control; or
- (d) in its reasonable judgement supported by credible evidence, the Principal Cardholder is in breach of anti-money laundering laws and regulations in connection with this Agreement and has failed to provide information demonstrating compliance with such anti-money laundering laws and regulations.

13.3 A Change of Control shall occur where:

- (a) a person acquires Control of the relevant party where no person previously had Control of such party; or
- (b) the ultimate parent company of the relevant party ceases to have Control of such party; or
- (c) a person acquires Control of the ultimate parent company of the relevant party; or
- (d) a person who is not under the Control of the ultimate parent company of the relevant party acquires Control of such party.

13.4 Shell may close any account held by the Principal Cardholder without notification to the Principal Cardholder in the event that no Card issued in relation to that account is used for a period of thirteen (13) months or more. Further, where no account held by the Principal Cardholder has been used for such period, Shell may also terminate this Agreement without notification to the Principal Cardholder.

14. Effect of Termination

14.1 On termination of the Agreement for any reason, without prejudice to the rights of Shell already accrued at the date of termination, the whole outstanding balance of the Principal Cardholder's account shall become due and payable in full to Shell and the right of any Cardholder to use any Card shall cease immediately.

14.2 On termination of the Agreement for any reason, the Principal Cardholder shall destroy all of the Cards, which shall include cutting the magnetic stripe on the Cards and, where required by Shell (but only where the Principal Cardholder has terminated the Agreement), the Principal Cardholder must provide a certificate of destruction which lists all card numbers and the corresponding Cardholder names and certifies that all of the Cards issued to the Principal Cardholder have been destroyed. The Principal Cardholder will remain fully liable without limitation for any use and/or misuse of the Cards until such time as they are destroyed.

15. Liability of Shell

15.1 Save to the extent that such liability cannot by law be limited or excluded neither Shell

nor any member of the Shell Group shall be liable for loss of profit or for any indirect or consequential loss or damage suffered by any Cardholder or by any third party in connection with any Supplies or the use of any Card or the Online Services, including but not limited to loss of use, loss of anticipated profit, loss of revenue, loss of production and business interruption.

15.2 Further, Shell shall not be liable to any Cardholder or any third party in respect of the fraud, negligence, act, default or omission or wilful misconduct of:

- (a) independent contractors engaged by Shell, or their employees, contractors or agents; and
- (b) any Card Scheme Participant or their employees, contractors or agents (including any refusal to provide Supplies).

16. Intellectual Property

16.1 Intellectual Property in the following non-exhaustive list shall remain the property of Shell Group members and/ or their licensors:

- (a) any computer software or data supplied by (whether via the Online Services or otherwise) or used by Shell or any member of the Shell Group in performing this Agreement;
- (b) the content of Shell Website, List Price Web Portal and the Online Services, including, but not limited to, all coding, text, images, links and web pages; and
- (c) any other material(s) provided by Shell or any member of the Shell Group under this Agreement.

16.2 The Principal Cardholder shall not, and shall procure that Authorised Cardholders and/or Users do not (or knowingly allow others to) modify, create derivative works from, transmit, distribute, reverse engineer, decipher, decompile, disassemble, or reduce to human readable form, any computer software supplied or used by Shell or any member of the Shell Group pursuant to this Agreement.

16.3 All Intellectual Property which results from or is otherwise created pursuant to or for the purposes of the performance of this Agreement shall immediately upon creation vest in and become the property of Shell or any member of the Shell Group (as appropriate) and, by force of this Clause 16, the Principal Cardholder shall take all necessary steps to assign and shall procure that Authorised Cardholders and/or Users shall assign, such Intellectual Property to Shell or any member of the Shell Group.

17. Variations

17.1 Without prejudice to Clause 7, Shell may, acting reasonably and upon notice to the Principal Cardholder (via the Online Services or otherwise), vary any of these Terms and Conditions (including without limitation any terms contained in written correspondence) or impose new terms and conditions for any other card scheme or online service which is similar to the current card scheme or Online Services, whether or not such new scheme is operated by Shell or by a third party on behalf of Shell.

17.2 The use of any Card after notification of any variation to these Terms and Conditions or the imposition of new terms and conditions shall be deemed to be acceptance of the varied or new terms and conditions by the Principal Cardholder.

18. Transfers

18.1 The Principal Cardholder shall not be entitled to assign, transfer, mortgage or charge all or any of its rights interests or obligations under the Agreement except by way of a floating charge created in the ordinary course of business.

18.2 Shell shall be entitled in its absolute discretion and without the consent of the Principal Cardholder to assign, transfer, mortgage or charge all or any of its rights, interests or obligations under the Agreement.

19. **Joint and Several Liability**

Where there is more than one Principal Cardholder, the obligations of the Principal Cardholders shall be joint and several.

20. **Headings**

The headings used in the Agreement are for convenience and shall not affect the interpretation of the Agreement.

21. **Notices**

21.1 A notice, demand, request, statement, or other communication under or in connection with under the Agreement shall only be effective if it is in writing. Faxes and e-mail are permitted.

21.2 Notices, demands, requests, statements, or other communications under or in connection with the Agreement shall be sent to a party at the addresses or numbers specified from time to time (in writing) by the party to whom the notice is addressed and shall be marked for the attention of the account contact.

21.3 Any notice given under the Agreement:

- (a) shall be effective only upon actual receipt at the appropriate address;
- (b) that is delivered outside working hours shall be deemed not to have been given until the start of the next working day in the relevant place;
- (c) may not be withdrawn or revoked except by notice given in accordance with this Clause.

22. **Force Majeure**

Neither Shell nor any member of the Shell Group shall be liable for any failure to perform its obligations under the Agreement if fulfilment has been delayed, hindered, interfered with, curtailed or prevented: (i) by any circumstance whatsoever which is beyond its reasonable control, or that of its agents or contractors; or (ii) by any requirement to comply with any law, regulation or ordinance, or with any order, demand or request of any international, national, port, transportation, local or other authority or agency or of any body or person purporting to be or to act for such authority or agency or any corporation directly or indirectly controlled by any of them.

23. **Waiver**

The failure of Shell or any member of the Shell Group to enforce any of the provisions of this Agreement at any time shall not be construed as a waiver of that provision unless it is confirmed as such by Shell in writing. No waiver of any breach of this Agreement shall be held to be a waiver of any other breach or a continuing waiver of any further breach

of this Agreement.

24. Law and Jurisdiction

The provisions of the Agreement shall be governed by the laws of Singapore and the parties hereby agree that any dispute or claim arising hereunder shall be submitted to the exclusive jurisdiction of the courts of Singapore.

25. Language

Each notice, demand, request, statement, or other communication under or in connection with this Agreement shall be in English.

26. Severability

The validity of the provisions of this Agreement shall not be affected if any particular provision or provisions of this Agreement is or are declared illegal, unenforceable, or contrary to law or public policy. If as a result of any declaration any of the rights or obligations of a party are materially affected, then the parties shall meet and negotiate in good faith in order to arrive at an amendment of the provision(s) of this Agreement so affected, in such manner as will most closely and accurately reflect the intents and purposes of this Agreement.

27. No Association

Nothing in this Agreement and no action taken by the parties under this Agreement shall constitute a legal partnership, association, joint venture or other co-operative entity between any of the parties.

28. Compliance

28.1 Shell and the Principal Cardholder each represent and warrant to the other that, in connection with this Agreement (a) it is knowledgeable about anti-bribery and anti-money laundering laws applicable to the performance of this Agreement and will comply with all such laws; and (b) neither it nor any of its employees, officers, agents or affiliates (or their employees, officers, agents) have made, offered or authorised or will make, offer or authorise any payment, gift, promise or other advantage, whether directly or through any other person or entity, to or for the use or benefit of any government official or any person where such payment, gift, promise or other advantage would: (i) comprise a facilitation payment; and/ or (ii) violate applicable anti-bribery laws.

28.2 The Parties shall comply with all applicable laws, governmental rules, regulations and orders in their performance of this Agreement, including but not limited to applicable anti-bribery laws, anti-money laundering laws and data privacy laws.

29. Third Party Rights

29.1 It is intended that the undertakings and obligations of the Principal Cardholder herein are taken by Shell for its own benefit and also for the benefit of the Shell Group and, subject to the provisions of section 29.3, are intended to be enforceable by virtue of the Contracts (Rights of Third Parties) Act (Cap 53B) by such parties.

29.2 Except as provided in Clause 29.1, no term or condition contained herein shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act (Cap 53B) by any person who is not a party to this Agreement.

29.3 Notwithstanding Clause 29.1 above, this Agreement may be varied or terminated by the parties without notice to or the consent of any third party.

30 Electric Mobility Service

Electric Vehicle (EV) Appendix below shall apply in respect of any Electric Mobility Service provided and shall form an integral part of the Agreement.

Revised September 2020; August 2021 (EV Appendix)

APPENDIX 1

SHELL FLEET SOLUTIONS Privacy Statement

Your privacy matters to us so please take a moment to familiarise yourself with this Fleet Solutions Privacy Statement and contact us if you have any questions or queries. This Privacy Statement complements the Shell Global Privacy Notice - Business Customer, Supplier, Partner or Investor, available at www.shell.com/privacy and at www.shell.com.sg/privacy/b2b-notice.html

What does this Privacy Statement cover?

This Privacy Statement provides information about personal data which are collected and processed in the context of the issuance and use of the **Shell Fuel Card** as well as your visits to the Shell websites related to the Shell Fleet Solutions business, including Shell Fleet Hub and Shell Fleet mobile application ("**Shell Fleet app**").

When deploying the Shell Fleet app and processing an application for **Shell Fuel Card**, Shell or its affiliates ("the Shell Group") may collect and process information that is necessary for assessing the status of the applicant. After the **Shell Fuel Card** is issued and when the Shell Fleet App is being used, the Shell Group may collect and process transactional and location information of the cardholders and Shell Fleet app users, which are collected in real time.

Source of data

If you have not provided your personal data directly to Shell, please be informed that Shell has obtained your personal data from your employing or contracting company who in turn will have ensured that your consent has been obtained if this is required. Shell may also check the data that you have provided with the data held in publicly available resources, for authentication and fraud prevention purposes.

What data do we process?

Depending on the services used by you and your company (eg., usage of Shell Fuel Card, usage of Shell Fleet app), Shell may process some or all of the following types of data:

- Your picture and the picture of your identification document (eg, driver's licence) only for purposes of establishing your identity and only for as long as your identity is verified and confirmed;
- Business contact details including name, address, marketing preferences, email addresses, telephone numbers and language preferences;
- Director's (and other associated persons') details including name and birth date (these are required for anti-money laundering and anti-bribery and corruption purposes/ credit check);
- Transaction details including driver's name, card number, vehicle identifier, products purchased, date, time and location;
- Information generated as a result of your use of Shell Fuel Card and Shell Fleet app (such as how and where you use the Shell Fleet app), such information may include electronic device information and identifiers, IP addresses, log information, location information, online identifiers to enable 'cookies' and similar technologies;
- CCTV footage from retail sites where you have completed transactions using Shell Fuel Card – only for purposes related to fraud investigation and prevention.

Purposes for processing the data collected

Personal Data supplied by a user of the Shell Fleet app, the applicant for a **Shell Fuel Card** and/or collected through the use of the Shell Fleet app and/or **Shell Fuel Card**, may be processed for the purposes of;

- processing the application,
- establishing a cardholder's identity
- completing credit checks
- operating the Shell Fleet app profile of the user and operating the cardholder's account(s) and facilitating access to and use of the online services relating to **Shell Fuel Card**
- assessing and/or reviewing the card status and/or purchase record of the **Shell Fuel Card** on an ongoing basis;
- conducting screening for trade controls and anti-bribery and corruption purposes;
- monitoring volume and spend information;
- tracing and recovering the **Shell Fuel Card**
- conducting aggregated market research and/or statistical analysis;
- identifying and (if possible) preventing money laundering and fraud; and/or
- marketing and commercial communication subject to any consent obtained.

In each case the processing may take place at any time during the course of the application process and/or use of the Shell Fleet app, usage of the **Shell Fuel Card** agreement, and may continue after that agreement has ended for limited purposes (invoicing cycle, compliance with legal, fiscal and/or contractual requirements including internal audit).

Marketing

Shell will only send marketing communications and offers to individuals within your organisation (including Shell Fleet app users) if consent has been given – consent may be provided through the in-app notification settings and/or additionally for communication through different channels such as e-mail. Individuals are free to withdraw their consent at any time. If you have not consented to marketing communications, you may still receive from Shell service updates and notifications when such updates and/or notifications are necessary for the proper functioning of the online services (including Shell Fleet app) or the operation of the **Shell Fuel Card**.

For more information please refer to the Shell Global Privacy Notice - Business Customer, Supplier, Partner or Investor, available at www.shell.com.sg/privacy/b2b-notice.html

Credit Checks

When processing an application and during the term of any **Shell Fuel Card** agreement, we may assess the creditworthiness of any applicant or cardholder, as well as that of any person(s) associated with the cardholder. In assessing creditworthiness: (a) credit scoring or other automated decision making processes may be used; and (b) records held by credit reference agencies may be searched. Information held by the credit reference agencies regarding any cardholder may already be linked to records relating to associated persons, or the information provided may create such a link. In case of automated decision making for credit worthiness check, the applicant or cardholder has the right to contest such decision and seek human intervention – please refer to the Contact Details section below.

Who is responsible for any personal data collected?

Shell Eastern Petroleum (Pte) Ltd is the Data Controller for processing personal data.

Sharing your personal data

Your personal data that are collected as a part of the agreement may be transferred within the Shell group, including to Shell companies which may be located outside the Economic European Area (“EEA”) for the purposes specified above.

Additionally, your personal data may be shared with or obtained from any of the following parties:

- the participants in the **Shell Fuel Card** scheme, such as the retailers and/or any other company that is permitted to supply products and/or services to **Shell Fuel Card** cardholders under the **Shell Fuel Card** scheme;
- any person to whom any member of the Shell Group proposes to transfer any of its rights and/or duties under a **Shell Fuel Card** agreement;
- providers of authentication services, for purposes of completion of authentication process and acting under appropriate data processing arrangements;
- databases containing publicly available data related to your status as business or entrepreneur for purposes of completion of the application process;
- credit reference, screening and/or fraud prevention agencies as well as referees, guarantors or other persons providing references or security in relation to a cardholder’s obligations;
- insurance companies, in connection with insurance products that relate or might relate to the operation and/or leasing companies - in the event the cardholder has a vehicle leasing agreement, for the purpose of enabling these companies to monitor vehicle mileage and assess creditworthiness;

We will not disclose your Personal Data without your permission unless we are legally entitled or required to do so. For full details please refer to the Shell Global Privacy Notice - Business Customer, Supplier, Partner or Investor available at www.shell.com.sg/privacy/b2b-notice.html

Your rights

You have the right of access to your Personal Data collected through the **Shell Fuel Card**, online services (including Shell Fleet app) as well as the right to request correction or deletion of such Personal Data (but only where it is no longer required for a legitimate business purpose). For full details please refer to the Shell Global Privacy Notice - Business Customer, Supplier, Partner or Investor available at www.shell.com.sg/privacy/b2b-notice.html

Who can I contact for more information?

You can contact Shell Fuel Card Customer Service Center at 1800 261 5322 or via email to the Data Privacy Officer for Singapore at SGP-DPO@shell.com

EV Appendix

Electric Mobility Service

1.1 This Appendix and its terms and conditions shall apply where the provision of electric vehicle charging services and electric mobility services, in the form of Home Charging or Public Charging as defined below, are requested by or supplied to the Principal Cardholder and/or an Authorised Cardholder (the "Appendix") and it shall form an integral part of the Agreement.

1.2 Capitalised words used in this Appendix shall have the same meaning as in the Agreement where not otherwise defined in this Appendix.

In the event of any conflict or inconsistency between the terms of this Appendix and those of the Agreement, the terms of this Appendix shall prevail only for purposes of electric vehicle charging services.

1.3 Definitions and Interpretation

In addition to the definitions set out in the Corporate Shell Card Agreement, the following words, terms or expressions shall have the following meanings in this Appendix:

"Charges" means the sums payable for the Service, including the price of electricity, transaction fees and other associated card fees, the charges/fees set out in clause 4, all as determined by Shell.

"Home Charging" means charging of compatible electric vehicles that occurs at a charge point installed at the private premises of the Customer.

"Greenlots" means Zeco Systems Pte Ltd (Company Registration No. 200818332Z), a company incorporated in Singapore, and having its registered address situated at 1 Commonwealth Lane, #09-30, One Commonwealth, Singapore 149544

"Public Charging" means charging of compatible electric vehicles on the Public Charging Network.

"Public Charging Network" means those public charge points for charging of compatible electric vehicles access to which is provided by Shell, its affiliates or third parties with whom Shell or its affiliates have an agreement to provide such access.

"Service" means:

(a) the provision by Shell to the Customer of Cards with RFID Chip (contactless technology), enabling the Customer to access the Public Charging Network, and, where applicable, Home Charging;

(b) subject to applicable data privacy law, the making available by Shell to the Customer of electric vehicle charging transaction data for review.

"Term" means the period specified in Clause 5.

2. Scope of Agreement

2.1 Shell agrees to provide the Service to the Customer and in consideration thereof the Customer agrees to pay the Charges, subject to the terms and conditions of this Appendix and the - Agreement.

2.2 Shell acts as the seller of all elements of the Service to the Customer.

2.3 Shell warrants that the Service shall be provided with reasonable skill and care. Except as expressly stated in this Appendix, all warranties, conditions and other terms (including

without limitation, terms as to satisfactory quality, fitness for purpose and description), whether express or implied by statute, common law or otherwise are hereby excluded to the fullest extent permitted by law.

3. Home Charging [CURRENTLY NOT APPLICABLE]

4. Charges/Payment

- 4.1 In consideration of the provision of the Service, the Customer shall pay the Charges
- 4.2 Prices for electricity supplied are set by the operator of the applicable charging point.
- 4.3 Applicable prices for each charging point operator can be found at in the Greenlots app.
- 4.4 Any discounts or transaction fees applicable will be advised separately in writing by Shell.

5. Term and Termination

- 5.1 This Appendix shall commence on the Effective Date and shall, unless terminated earlier in accordance with the term of the Agreement, continue in force for the term of the - Agreement.
- 5.2 This Appendix shall terminate with immediate effect in the event that the - Agreement expires, or terminates if earlier.
- 5.3 On termination of this Appendix:
 - (a) the right of the Customer to receive the Service shall cease immediately (but without prejudice to the rights of Shell already accrued at the date of termination); and
 - (b) Shell shall be entitled to immediately de-activate the RFIP chip functionality of the Customer's Cards.

6. Liability

- 6.1 Shell's total liability to the Customer under or in connection with this Agreement arising out of any single supply (or non-supply) of electricity, whether in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, shall not exceed the amount paid by the Customer for the applicable supply of electricity (or the amount the Customer would have paid had said electricity been supplied).
- 6.2 Shell shall not be liable to the Customer under or in connection with this Appendix for loss of actual or anticipated profit, losses caused by business interruption, loss of goodwill or reputation or any indirect, special or consequential cost, expense, loss or damage suffered by the Customer.

7. General

- 7.1 Save for the - Agreement, this Appendix constitutes the whole and only agreement between the Parties relating to its subject matter and supersedes and extinguishes any other agreement, document or pre-contractual statement relating to the same subject matter.

END