



# General Terms and Conditions

October 19 2021  
Version AV19102021-E/LT  
Operator Groep Delft B.V.

## Definitions

- **Agreement:** a written Agreement between OGD and Customer regarding the delivery of goods and/or services by OGD.
- **Customer:** the Party with whom OGD entered into the Agreement to which these General Terms and Conditions apply.
- **General Terms and Conditions:** these General Terms and Conditions dated October 19th 2021 version AV19102021-E/LT.
- **IP:** Intellectual Property
- **OGD:** Operator Groep Delft B.V.
- **OGD ict-diensten:** Operator Groep Delft B.V.
- **Party:** OGD or Customer.
- **Parties:** Customer and OGD.
- **Deployment of an IT professional:** Deployment of an OGD employee with an applicably hourly rate.
- **Time and Materials:** multiplying the amount of working hours with the applicable hourly rate and/or the sum of the materials used.

## Applicability

These General Terms and Conditions are applicable to all offers and agreements regarding the delivery of goods and/or providing services to Customer. All offers, made orally or in writing, are revocable until an offer has been accepted in writing by authorized persons. Deviations from and additions to these General Terms and Conditions are only valid if OGD has expressly agreed to this in writing.

## Amendments with reference to the previous version

- Previous version General Terms and Conditions Version AV230120-E/ILT Operator Groep Delft B.V.
- Several errors have been corrected and minor changes have been made.

Headquarters Delft	Location Amsterdam	Location Eindhoven	Location Utrecht	Location Enschede
Rotterdamseweg 380	Westerdoksdijk 1	Bogert 31	Franz Lisztplantsoen 100	Nijverheidstraat 15
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## Article 1

### Precedence

1.1 If and inasmuch as any contradictions exist between provisions of the Agreement and these General Terms and Conditions, the provisions in the Agreement will take precedence.

1.2 These General Terms and Conditions are a translation of the document Algemene Voorwaarden versie AI090618/LT of OGD. If there is any difference between the meaning of a provision and/or an article between this document and the document Algemene Voorwaarden versie AI090618/LT, the meaning of the provision and/or article from the document Algemene Voorwaarden versie AI090618/LT prevails.

## Article 2

### Price and payment

2.1 All prices are exclusive of turnover tax (VAT) and other levies imposed by the government.

2.2 All invoices will be paid by Customer based on the payment conditions as stated on the invoice. Payment will be made within 21 days from the date of invoice.

2.3 If the invoice is not paid by Customer in accordance with article 2.2, OGD is entitled to charge Customer an additional interest of 1,5 percent per month.

2.4 If there is a reasonable concern with regard to the creditworthiness of Customer, OGD is entitled to suspend the execution of the Agreement.

2.5 OGD is entitled to increase its price rates annually with the percentage with which the CBS- index figure M-N Zakelijke dienstverlening, Cao-lonen per hour including special benefits, Cao-sector particuliere bedrijven in the month of October of the current calendar year is adjusted relative to the month October of the previous year (the mutation compared to October of the previous year (Dutch: de ontwikkeling ten opzichte van een jaar eerder)). The indexed rates apply from the first of January of the new calendar year.

2.6 Article 2.5 cannot be applied retroactively.

## Article 3

### Security and confidentiality

3.1 Customer and OGD take all reasonable precautions to ensure that all information, of which the receiving Party knows or should reasonably know is confidential, received from the other Party is kept secret.

3.2 Customer is responsible for the security of its data and systems.

## Article 4

### Title of retention

4.1 All items delivered to Customer shall remain the property of OGD until all amounts owed by Customer to OGD under the concluded between the Parties have been paid to OGD in full.

## Article 5

### Rights of intellectual property and waivers

5.1 With regard to IP, the following applies:

- In principle, each Party or its licensor will retain the IP rights that already existed before the Agreement.
- In a situation whereby OGD is the right holder, Customer will obtain the rights of use provided that OGD and Customer have expressly agreed upon in writing.
- In a situation whereby software is being developed, such as (web) apps or applications and existing IP of which OGD is the rights holder are being used, the newly created IP shall always belong to OGD. In such a situation, Customer will obtain the rights of use provided that OGD and Customer have expressly agreed upon in writing.
- Customer may not remove or change any indication concerning the confidential nature of or concerning the copyrights, brands, trade names or any other intellectual property right pertaining to Products, or have any such indication removed or changed.
- Any IP rights created through usage of Deployment of an IT professional shall belong to Customer.

If there is any conflict between the provisions above, the order of the bullets determines which provision takes precedence (the former above the latter).

5.2 OGD indemnifies Customer against any claim of a third party based on the allegation that software developed by OGD itself infringe an intellectual property right of that third party, subject to the condition that Customer immediately informs the supplier in writing about the existence and content of the claim and leaves the settlement of the claim, including any arrangements made in this regard, entirely to OGD. This is without prejudice to Article 8. OGD is entitled to replace or make any modification to the products if deemed appropriate in case any legal action has been taken or if such a possibility exists. This indemnity expires if Customer makes any modification by itself or through any third parties.

## Article 6

### Obligations to cooperate

6.1 Considering the necessity for Customer to provide cooperation as required for the execution of the Agreement.

6.2 Customer is responsible for the correct use of products and services delivered by OGD.

6.3 If Parties have agreed that Customer will provide equipment, materials or data on information carriers, this will meet the necessary specifications to perform tasks. Customer guarantees that making equipment, software, materials or data files available does not infringe any rights of third parties and Customer indemnifies OGD against any claim of a third party based on the allegation that such making available or usage infringes a right of that third party.

6.4 In case the necessary information has not been provided or has not been provided in a timely manner or is not in accordance with the Agreements made available to OGD or if Customer fails to fulfil its obligations in any other way, OGD is entitled to suspend the execution of the Agreement and OGD holds the right to charge additional costs in accordance with the usual rates of OGD.

6.5 Customer is responsible for providing a safe workplace in compliance with the ARBO-law at locations of Customer or at locations where OGD performs services for Customer. This does not apply for locations of OGD itself.

6.6 At the start of the Agreement and, if applicable, during the term of the Agreement Customer will provide all relevant information, including all remuneration agreements, the collective labour agreement and recent changes thereof, in order to enable OGD to comply with all applicable legislation. In doing so Customer warrants the supplied information is correct, complete and up-to-date. If Customer fails to provide the required information or provides incomplete or incorrect information, OGD is entitled to recover in full all costs and damages OGD incurs relating to the beforementioned failure.

## Article 7

### Termination

7.1 The Agreement may – unless Parties have agreed otherwise – only be terminated if the other Party is attributable failing to fulfil essential obligations under the Agreement after the other Party has without delay provided the Party in default a written notice of default, providing as many details as possible and setting a reasonable term to remedy the default with its obligations. Notwithstanding the above the Party may only terminate the Agreement after the set reasonable term to remedy the default has expired and the default has not been remedied. Termination of the Agreement shall take place by issuing a written notice to the other Party.

7.2 If Customer at the time of termination, has already received goods or services in the performance of the Agreement, partial termination of the Agreement is only possible and merely for that part that has not been performed yet. Any amount invoiced by OGD prior to termination in connection with services that have already been performed or goods that have already been delivered in the performance of the Agreement will remain payable in full and will become due with immediate effect.

7.3 In deviation from Article 7.1, a Party may rescind the Agreement in writing, with immediate effect and without judicial intervention, if the other Party;

- is declared bankrupt;
- is granted suspension of payment, whether or not provisional;
- is otherwise unable to fulfil its payment obligations or the party is liquidated or dissolved, other than for the restructuring or a merger of companies.

The Party that rescinds the Agreement based on this article is never obliged to pay any damages.

## Article 8

### Liability

8.1 If a Party due does not fulfil its obligations under the Agreement to which the Party is legally bound, this Party will compensate for any direct damage which may be suffered by the other Party. Any liability for Parties for any other form of damage is excluded, including additional damage in whatever form possible, such as compensation of indirect damage, consequential damages or lost profit.

8.2 The liability for direct damage as mentioned in the first paragraph of this article is limited to an amount of one time the annual value (turnover from this Agreement per calendar year) per occurrence, with a maximum of three times the annual value (turnover from this per calendar year), per calendar year. Notwithstanding the foregoing, the total liability of OGD based on this article will however never exceed the amount of € 250,000 per calendar year.

Direct damage means:

- damage to materials (such as material damage, defects or non-functioning, decreased trustworthiness or malfunctions, including software, databases, documentation and information.
- costs of workaround solutions, such as diverting to other computer systems and costs, including personnel costs and the forced longer use of old systems and related facilities.
- reasonable costs made to prevent or limit direct damage
- reasonable costs made to determine the cause of the damage, the liability, the direct damage and the method of recovery.

8.3 The limitations on liability as mentioned in paragraph two of this article lapses if:

- in the event of claims by third parties for compensation of damages due to death or bodily injury;
- if there is intent or gross negligence by the Party giving rise to the damage;
- in the event a Party has to indemnify the other Party, as referred to in article 5.2.

## Article 9

### Force majeure

9.1 None of the Parties shall be obliged to fulfil any obligation, including any statutory and/or agreed warranty obligation, if it is prevented from doing so by force majeure.

## Article 10

### Non-compete clause

10.1 Parties will not hire nor make an attempt to hire each other's employees if those employees are involved in the execution of the Agreement and Parties will also not hire nor make an attempt to do so for at least six months after the involvement of such an employee in the execution of the Agreement has ceased. This stipulation expires when bankruptcy is declared or if suspension of payment is granted to one of the Parties.

10.2 In the event of violation of article 10.1, the breaching Party will pay an agreed amount of € 45.000,- (forty-five thousand euro's) in compensation to the other Party.

## Article 11

### Null and void provisions

11.1 If any provision of these General Terms and Conditions is null and void or is voided, the other provision of these General Terms and Conditions shall remain fully in effect and OGD and Customer shall in this case consult each other for the purpose of creating a new provision to replace the null and void or voided provision, while the purpose and intention of the null and void or voided provision is taken into account as much as possible.

## Article 12

### Applicable law and disputes

12.1 The Agreement between OGD and Customer is governed by Dutch law.

12.2 Disputes that arise by reason of the Agreement concluded between OGD and Customer and/or by reason of any further Agreements deriving from it shall be resolved by the competent court in the Hague, or at the discretion of OGD by the competent court where Customer is domiciled.

## Article 13

### Execution of services

13.1 OGD shall perform its services with care, if applicable in accordance with the Agreement and procedures agreed in writing with Customer.

13.2 If it has been accepted that the service will be performed in phases, OGD may postpone the commencement of activities belonging to the next phase until Customer has agreed to the previous phase in writing as completed.

13.3 All (delivery) terms mentioned by OGD are determined to the best of knowledge based on information known to OGD and will be taken into account as much as possible. OGD is not bound by the (delivery) terms that cannot be complied with due to circumstances that have occurred after concluding the Agreement. In case a delivery term is at risk of being exceeded, OGD and Customer will inform each other as soon as possible regarding the consequences. Excessively exceeding delivery terms may constitute a ground to terminate the Agreement, in accordance with Articles 7 and 8.

## Article 14

### Changes and additional work

14.1 Customer accepts that, if the Parties have agreed that the services to be delivered will be extended or adjusted, this will probably affect the amount of time needed to deliver the service. OGD shall inform Customer as soon as possible if this is so.

# Additional Terms and Conditions

## Deployment of an IT professional

Article 15 and 16 are additionally applicable in case of the Deployment of an IT professional.

## Article 15

### Deployment of an IT professional

15.1 An IT professional will be deployed by OGD according to the principle of Time and Materials. The employee will be working a pre-determined amount of hours per week in a pre-described position. The working hours of the employee shall be determined through consultation between Customer and OGD.

15.2 When Deployment of an IT professional is used, the hourly billing rate - based on the chart below - will be calculated by multiplying the basic hourly rate with the applicable percentage (calculation: percentage multiplied by the basic hourly rate).

Starting time	End time	Duration work	Weekdays	Saturday and Sunday
06:00	24:00	Until 9 working hours	100%	150%
		From 9 until 12 working hours	125%	150%
		From 12 working hours	150%	150%
00:00	06:00		200%	200%

Official Dutch public holidays will count as a Sunday. Working hours that are multiplied by more than 100 % will be mentioned separately on the timesheet.

15.3 If the Agreement concerns the deployment of one or more IT professionals and Customer terminates or reduces the scope of the assignment within 4 business days of the start of the assignment, OGD will be entitled to the agreed fee for executing the initial assignment.

15.4 A minimum of 3 hours per Deployment of an IT professional will be billed.

15.5 With regard to Deployment of an IT professional, OGD is entitled to alter the hourly rate of employees every six months. An adjustment is only possible in a situation where there is a demonstrable growth in the knowledge and skills of the concerned employee.

15.6 If Parties fail to reach a consensus regarding the application of Article 15.5, OGD is allowed to replace an employee after nine months with another employee who meets the initially requested profile.

15.7 Article 15.5 cannot be applied retroactively.

15.8 OGD shall replace an employee in the event of illness or absence where reasonably possible with another employee of OGD with a similar profile.

15.9 If an IT professional needs to be replaced and OGD is not able to provide an adequate replacement, OGD shall, for the duration of the illness or absence of an employee, be relieved from its obligation to provide for another employee and therefore cannot be held responsible for any damage caused to Customer and/or her relations.

15.10 OGD is not responsible for damage and loss caused by an employee - whether or not this has occurred during the performance of its tasks - to Customer or third parties, except in the case of intent or gross negligence.

15.11 An employee cannot make any commitments for OGD or for Customer. OGD shall not be responsible for any commitments that the employee has nevertheless entered into or that arose in any other manner whatsoever for the employee himself, Customer or a third party, including employees working for Customer.

15.12 Customer must make available to the deployed employee all (business) resources necessary for the performance of the tasks.

15.13 Customer will commit itself to cooperate periodically with the evaluation of employees assigned by OGD. OGD shall take the initiative of such an evaluation.

## Article 16

### Waiver of duties and taxes

16.1 OGD indemnifies Customer from any levy on the grounds of wage tax and social security contributions insofar as it holds connection with the Deployment of an IT professional and are in principal for the account of OGD. Before the start of the next calendar year, at least on the earliest possible date, OGD will, at the request of Customer, provide a statement stating that in the previous calendar year the aforementioned payment obligations have been fulfilled by OGD.

