

General Terms and Conditions (1 February 2019) amendment effective 27th February 2020.

Clause 2

The following wording shall be added to the end of clause 2:

Within the twenty-one day period following container clearance, in case the customer has any complaint full details should be provided to the Company including all tractability data to enables the Company to take necessary effective corrective actions for continual improvement.

Clause 8

A new sub-clause 8.10 shall be added to read as follows:

8.10 The Customer acknowledges and understands that in relation to product inspection by the Customer the following shall apply:

- The inspection capacity will be according to the available workforce within the available time frame (from 9am to 5pm, CLT);*
- The inspection may be split into more than one location according to the actual storage area;*
- The Company will explain the inspection procedures to the Customer on site;*
- The sample that will be inspected by the Customer (or a third party), will be selected randomly by the Customer from the racking system;*
- The inspection notification period should not be less than five (5) working days;*
- The Company has the right to reschedule the inspection date if it will be in conflict with another of its customer's inspections or in case of emergency and event of force majeure (e.g. severe weather conditions, earthquake, ...etc.); and*
- The Customer has the right to reschedule or cancel the inspection not less than two (2) days before the inspection date otherwise the Customer will be obliged to start the scheduling process for the inspection from the beginning.*