



LACTALIS-MAINLAND DAIRY
STANDARD TERMS OF SALE
MIDDLE EAST (EXCLUDING SAUDI ARABIA)



Effective 1 April 2026

1. WHEN THESE TERMS APPLY

- 1.1 These terms and conditions of sale (**Terms**) set out the basis on which we sell Products and Services to you. They apply to every order you place with an LMD Company, and every price list, quotation and proposal we may give you.
- 1.2 If there is a separate written agreement between you and us and there is any inconsistency or conflict between that agreement and these Terms, the terms of that agreement override these Terms to the extent of that inconsistency.
- 1.3 Subject to 1.2, these Terms supersede and exclude all prior or subsequent discussions, representations, terms or conditions of trade, all prior written or oral agreements and understandings between us and you and any other terms and conditions which you seek to apply to the supply of Products or Services by us to you, whether by way of incorporation into your order or otherwise.

2. DEFINITIONS & INTERPRETATION

2.1 In these Terms:

Agreed Basis means, for each order of Products or Services you make and that we accept, you agree that:

- (a) Delivery is to the point stated in the Contract Confirmation;
- (b) you are bound by the quantity of Products referred to in your order, together with all related Services; and
- (c) you are liable for, and must pay all taxes (including any sales, value added or like impositions), levies, duties or fees in respect of each Delivery, except as otherwise provided in these Terms.

Consequential Loss means a claim for loss and damage that is special, indirect, punitive, or indirect, including claims for economic loss or damage, loss of contract, loss of production or from production stoppage, or loss of profit and loss of revenue or opportunity, regardless of whether the likelihood of that loss or damage was known or ought to have been reasonably known.

Contract Confirmation means our written acceptance to you of an order, or part of an order.

Deliver means, unless we notify you

otherwise in a Contract Confirmation, for:

- (a) Products, either EXW Incoterms or the same Incoterms as the most recent order we Delivered to you, at our discretion; or
- (b) Services, by us having completed the supply or performance of Services (as reasonably determined by us),

as appropriate, on the Agreed Basis;

ETA means the estimated date of Delivery as agreed in writing between you and us.

Force Majeure Event means an unavoidable event beyond a party's reasonable control, including fire, flood, drought and other natural disasters, acts of war or terror, civil unrest, pandemics, epidemics, government acts or restrictions, labour shortages, industrial action, transport failures, utility outages, and supply-chain disruptions.

General Advice includes information, advice, recommendations, representations or statements concerning the Products or Services that we may give you, but excludes any specification agreed in writing by us.

Incoterms means the International Chamber of Commerce's Incoterms 2020.

Invoice means a written notice from us stating the amount owed by you to us and includes an invoice and Contract Confirmation.

LMD Company means Fonterra Brands (Middle East) LLC, its successor entities, and its related companies.

law means any law, by-law, legislation, rule, standard, regulation, registration, code, requirements or relevant good industry practice applicable to goods and services equivalent to, or incorporating, the Products or Services.

Product means any goods supplied by us to you in response to your order.

Recall means a recall of Products (whether mandatory or voluntary) and includes withdrawals from sale.

Receptacle includes a pallet, drum, container, silo, tank, bin or crate or other vessel.

Services means any services supplied or deemed to be supplied by us incidental to the Products.



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- we, our or us** means the LMD Company that sells you Products or Services and includes its officers, employees, agents, contractors and advisers.
- you or your** means the buyer or prospective buyer of the Products or Services from us and includes the buyer's agent, contractor or representative (including a storage service provider or anyone who processes, on-sells or on-provides goods or services incorporating the Products or Services).
- 2.2 In these Terms:
- (a) another grammatical form of a defined word or expression has a corresponding meaning;
 - (b) the meaning of general words is not limited by specific examples introduced by 'including', 'for example' or similar expressions;
 - (c) references to amounts of money are to United States dollars or the currency expressly stated in our Invoice or shipment schedule;
 - (d) references to weights, quantities or other measures (but not money) are references to that weight, quantity or other measure within a variance of plus or minus 5%; and
 - (e) a rule of construction does not apply to our disadvantage because we prepared these Terms.
- 3. QUOTATIONS, DESCRIPTIONS AND ORDERS**
- 3.1 Our quotations are not offers to supply or Deliver Products or Services and are not offers capable of acceptance. We can amend or withdraw quotations at any time. If you wish to buy Products or Services, you must place an order within the timeframe stated in the quotation. If the quotation is given without specifying a timeframe, then the quotation automatically lapses 48 hours after we send it.
- 3.2 All descriptions, samples and information (including in quotations, catalogues or advertising material) are General Advice and approximations only. They do not form part of these Terms unless we agree in writing.
- 3.3 To the maximum extent permitted by law:
- (a) we do not represent, warrant or guarantee the accuracy or completeness of General Advice, or the results obtained using the Products or application of the Services;
 - (b) we expressly disclaim any liability for any damage to you from reliance on General Advice;
 - (c) General Advice must not be relied on by you and if you do so, it is at your own risk; and
 - (d) you must make other appropriate enquiries to verify any General Advice having regard to your circumstances.
- 3.4 All descriptions, samples and information about goods or services provided by us to you (including in quotations, catalogues or advertising material) are approximations only and the actual Product or Service Delivered may differ in a way that does not cause material loss is to you.
- 3.5 Your orders must be in writing, signed by you or on your behalf and include a full description of your request for the Products or Services, the requested date and location for Delivery, and a unique order number that is reasonably acceptable to us. If you do not:
- (a) nominate a location for delivery that we accept, the Agreed Basis will apply; or
 - (b) request a date or timeframe for delivery that we accept, we will Deliver within three months of the date we notify you of our acceptance of your order.
- 3.6 Each order by you is an irrevocable offer to us to buy the Products or Services in that order subject to these Terms. However, an order is only binding on us when we accept in writing, by sending you a Contract Confirmation or when we Deliver the Products and Services, whichever is the earlier. We need not accept any order.
- 3.7 We may accept your order in whole or in part and will advise where and when Delivery will occur (considering, but not being bound by, any requests in your order) and the applicable price.
- 3.8 You cannot cancel or amend an order after you have sent it to us, unless we agree in writing. We may charge reasonable fees or require you to agree to other reasonable



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terms as a condition of us giving our consent.

- 3.9 You are solely responsible for ensuring that the Products and Services meet all legal and regulatory requirements in the country or territory in which they are to be Delivered, re-supplied or used.
- 3.10 You must not give or make any undertaking, assertion or representation in relation to the Products or Services without our prior approval in writing.

4. SHIPPING & DELIVERY

- 4.1 We do not Deliver on a consignment or similar basis. If we agree to a delivery schedule, we will use all reasonable efforts to Deliver the Products on the ETA. If there is no agreed delivery schedule, then we will use all reasonable efforts to Deliver Products or Services to you at an even rate across the Delivery period contemplated by the Contract Confirmation. If Delivery to the agreed place or time becomes commercially impractical for us, we may propose another reasonable place or time and will take your legitimate business requirements into account. If you reasonably consider that the proposed change would cause you material loss and we cannot agree an alternative within a reasonable time, you or we may cancel the affected part of the order without charge. Except in relation to any Non-excludable Obligations, we are not liable for any loss or damage (including Consequential Loss) caused by or resulting from a Delivery delay of up to 10 days, by split or multiple Deliveries, or by Force Majeure.

- 4.2 If you do not accept Delivery when we arrange it (including if you refuse all or part of a Delivery or delay in receiving it), we may resell or resupply the Products or Services you did not accept to someone else. You must pay any loss we incur on that resale or resupply and all properly incurred costs of storage, Delivery, logistics and other costs to the extent they arise from your refusal or delay. This does not change your obligation to pay for any Products or Services you accept. If any Products become damaged or unsaleable because you did not accept Delivery (**Damaged Products**), you indemnify us for all reasonable and properly incurred costs

and expenses we incur in dealing with those Damaged Products, including transport and disposal, to the extent the damage results from your refusal or delay and not from our negligence or breach of these Terms.

- 4.3 You must inspect all Products on Delivery and notify us in writing as soon as possible but no later than 14 days after Delivery of any claimed defects, incorrect quantities or other dispute. Copies of the signed delivery documents must be given to us before any claim for incorrect quantities will be considered.

- 4.4 If you do not notify us of any dispute or defect within the relevant timeframe set out in 4.3, or provide the required documents, the relevant Products are deemed to have been Delivered by us and accepted by you in compliance with these Terms and any additional terms and conditions that you and we expressly agree apply to them.

- 4.5 Related Services are deemed to have been performed when the Products are Delivered (or deemed to be Delivered).

- 4.6 Unless we tell you otherwise in writing, any Receptacle we use for Delivery remains our property. You must return all Receptacles to us at your cost or replace them if they are lost, damaged or not returned within 7 days, except to the extent the loss or damage is caused by our negligence or breach of these Terms. If you do not do this, you indemnify us for all reasonable and properly incurred costs and expenses we incur in dealing with those Receptacles, including any amounts we must pay third parties. You must keep all Receptacles secure and in good condition and handle them in line with all food and health requirements until we collect or receive them back.

5. OWNERSHIP & RISK

- 5.1 Risk in the Products and Services passes to you when they are Delivered, unless we agree otherwise in writing.

- 5.2 We own the Products until you pay us in full for all Products and Services Delivered by us, even if you incorporate the Products into other goods.

- 5.3 As long as we own the Products, we may direct you to return the Products to us. If

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- you do not, you irrevocably authorise us to enter your or a third-party's premises where the Products are stored, using your name and acting on your behalf to repossess them, but only to the extent permitted by law. You must ensure that all third-party premises you use to store the Products allows us to do this and to exercise our rights.
- 6. PRICE AND TAXES**
- 6.1 Unless we have agreed a fixed price, fee or basis for determining the price in writing with you by the time we accept your order, our list prices and fees at the time of Delivery apply.
- 6.2 Unless the applicable Incoterms express otherwise, all prices and amounts in these Terms exclude applicable sales taxes, customs, excise, duties, levies, value-added or goods and services related taxes. The price must be increased to reflect any such costs being imposed on us.
- 6.3 Unless the applicable Incoterms provide otherwise you are solely responsible for all insurance, import and regulatory requirements relating to the goods, and for any damaged or lost goods in transit.
- 7. INVOICING, PAYMENT AND DEFAULT**
- 7.1 We must receive full payment on the due date specified in the Invoice (**Due Date**). If a Due Date is not specified, then we must receive full payment 14 days prior to the ETA of that accepted order. All payments must be in full without deduction, set off or counterclaim. If you are legally required to make any deduction or withholding on account of tax from any amount payable to us, then the amount must be increased to ensure that, after the making of such deduction or withholding, we receive a net amount equal to the amount that we would have received and retained had no such deduction or withholding been made.
- 7.2 We are not required to ship any Products or Service unless we have received full payment from you or agreed to a payment arrangement in writing. We may require payment arrangements in the form of letters of credit, documentary collection, bank guarantees or deposits. All payments must be made net of any bank charges and must equal the amount invoiced for the applicable Products and Services.
- 7.3 You must pay all Invoices in full and without deduction, set off or counterclaim. An amount outstanding will not be satisfied until payment is received in full. You must give us written notice within 14 days of receiving our Invoice if you believe that the Invoice is not correct, or it is deemed to be correct. Your notice must include full details of any error claimed by you. If an Invoice is disputed and that dispute cannot be immediately resolved, we may withhold or defer any future Delivery (in whole or in part) pending resolution of the dispute. You must make payment of the undisputed amount due on any disputed Invoice on the Due Date. Once the dispute is resolved, you must make payment of the resolved amount to us within 3 days.
- 7.4 If you:
- (a) default in any payment due to us, or we reasonably believe that you are unlikely to be able to pay your debts as and when they fall due; or a receiver, receiver and manager, controller, trustee or other insolvency administrator is appointed; or a scheme of arrangement is proposed or approved in respect of you or a creditor takes possession of any of your assets or any analogous situation occurs; or
 - (b) you are otherwise in material breach of these Terms or the terms and conditions of any credit we extend to you (including where you exceed your credit limit with us) or any other agreement between you and us,
- then you must promptly pay to us the amount of all costs incurred by us in enforcing our rights under these Terms because of your default or breach and without prejudice to any other action or remedy which we have or might otherwise have had; and
- (c) we may, at our sole discretion do any or all of these:
 - (i) without prior notice, suspend, withhold or delay any further proposed deliveries (in whole or in part) or reject, cancel or



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- defer performance of any order (whether we have accepted or not, and in whole or in part);
- (ii) amend or place additional conditions or requirements to reinstate your credit terms including requiring additional guarantees or security, lowering credit limits or reducing credit periods;
 - (iii) reclaim all or any Products in your possession or under your control and recover from you all costs of doing so;
 - (iv) by notice to you, immediately suspend or terminate any and all rights that you may have to place further orders under these Terms (without limiting our discretion as to whether we accept any order placed by you); and
- (d) all amounts owed and outstanding by you to us on any account become immediately due and payable; and
- we will not be liable to you for any loss, harm, damage, cost or expense (including legal fees) or Consequential Loss you suffer or incur because we exercise any of our rights under this clause 7.
- 7.5 You must promptly respond to any enquiry or notice from us related to a matter in 7.4.
- 7.6 Without limiting our right to require payment in full on the Due Date, you must pay us interest at the base lending rate charged by our bank plus 5% per annum from the Due Date until the date we receive payment on the overdue amount.
- 7.7 Without limiting 7.4, any debt collection charges, legal expenses (calculated on a full indemnity basis), commissions or any other expenses incurred by us in attempting to recover from you any payment due to us (including any interest under 7.6) is payable by you on demand. These amounts are subject to interest on the same terms as are set out in 7.6 from the date of our demand until payment has been received by us in cleared funds.
- 7.8 If you owe us money in connection with

these Terms and we owe you any money, we may set off the amount you owe us against the amount that we owe you and pay you the resulting net amount or seek payment from you of the net amount, as appropriate.

8. OUR WARRANTIES AND LIMITATION OF OUR LIABILITY

8.1 WE WARRANT ONLY THAT ON DELIVERY, THE PRODUCTS AND SERVICES ARE OF MERCHANTABLE QUALITY AND FREE FROM DEFECTS EXCEPT FOR DEFECTS THAT WE HAVE DISCLOSED TO YOU BEFORE DELIVERY. WE MAKE NO OTHER EXPRESS OR IMPLIED REPRESENTATIONS OR WARRANTIES INCLUDING CONCERNING FITNESS FOR PURPOSE, COMPLIANCE WITH ANY LAWS, REGULATIONS OR RULES OF ANY MARKET IN WHICH THE GOODS ARE USED, SOLD OR OTHERWISE DEALT WITH, OR APPROPRIATENESS FOR YOUR NEEDS OF ANY GOODS OR SERVICES, AND YOU MUST ASSURE YOURSELF OF THESE MATTERS.

8.2 Nothing in these Terms operates to exclude, restrict or modify the application of any applicable statutory warranties or guarantees to the extent they cannot be excluded or where to do so would:

- (a) contravene that statute; or
- (b) cause any part of these Terms to be void

(Non-excludable Obligation).

8.3 EXCEPT IN RELATION TO NON-EXCLUDABLE OBLIGATIONS, ALL CONDITIONS, WARRANTIES, GUARANTEES, RIGHTS, REMEDIES, LIABILITIES OR OTHER TERMS THAT MAY BE IMPLIED BY CUSTOM, UNDER THE GENERAL LAW OR BY STATUTE ARE EXPRESSLY EXCLUDED.

8.4 EXCEPT IN RELATION TO NON-EXCLUDABLE OBLIGATIONS, OUR LIABILITY TO YOU ARISING DIRECTLY OR INDIRECTLY UNDER OR IN CONNECTION WITH THESE TERMS OR THE PERFORMANCE OR NON-PERFORMANCE UNDER THESE TERMS AND WHETHER ARISING UNDER ANY INDEMNITY, STATUTE, IN TORT (FOR NEGLIGENCE OR OTHERWISE), OR ON ANY OTHER BASIS IN LAW OR EQUITY IS LIMITED AS FOLLOWS:

- (a) WE WILL HAVE NO LIABILITY WHATSOEVER TO YOU FOR



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- CONSEQUENTIAL LOSS;
- (b) SUBJECT TO 8.4(C), THE AGGREGATE OF OUR LIABILITY TO YOU IS LIMITED TO AN AMOUNT NOT EXCEEDING THE INVOICE AMOUNT FOR THE AFFECTED RELEVANT PRODUCTS OR SERVICES;
- (c) IF THE PRODUCTS OR SERVICES DO NOT COMPLY WITH THE AGREED SPECIFICATIONS OR THERE IS A TOTAL FAILURE BY US TO SUPPLY THEM, THEN WE MAY AT OUR SOLE DISCRETION, REFUND TO YOU ALL OR PART OF THE PRICE OF THE PRODUCTS OR SERVICES TO THE EXTENT PAYMENT HAS BEEN MADE OR REPLACE OR REWORK ALL (OR THE UNREFUNDED) PORTION OF THE PRODUCTS OR SERVICES AND THIS WILL BE YOUR SOLE REMEDY UNDER THESE TERMS.
- 8.5 You acknowledge and agree that you have the burden of proof for claims of non-delivery or defects in Delivery, Products or Services.
- 8.6 You undertake to promptly inform us if you believe that any Product or Service is defective due to conduct for which we are responsible and in doing so must set out as much information as you have concerning the basis for your belief. You must keep the relevant Product stored separately from all others and in the state or condition in which they were Delivered to you until we have an opportunity to inspect them. You must provide all assistance that we reasonably request to determine whether your belief is correct and, if we accept that we are responsible for the defective Product or Service then you must, at our direction destroy the affected Products or deliver them up to us.
- 8.7 WE ARE NOT LIABLE FOR ANY LOSS, DEFECT OR DAMAGE TO PRODUCTS OR SERVICES UNLESS YOU ADVISE US OF SUCH WITHIN THE TIMEFRAMES PROVIDED IN THESE TERMS AND INCLUDE IN YOUR NOTICE FULL DETAILS OF THE AFFECTED PRODUCTS AND SERVICES, THE ALLEGED DEFECT AND ALL DOCUMENTS ASSOCIATED WITH YOUR ORDER AND DELIVERY.
- 8.8 WE ARE NOT LIABLE FOR ANY LOSS,
- DEFECT OR DAMAGE TO PRODUCTS OR SERVICES:
- (a) IF YOU SETTLE OR COMPROMISE A CLAIM BY A THIRD-PARTY CONCERNING SUCH WITHOUT OUR INVOLVEMENT AND PRIOR WRITTEN CONSENT; OR
- (b) OCCURRING WHILE IN TRANSIT WITH A THIRD-PARTY (WHETHER OR NOT A COMMON CARRIER) EVEN IF WE ARRANGED FOR THAT THIRD-PARTY TO TRANSPORT THE PRODUCTS AND DELIVERY HAS NOT OCCURRED, EXCEPT TO THE EXTENT YOU CAN PROVE THAT WE FAILED TO TAKE REASONABLE CARE IN PACKING THE PRODUCTS AND THAT RESULTED IN THE LOSS, DEFECT OR DAMAGE; OR
- (c) IF YOU DO NOT REASONABLY ASSIST US WITH OUR ENQUIRIES CONCERNING YOUR CLAIM.
- 8.9 Except if it is unlawful, you must first notify us about any suspected defective Products or Services before providing information to a government or regulatory body.
- 8.10 WE ARE NOT LIABLE TO YOU OR ANY OTHER PERSON FOR ANY LOSS OR DAMAGE TO PERSON OR PROPERTY, INCLUDING CONSEQUENTIAL LOSS ARISING OUT OF US DELIVERING OR FAILING TO DELIVER PRODUCTS OR SERVICES OR OTHERWISE PROVIDING OR SUPPLYING OR FAILING TO PROVIDE OR SUPPLY ANY GOODS OR SERVICES IN CONNECTION WITH THESE TERMS ON ANY ACCOUNT WHATSOEVER, AND WHETHER BY WAY OF DAMAGES OR INDEMNITY OR IN RESPECT OF BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR DEFECT IN MANUFACTURE, PROCESSING, DESIGN OR INFORMATION.
- 9. INDEMNITY**
- 9.1 You indemnify us and must keep us indemnified against all claims, suits, actions, demands, loss (including Consequential Loss), liability, costs, expenses (including legal expenses on a full indemnity basis), judgments and awards (**Losses**) made against us or incurred by us to the extent that the Losses are caused or contributed to by you or any of your officers, employees, agents,

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- representatives or contractors connected to:
- (a) a breach of applicable law or regulatory requirements, including those related to food safety and labelling;
 - (b) a failure to take any other reasonable precautions either to bring to the attention of any potential users of the Products any dangers associated with the Products, or to detect any matters in relation to which we may become liable, including liability under applicable statutory law;
 - (c) any fraud, negligent act or omission or breach of duty;
 - (d) any claims from parties whose property has been incorporated, processed or commingled into or with the Products.
- 9.2 The indemnity in 9.1 is a continuing indemnity and is in addition to any statutory rights or remedies we may have or exercise against you.
- 10. SECURITY INTEREST**
- 10.1 These Terms create a security agreement and you grant to us a security interest in all Products we supply to you, all goods made using them and all proceeds (**Collateral**) as security for payment of amounts owing by you to us for all Products and Services Delivered and all other amounts payable by you to us.
- 10.2 You agree:
- (a) at our request, to promptly do all things (including signing all documents) and provide all assistance and information necessary to ensure that we have a perfected first ranking security interest in the Collateral; and
 - (b) that we may, if applicable, register evidence of our security interest in the Collateral and do anything else required to perfect our security interest in any relevant jurisdiction.
- 10.3 You must not create, or permit to be created, any other security interest in the Collateral.
- 11. FORCE MAJEURE EVENTS**
- 11.1 A party is not liable for failing to perform its obligations under these Terms to the extent that the failure is caused by a Force Majeure Event.
- 11.2 The affected party must promptly tell the other party in writing when a Force Majeure Event occurs and must take reasonable steps to reduce its impact, however we are not required to transfer raw materials or manufacturing operations between regions or processing plants.
- 11.3 While the Force Majeure Event continues, the affected obligations are suspended to the extent they cannot be performed.
- 11.4 If a Force Majeure Event continues for more than 30 days, either you or we may cancel any affected orders on written notice, without liability to the other, except for any Products Delivered or Services performed before cancellation.
- 12. DISPUTES**
- 12.1 If a dispute arises under these Terms, the parties must first try to resolve it through good-faith discussions between their operational representatives.
- 12.2 If the dispute is not resolved within 7 days, either party may escalate it to a senior executive (such as a General Manager or Director) of each party, who must meet and try to resolve the matter.
- 12.3 If the dispute is still not resolved after senior-executive discussions, then either party may take such further legal action it deems necessary.
- 12.4 Nothing in this clause 12 prevents a party from seeking urgent injunctive or other interlocutory relief from a court of appropriate jurisdiction where necessary to protect its rights.
- 13. CONFIDENTIALITY, INTELLECTUAL PROPERTY & USE OF PRODUCTS**
- 13.1 You must keep all confidential information we give you secure and confidential, and use it only as needed to perform your obligations under these Terms.
- 13.2 You must not disclose our confidential information to anyone unless we agree in writing, or the disclosure is required by law.
- 13.3 All intellectual property in or relating to the Products or Services (including their packaging, appearance or get-up) and any materials we provide remains our property. You do not obtain any rights in it under these Terms.
- 13.4 You must not copy, modify, adapt,

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- reverse-engineer, repackage, deface, obscure or use our intellectual property (including trade marks) except as we expressly allow in writing.
- 13.5 If we ask you to, you must immediately return or destroy all confidential information and confirm to us in writing that you have done so.
- 13.6 You must dispose of any packaging accompanying the Products that identifies them as being manufactured or supplied by an LMD Company (or a related entity of an LMD Company) in a manner that prevents its re-use or, if it is to be re-used it must be modified in appearance so that no reference or connection to an LMD Company (or a related entity of an LMD Company) can be made. Unless expressly otherwise agreed in writing, you acknowledge and warrant that any Products and Services you buy under these Terms are purchased solely for your own use and that you must not re-supply or use them in any market outside of the place agreed with us.
- 13.7 You must immediately report to us anything relating to these Terms (including any contact with any governmental or regulatory authority), which you reasonably believe may impact on the Products, your performance under these Terms or which may be significant, or have an impact on, our reputation, business or operations.
- 14. HEALTH & SAFETY**
You must:
- (a) ensure that you, and all individuals who carry out work for you in any capacity under these Terms, comply with all applicable health and safety laws, codes of practice and standards;
 - (b) establish and implement a health and safety management system, which details how you will maintain a safe work environment, including with respect to your interaction with third parties (including us), and ensure statutory and best practice compliance;
 - (c) when visiting any of our sites, participate in any site induction process and comply at all times with our health and safety requirements
- and any instructions provided to you from time to time; and
- (d) so far as is reasonably practicable, consult, co-operate with and co-ordinate your activities with us in connection with the Products.
- 15. GENERAL**
- 15.1 Nothing in these Terms gives you any right, ownership or interest in or to any of our assets or rights other than the Products or Services and then only in accordance with these Terms.
- 15.2 Information Systems: We may monitor, analyse and log all use of our systems and networks, including all data transmitted to and from our systems and networks and use of our websites for the purpose of maintaining the integrity and security of our information systems.
- 14.3 Privacy: Both you and we agree to comply with relevant privacy laws in respect of any personal information collected in connection with these Terms. Any personal information collected by you or us in connection with these Terms must only be used or disclosed for the purposes of ensuring performance of these Terms or your orders and any similar future agreements or arrangements.
- 15.4 Severance: If part of these Terms (or an order) is illegal or unenforceable, that part will be interpreted as may be necessary to ensure it is not illegal or unenforceable. If any part of these Terms (or order) cannot be interpreted in that way, it will be severed from these Terms (or order) and the remaining provisions continue in full force and effect.
- 15.5 No assignment: You must not assign or novate any or all of your rights or obligations under these Terms or an order or purport to do so, without our prior written consent, which may be given or withheld in our complete discretion.
- 15.6 Notices: All notices under these Terms must be in writing and delivered to the other party's email or address that the other party specifies from time to time.
- 15.7 Variation: Without limiting 15.8 any variation to, or amendment or replacement of, these Terms or any order must be agreed by both you and us in writing.
- 15.8 Updating of Terms: We may amend or

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replace these Terms at any time by informing you (including by publishing amended terms on our website or otherwise making them available online) and the amended Terms will apply to all orders placed by you after you were informed. We may also terminate any and all rights that you may have to place further orders under these Terms without cause on 5 days' notice to you or such lesser timeframe as these Terms otherwise provide.

- 15.9 No waiver: A party's delay or failure to exercise any of its rights or remedies will not be a waiver of any of its rights or remedies. Any waiver must be in writing.
 - 15.10 UN Convention inapplicable: The United Nations Convention on Contracts for the International Sale of Goods 1980 does not apply to these Terms or any transaction conducted in connection with these Terms.
 - 15.11 Governing Law: These Terms and any connected dispute or matter is governed by the law of England and Wales, and both we and you submit to the non-exclusive jurisdiction of the courts of the Dubai International Financial Centre (DIFC) in the United Arab Emirates.
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