

GENERAL TERMS AND CONDITIONS EMPLOYER

1. GENERAL

- 1.1 These General Terms and Conditions Employer apply to all agreements between Oopkop Holding B.V., Chamber of Commerce number 85051829 (hereinafter referred to as “OOPKOP”) and the party that has entered into an agreement with OOPKOP (hereinafter referred to as “Employer”) for the benefit of its employees (hereinafter referred to as “Employees”) on the basis of which OOPKOP grants the Employees of Employer access to the Platform of OOPKOP.

2. DEFINITIONS

Additional Package	The Additional Package, chosen by the Employer as laid down in the Agreement under which access to the Marketplace will be unlocked to Employees.
Agreement	The partnership agreement between OOPKOP and Employer.
Start Package	The obligatory package Employer has to buy from OOPKOP in order to grant its Employees access to the Platform and the option to use Start Package Services.
Start Package Services	The services provided by OOPKOP that are granted under the Start Package. These services are detailed in the Agreement.
Budget Check	The check to be performed by OOPKOP if the Budget is at that time adequate, before forwarding a Partner Service purchase request of an Employee to a Partner.
Commencement Date	The date the Agreement enters into force, as defined in the Agreement.
Consent	The upfront permission required by an Employer in order for an Employee to purchase a Partner Service.
Contract Period	The first Contract Period starts at the Commencement Date and lasts for the Initial Period, as defined in the agreement. Any renewal period is also referred to as Contract Period.
DCC	Dutch Civil Code (<i>Burgerlijk Wetboek</i>)
Employee	An employee of Employer, who is granted access to the Platform by OOPKOP.
Employer	A company who has entered into an Agreement, in order to grant one or more of its Employees access to the Platform.

Employer Portal	A (future) portal which shall enable Employer to actively manage the number of accounts and account settings for its Employees.
to End	The Termination or otherwise ending of the Agreement.
General Terms and Conditions	These General Terms and Conditions Employer.
Marketplace	The online environment where Partners can offer Partner Services to Employees. The Marketplace is a part of the Platform to which access gets unlocked to Employees in case Employer purchases an Additional Package.
OOPKOP	Oopkop Holding B.V. and any legal successor thereof.
Party	OOPKOP or Employer.
Parties	OOPKOP and Employer.
Partner	A party that enters into an agreement with OOPKOP in order to offer Partner Services on the Marketplace to Employees.
Service Agreement	The agreement between Employee and Partner with regard to delivery of Partner Services by a Partner to an Employee.
Payment Services	The services that OOPKOP provides to the Partner, the Employer and Employee with regard to invoicing the Partner Service purchased by an Employee of a Partner, as detailed in the Agreement.
Platform	The online environment where OOPKOP offers Start Package Services to Employees.
Partner Services	The mental health services the Partner offers on the Marketplace and delivers to an Employee.
Subscription Costs	The monthly fee to be paid by Employer per Employee per month to OOPKOP in order to grant Employees access to the Platform and to the Start Package Services.
to Terminate	To unilaterally end the Agreement via “opzeggen”.
Terms of Use	The conditions of use of the Platform of OOPKOP.

3. OOPKOP SERVICES

3.1 In case Employer purchases the Start Package, OOPKOP:

- (a) offers (Employers and its) Employees access to the Platform;
- (b) offers (access to) the Start Package Services; and
- (c) maintains the Platform.

3.2 In case Employer purchases an Additional Package, OOPKOP also:

- (a) offers access to the Marketplace to (Employers and its) Employees;
- (b) performs a Budget Check in case of a Personal Budget, requests Consent in case of a Development/Well-Being Budget or performs a Budget Check and requests Consent (unless otherwise agreed to in writing with regard to the Consent) in case of a Company Budget;
- (c) facilitates (i) that the first contact between Partner and Employee is established, by forwarding a Partner Service purchase request of an Employee to a Partner, after - if required - the Budget Check is successfully completed and Consent is obtained; and
- (d) facilitates the Payment Services.

4. CONSENT AND BUDGET (CHECK)

- 4.1 Employer shall communicate the new Budgets to OOPKOP one day before the start of a new Contract Period at the latest.
- 4.2 Employers can allocate to Employees a yearly Budget that the Employees can spend on one or multiple Partners that offer Partner Services on the Marketplace.
- 4.3 In case of a Personal Budget or a Company Budget, OOPKOP performs a Budget Check. If the Personal Budget or the Company Budget is insufficient for a required Partner Service purchase, OOPKOP shall inform the Employee that it shall not forward its Partner Service purchase request to the relevant Partner.
- 4.4 In case Consent is required, OOPKOP shall request Consent of an Employer. If Consent is given (and if all other requirements are fulfilled) OOPKOP shall forward a Partner Service purchase request to the relevant Partner. If Consent is denied by the Employer, OOPKOP shall inform the Employee thereof and OOPKOP shall not forward its Partner Service purchase request to the relevant Partner.
- 4.5 Employer can request OOPKOP to request Consent, before forwarding a Partner Service purchase request of an Employee to the relevant Partner.
- 4.6 OOPKOP shall invest its commercially reasonable efforts to perform its obligations related to the services as mentioned in this article.

5. ACCESS TO THE PLATFORM

- 5.1 Within 48 hours after the Commencement Date, OOPKOP will send to Employer an e-mail or provide Employer access to the Employer Portal. In this e-mail or on the Employer Portal, OOPKOP will ask Employer to provide the following information of the Employees:
- (a) first name and last name;
 - (b) business e-mail address;
 - (c) managers yes or no;
 - (d) language Employees;
 - (e) if applicable: Budget (Development/Well-Being Budget or Personal Budget) per Employee.
- 5.2 Within 24 hours after the (digital) kick-off, OOPKOP shall send to Employees their personal login details. Subsequently Employees can finalize their account so that they get access to the Platform (and optionally the Marketplace in case Employer added an Additional Package).
- 5.3 In order to finalize their account, Employees will have to agree to the Terms of Use.
- 5.4 All accounts are personal. An account cannot be transferred to another Employee.
- 5.5 Non-completion of an account of an Employee or non-use of an account does not relieve Employer of its obligation to pay Subscription Costs for that Employee.
- 6. CHANGES IN NUMBER OF EMPLOYEES AND/OR PACKAGES**
- 6.1 During the term of the Agreement, Employer can add new Employees at all times. Adding takes place via sending an e-mail to info@oopkop.nl or in the Employer Portal. Employer will provide OOPKOP with all the information as mentioned in article 5.1. After OOPKOP received this information, OOPKOP shall send the specific Employee its personal login details. Subsequently that Employee can finalize its account so that he gets access to the Platform (and optionally the Marketplace in case Employer added an Additional Package). With regard to the Subscription Costs, OOPKOP refers to article 7.
- 6.2 Employer can decide to withdraw access to the account of an Employee at all times. Employer can do this by sending an e-mail to info@oopkop.nl or in the Employer Portal. Employer shall provide the information as stated in article 5.1 of the relevant Employee(s). The account is terminated as of the moment OOPKOP confirms the withdrawal. In case Employer decides to withdraw access of one or more Employees during a Contract Period, OOPKOP will not refund the prepaid Subscription Costs to Employer as referred to in article 7.1. The obligation to pay Subscription Costs for a thus terminated account ends at the start of a new contracting year, or at the moment of Ending of the Agreement.
- 6.3 Employer can decide to increase the Personal Budget of one or more Employees or the Company Budget at all times. This can be arranged via an e-mail to info@oopkop.nl or in the Employer Portal. In case Employer wants to increase the Personal Budget, Employer shall

mention the names of the Employees and their new budget. In case Employer wants to increase the Company Budget, Employer shall mention the new company budget. Within 48 hours after receiving the aforementioned information, OOPKOP shall increase the Personal Budget(s) or the Company Budget.

7. INVOICING AND PAYMENT

- 7.1 24 hours after the (digital) kick-off OOPKOP sends an invoice to Employer for the total Subscription Costs (based on the number of Employees that get access to the Platform, as stated in the Agreement) for the first Contract Period. In case of renewal of the Agreement OOPKOP shall send an invoice to Employer for the total Subscription Costs (based on the number of Employees that have an account at that time according to the Employer Portal) for that upcoming Contract Period, ultimately one day before the start of that Contract Period. Thus the Subscription Costs are an upfront payment.
- 7.2 In principle, OOPKOP does not refund the Subscription Costs in the event of Ending of the Agreement during a Contract Period, unless Partner (extrajudicially) Ends the Agreement in the event of a serious attributable breach of OOPKOP.
- 7.3 During the Contract Period, OOPKOP sends a monthly invoice for all Partner Services bought in the previous month, specifying the amount that the Employees collectively (in case of a Company Budget) and/or individually (in case of a Personal Budget) used from the Budget in the previous month and in the current Contract Period in total. OOPKOP is at liberty to send an interim invoice at any time for a specific Partner Service if desired.
- 7.4 In case an Employer signs up extra Employees during the Contract Period, OOPKOP will invoice the Subscription Costs for the remaining months of the Contract Period simultaneously with the monthly invoice. For example, in case an Employer signs up 1 Employee on the 25th of May. Employer will receive a monthly invoice in June, in which Subscription Costs are included for the duration of 8 months (May up until December).
- 7.5 Payment terms for all invoices of OOPKOP are 30 days after invoice date. With regard to payment terms, time is of the essence. The payment terms are strict deadlines.
- 7.6 If Employer has not or not timely fulfilled its payment obligation, OOPKOP shall send a demand of payment or a notice of default to Employer in writing, in which OOPKOP shall grant Employer fourteen calendar days to cure the breach. If Employer does not cure the breach within the aforementioned time period, Employer shall owe interest of 1,5% per month from that moment on up until full payment and (ii) OOPKOP is entitled to suspend all services to be performed under the Agreement and/or the General Terms and Conditions without OOPKOP being liable to Employer.
- 7.7 All judicial and extrajudicial costs and expenses incurred by OOPKOP with respect to the collection of overdue payments (including, without limitation, reasonable attorney's fees, expert fees, court costs and the costs which cannot be liquidated through a court ruling and other expenses of litigation) shall be for Employer's account. The extrajudicial costs are set

at at least 15% of the principal (including the in article 7.6 mentioned interest), with a minimum of € 750, exclusive of VAT. At OOPKOP's discretion, Employer may also be charged with the actual expenses.

- 7.8 Every payment by Employer shall in the first place serve to pay the judicial and extrajudicial costs and the accrued interest and shall afterwards be deducted from the oldest outstanding claim regardless of any advice to the contrary from OOPKOP.
- 7.9 Employer waives any right of suspension or set-off.
- 7.10 After the Ending of the Agreement, OOPKOP shall issue a final invoice to Employer and all invoices shall be immediately due.

8. FEEDBACK AND COMPLAINTS

- 8.1 In case Employer, whether or not on behalf of Employee, has a complaint and/or feedback with regards to the services of OOPKOP and/or the performance of the Agreement by OOPKOP, Employer may always contact OOPKOP via the customer service of OOPKOP, which can be reached via the e-mailadres: info@oopkop.nl. OOPKOP shall contact Employer by e-mail or by phone within 7 working days after receiving the complaint/feedback, in order to - if desired by Employer - reach a solution to the problem.
- 8.2 In case Employer/Employee has a complaint and/or feedback with regards to the Partner Services provided by a Partner, it should contact the Partner directly, while sending a copy to OOPKOP simultaneously. The obligation to handle the complaint and/or feedback rests with Partner and Employer/Employee.

9. LIABILITY AND INDEMNIFICATION

- 9.1 OOPKOP is not liable, whether direct or indirect, irrespective of the ground (including tort) in connection with the Agreement, unless the damage is caused by intent or gross negligence of managerial employees of OOPKOP.
- 9.2 Employer acknowledges that in case an Employee decides to acquire Partner Services from a Partner, a Service Agreement will be concluded between Employee and Partner. OOPKOP is not and shall not become a party to the Service Agreement. Therefore, OOPKOP cannot accept any liability with respect to the (non-)performance of the Service Agreement and the Partner Services.
- 9.3 To the extent the limitation of liability as stated in article 9.1 and/or 9.2 is not upheld in court, the following shall apply.
- 9.4 OOPKOP shall solely be liable for direct damages or costs of Employer/Employee.
- 9.5 OOPKOP shall under no circumstances be liable for any kind of indirect damages, irrespective of the ground (including tort). Indirect damages include amongst others: damage based upon

lost goodwill, lost sales, profit or turnover, lost savings and whether arising out of or in connection with breach of contract, misrepresentation, negligence or otherwise.

- 9.6 OOPKOP will never be liable for damage of whatever nature occurring, arising out of or in connection with inaccurate and/or incomplete information provided by or on behalf of Employer/Employee.
- 9.7 Without prejudice to the preceding, OOPKOP will never be liable for damage caused by ancillary persons nor damage occurring to third parties or to goods of third parties.
- 9.8 Any liability of OOPKOP, however named and on any whatever account for damages, costs or otherwise shall be limited per occurrence (whereby an interrelated series of events counts as a single occurrence) and shall under no circumstance exceed € 500, and shall be limited to a maximum of € 2.000 for all claims combined in relation to the Agreement.
- 9.9 Employer indemnifies and holds OOPKOP harmless for any and all claims of Employees against OOPKOP in relation to the use of the Platform in the broadest sense by Employees.

10. TERMINATION OF THE AGREEMENT FOR CAUSE

- 10.1 If Employer is in default of performance of its obligations towards OOPKOP (as included in the Agreement) and Employer does not rectify the defect within five days after receiving the notice of default, OOPKOP is entitled to immediately extrajudicially Terminate the Agreement (in whole or in part).
- 10.2 If any seizure is imposed on Employer or if Employer becomes insolvent or is unable to pay its debts as they mature, or goes into liquidation (other than for the purpose of a reconstruction or amalgamation) or any bankruptcy proceeding shall be instituted by or against Employer or if a trustee or receiver or administrator is appointed for all or a substantial part of the assets of Employer or if Employer enters into a deed of arrangement or makes any assignment for the benefits of its creditors or if Employer decides to cease its undertaking, then OOPKOP may by notice in writing forthwith, without prejudice to any of its other rights and without OOPKOP being obliged to pay any compensation of damages to Employer:
- (a) suspend its performance under the Agreement; or
 - (b) completely or partially Terminate the Agreement.
- 10.3 If OOPKOP Terminates the Agreement on the basis of article 10.1 or 10.2, that does not affect OOPKOP's right to claim damages from Employer. Ending of the Agreement shall not lead to any undoing commitments (art.6:271 DCC).

11. PRIVACY

- 11.1 If any information to be provided by Employer contains personal data, Employer shall ensure and warrant that it will obtain all necessary consents to collect, use and disclose such personal data for the relevant purposes, and that this personal data is collected and further

provided to OOPKOP in accordance with the requirements laid down in the law and regulations regarding data protection, such as the General Data Protection Regulation (EU) 2016/679. Employer shall inform its Employees correctly about the use of their personal data by OOPKOP at the time of collecting such personal data and/or obtaining the necessary consent.

11.2 Employer ensures that the personal data of its Employees provided to OOPKOP in the framework of the Agreement and the access and use of the Platform by the Employees is accurate.

11.3 Both Parties ensure that they are in full compliance with their respective obligations under the applicable law and regulations regarding data protection, such as the General Data Protection Regulation (EU) 2016/679.

12. FORCE MAJEURE AND UNFORSEEN CIRCUMSTANCES

12.1 Any failure in (timely) performing any obligation towards Employer, cannot be attributed to OOPKOP (in the sense of article 6:75 DCC), if it is caused by any circumstance beyond its reasonable control, including, without limitation, power and/or internet failure, earthquake, flood, fire, explosion, war, terrorism, riot, sabotage, hacking, accident, (governmental measures in relation to a) epidemic/pandemic, strike, lockout, slowdown, labor disturbances, (commercial or factual) difficulty in obtaining necessary labor or raw materials, lack of or failure of transportation, breakdown of essential machinery, emergency repair or maintenance, breakdown or shortage of utilities, delay in delivery or defects in goods supplied by suppliers or subcontractors, default of any contracting party of OOPKOP, amongst others the Partners (“Force Majeure”).

12.2 In case of unforeseen circumstances that lead to Employer not being able to reasonably expect (unchanged) fulfillment of the Agreement from OOPKOP, OOPKOP is authorized to suspend fulfillment of its obligations. If this situation (is expected to) last(s) longer than four weeks, OOPKOP is authorized to Terminate the Agreement, without being held to pay any damages to Employer.

13. WAIVER

13.1 Failure by OOPKOP to enforce at any time any provision of the Agreement or General Terms and Conditions shall not be construed as a waiver of OOPKOP’s right to act or to enforce any such term or condition and OOPKOP’s rights shall not be affected by any delay, failure, or omission to enforce any such provision. No waiver by OOPKOP of any breach of Employer’s obligations shall constitute a waiver of any other prior or subsequent breach.

14. FORFEITURE OF RIGHTS

14.1 Notwithstanding the statutory due dates, any claim of Employer against OOPKOP shall in any event expire by the lapse of one year from the time the service has been performed by OOPKOP to which the complaint/claim relates.

15. LANGUAGE

15.1 The original version of the General Terms and Conditions is made in the English language. In the event of any inconsistency or contradiction between the English version and any translation thereof, the English version shall prevail.

16. MISCELLANEOUS

16.1 Without prior written consent of OOPKOP, Employer is not entitled to transfer its rights and/or obligations under the Agreement in whole or in part to another party. OOPKOP is entitled to transfer its rights and/or obligations under the Agreement in whole or in part to another party, without the need for (prior) (written) consent of Employer, or at least that the prior written consent shall be deemed to have been given to OOPKOP by Employer.

16.2 All Agreements are accepted and executed by OOPKOP exclusively with the exclusion of articles 7:404, 7:407(d) and 7:408(1) DCC.

16.3 Amendments to the Agreement are only valid in case they are confirmed in writing by the Parties.

16.4 In the event that Employer discovers a defect, Employer has to complain in writing about the defect to OOPKOP within 7 days after discovery of the defect, in the absence of which Employer loses all his rights and powers which it would have been able to exert (based on law or agreement) regarding the defect.

16.5 OOPKOP is at all times entitled to unilaterally amend the General Terms and Conditions. Amendments also apply to all previous agreements. Amendments enter into force one month after publication by means of written communication (including email) by OOPKOP to Employer incorporating the amended General Terms and Conditions. Employer has the right to refuse these amendments by registered letter if Employer does not wish to accept these amendments, until they come into force. If Employer fails to do so, it shall be deemed to have accepted the amendments after the time of coming into force.

17. GOVERNING LAW AND DISPUTE RESOLUTION

17.1 The Agreement is governed by and shall be construed in accordance with the laws of the Netherlands.

17.2 All disputes in connection with the Agreement and/or any other agreement entered into execution of or in connection with the Agreement shall be submitted exclusively to the competent court of the district court of Amsterdam, location Amsterdam.