

LEGAL

Master Services Agreement v7.2

Standard commercial terms for ORBIS Cloud, managed services and professional services.

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This document is fictional and forms part of a training environment.

Purpose

Standard commercial terms for ORBIS Cloud, managed services and professional services.

This document is issued by Finance & Legal and owned by Owen Radcliffe (owen.radcliffe@terravek.com, ext. 4010). It is reviewed at least annually and approved by Saskia Bakhuis.

Scope

This document applies to Terravek Systems N.V. and all group entities: Terravek Deutschland GmbH, Terravek Baltics OÜ, Terravek UK Ltd, Terravek France SAS, Terravek Asia Pte. Ltd., Terravek Inc. and Terravek East Africa Ltd.

Where local law imposes a stricter requirement, local law applies and the difference is recorded in the country annex.

Contents

The full text of this document is maintained in the Terravek document management system. This published version carries the same revision number and the same approval as the internal original.

- Section 1 — Purpose, scope and definitions
- Section 2 — Roles and responsibilities
- Section 3 — Requirements
- Section 4 — Exceptions and how to request one
- Section 5 — Related documents and references
- Section 6 — Revision history

Related documents

- Information Security Policy v6.0 — Ingrid Halvorsen, Information Security & IT
- Employee Handbook v9.0 — Katrin Wiegand, People & Culture
- Supplier Code of Conduct v3.0 — Halil Yıldırım, Operations
- Data Processing Addendum v5.0 — Marijke Ottevanger, Finance & Legal
- Master Services Agreement v7.2 — Owen Radcliffe, Finance & Legal

Revision history

This is revision 9, issued 08 January 2026. Previous revisions are retained in the document management system and are available on request from owen.radcliffe@terravek.com.

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