

APPENDIX 6

ADMINISTRATIVE PROVISIONS

TABLE OF CONTENTS

6.1	Services in the Management Phase	3
6.2	About the Services	3
6.2.1	<i>Cloud Service maintenance</i>	3
6.2.2	<i>Change Management</i>	6
6.2.3	<i>Training in the Management phase</i>	7
6.2.4	<i>Maintenance of a Management Document</i>	8
6.2.5	<i>Reporting and follow up</i>	8
6.2.6	<i>Additional services</i>	9
6.3	Agreement change procedures and amendments	9
6.3.1	<i>The Customer's request for an amendment to the Agreement</i>	9
6.3.2	<i>The Customer's acceptance of the amendment agreement</i>	9
6.4	Documentation	9
6.5	Governance and collaboration	10
6.5.1	<i>Roles and Responsibilities in the collaboration</i>	10
6.5.2	<i>Service Management Team</i>	10
6.5.3	<i>Communication and escalation</i>	10
6.5.4	<i>Collaboration and support</i>	10
6.5.5	<i>Collaboration plan</i>	12
6.5.6	<i>Governance Structure</i>	12
6.5.7	<i>Continuous Improvement</i>	13
6.6	Privacy and Artificial Intelligence in the OneTrack Solution	14
6.6.1	<i>AI Change and Impact Assessment</i>	14
6.6.2	<i>Internal audits and compliance with GDPR and EU AI Act</i>	15
6.6.3	<i>Privacy in the OneTrack Solution</i>	15
7.	Use of subcontractors by the Supplier	15
8.	Customer's Use of Third Parties	15
9.	Audit and Compliance WITH OBLIGATIONS	15
10.	Wages and Working Conditions	16
10.1.1	<i>Documentation of pay and working conditions</i>	16
10.1.2	<i>Non-compliance</i>	16
10.2	CODE OF CONDUCT	17
11.	Organisation Authorised representative (person or role)	17

INTRODUCTION

Appendix 6 sets out the overarching principles, requirements, and governance framework for the Management phase of The Agreement.

6.1 SERVICES IN THE MANAGEMENT PHASE

The Management phase shall include the following Services, cf. the General Terms clause 2.3.1:

- Cloud Service maintenance:
 - Monitoring and Event Management
 - Incident Management
 - Problem Management
 - Backlog Governance
 - Lifecycle Management
 - Maintenance Routines
- Change management:
 - Release Governance
 - Validation and acceptance of changes
- User Support service
- Training and Enablement
- Preparation and maintenance of a Management Document with an overview of all Cloud Services (cf. the General Terms clause 2.3.2)
- Reporting and Follow-up
 - Monitoring of changes in the Cloud Services and in Standard Terms for the Cloud Services (if the Cloud Service Provider is another than the Supplier)
- Consultancy Services

6.2 ABOUT THE SERVICES

6.2.1 Cloud Service maintenance

The Supplier shall provide Cloud Service Maintenance Services to ensure the continuous availability, security, performance, and compliance of the Cloud Services. This includes all Customer-specific elements of the OneTrack Solution that are included in the scope of the Agreement, hereunder Customisations, integrations, Customer-specific software, extensions and Supplier-managed configurations. The Supplier shall ensure that these components remain compatible with changes to the solution, associated environments and third-party services throughout the Agreement Period.

6.2.1.1. Monitoring and Event Management

The Supplier shall establish, maintain and continuously improve Monitoring and Event Management for the OneTrack Solution, documented in the Management Document. The Monitoring shall support proactive identification of events, risks and deviations that may affect availability, performance, security, Service levels or operational quality.

The Monitoring and Event Management shall cover, but is not limited to:

- Availability, response times, performance and capacity utilisation
- Infrastructure, platform, application components
- Integrations with internal and external systems
- System, application, integration and security logs
- Backups, recovery capabilities and operational resilience
- Data quality and operational performance indicators

- Incident, problem, defect and recurring issue trends
- User feedback, support trends and recurring user challenges
- Security-related events and vulnerabilities
- Service level compliance
- Defects and technical improvements

Monitoring results, alerts, deviations and follow-up actions shall be made available to the Customer as part of the agreed governance structure.

6.2.1.2. Integration and API Management

During the Management phase, the Supplier shall ensure that integrations and APIs remain stable, transparent, and predictable. Changes affecting integrations shall be managed through documented processes that support continuity of service and allow the Customer sufficient time to assess and implement required adjustments.

The Supplier shall provide and maintain:

- Integration Catalogue
- API Versioning
- Backward Compatibility
- Advance Notification of Upcoming Changes
- API Deprecation and Retirement Plans

6.2.1.3. Incident management

The Supplier shall provide incident management services to ensure rapid restoration of service and continuous reduction of recurring operational issues.

As part of the incident management, the Supplier shall:

- manage incidents, in accordance with defined SLA in Appendix 5, as reported to the Customer service desk and/or by Key Users
- match each Incident against known errors and problems
- validate, categorize and verify prioritization of each Incident
- provide notification of each Incident, including Incident details, to appropriate personnel for resolution and communication purposes
- investigate and diagnose any known incidents
- resolve, recover from, and close Incidents
- communicate with Key Users and Service Management team as required
- close incidents after the incident resolution have been approved
- continue working to solve priority 1 and 2 incidents after Service Hours if the Incident is not resolved by the end of Service Hours.

A.01: The robustness and effectiveness of the Suppliers monitoring and event management and incident management services.

Type of Requirement:	The Supplier shall describe how monitoring & event management and incident management Services will be delivered to the Customer under the Agreement.
Should	The description should explain operational responsibilities, service interactions, workflows, communication processes, escalation procedures, and reporting related to the Services described in this Appendix

Supplier Response:	Description (approx. 2 A4-pages)
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6.2.1.4. Problem management

The Supplier shall provide problem management services focused on identifying and eliminating the root causes of incidents, identified trends, operational issues, recurring user challenges and technical weaknesses to improve the stability, quality and long-term sustainability of the OneTrack Solution.

As part of Problem Management, the Supplier shall:

- Detect and log problems
- Categorize and prioritize problems
- Diagnose the root cause of problems
- Resolve problems
- Identify and communicate any workarounds and temporary measures
- Follow up procedures for problem escalation, response, and notification
- Trend analysis

6.2.1.5. Backlog governance

The Supplier shall maintain and continuously update a shared backlog. The final content of the backlog shall be agreed between the Parties, but it should include improvement proposals, defects and known errors, technical debt, enhancement requests, security and compliance-related improvements and recommendations resulting from monitoring, incident analysis and trend assessments.

The Supplier shall provide recommendations regarding prioritisation of backlog items based on prioritisation criteria. The backlog shall be reviewed regularly with the Customer as part of the agreed governance structure.

Vy refers to the technical requirements in Appendix 1 – Attachment 1.

6.2.1.6. Lifecycle management

The Supplier shall provide lifecycle management services including management of technical debt, refactoring activities and upgrading compatibility assessments.

The Supplier shall maintain and annually review a technology and architecture roadmap that supports the lifecycle management services and describes expected technology evolution, lifecycle risks and major technology dependencies.

6.2.1.7. Maintenance routines

The Supplier shall perform maintenance routines necessary to ensure the continued availability, security, performance and stability of the OneTrack Solution throughout the Agreement Period.

A.02: Performance of maintenance routines.

Type of Requirement: Must	The Supplier shall describe its maintenance routines for the maintenance categories listed below: • Planned (scheduled) maintenance • Emergency maintenance (security patches, critical fixes) • Preventive maintenance (patching, upgrades, routine housekeeping) The description should include the purpose, frequency and typical activities associated with each category.
Supplier Response:	Description (approx. 1 A4-pages)

6.2.2 Change management

The Supplier shall maintain documented processes for change management.

Changes to the OneTrack Solution shall be implemented in a manner that minimises operational risk, safeguards continuity of service and ensures that users are adequately informed and prepared for any changes affecting the use of the OneTrack Solution.

The Supplier shall ensure that upgrades, patches and releases do not adversely affect Customer-specific configurations, Customisations and integrations and shall take appropriate measures to maintain compatibility throughout the Agreement Period.

The Supplier shall as a part of the change management register, assess and prioritise implementation of all changes together with the Customer.

Change requests may be initiated by either Party. All proposed changes shall be assessed through the Change Management process. As part of this assessment, the Parties shall determine whether the requested change can be implemented within the scope of the existing Agreement or whether it requires a formal Amendment to the Agreement in accordance with Chapter 6.3 in this Appendix.

Changes with functional impact shall be reviewed with the Customer before Implementation planning is finalised. Each change shall, as a minimum, include:

- Description of the change
- Purpose and expected benefits
- Impact on functionality, integrations and operational processes
- Assessment of risks and dependencies
- Assessment of architectural impact, including impacts on integrations, information models, technical debt, maintainability and future scalability
- Impact on Service levels, security and compliance requirements
- Proposed Implementation timeline
- Proposed validation and acceptance activities
- Requirements for training, communication and documentation updates

6.2.2.1. Release governance

The Supplier shall maintain a release plan covering changes, hereunder planned releases, upgrades, updates and major defect corrections.

The release plan shall include:

- Planned release dates
- Scope of releases
- Expected business impact
- Risks and dependencies
- Verification results
- Planned validation activities
- Communication and training activities

The release plan shall be reviewed with the Customer as part of the agreed governance structure.

The Supplier shall provide reasonable advance notice of planned releases and maintenance activities affecting the OneTrack Solution.

The Supplier shall give support for onboarding of new functionality and give recommendations for local adaptation and Implementation when applicable.

A.03: Approach to system upgrades

Type of Requirement: Should	Give a short description of the system upgrades to be expected in the Agreement period, the effort required from Vy for major and minor releases, including whether these upgrades will be binding for Vy, typical frequency and volume of releases and updates.
Supplier Response:	Description (approx. 2 A4-pages)

6.2.2.2. Validation and acceptance of changes

Changes to the solution shall be subject to validation and acceptance by Vy. The scope and execution of such validation activities shall be adapted to the nature and impact of the change but shall ensure that the solution continues to meet agreed requirements and quality levels. Defect classification, prioritisation and handling shall follow the same principles and severity levels as defined in the General Terms clause 2.2.12.

The validation of the changes shall be proportionate to the nature and risk of the change and may include:

- Functional testing
- Integration testing
- Performance testing
- Security testing
- Regression testing
- User acceptance testing

6.2.3 Training in the Management phase

The Supplier shall provide training services to support Vy in maintaining and developing the knowledge and skills required to use the OneTrack Solution as intended throughout the Agreement Period. The Supplier shall enable Vy's designated Key Users to deliver and maintain end-user training internally. This shall include coaching and knowledge transfer enabling Vy to adapt Supplier-provided training materials to its operational context, processes and agreed ways of working.

The Supplier shall maintain the Training Workspace delivered as a part of the Establishment, as described in Appendix 4, chapter 4.3.1.2.

A.04: Approach to Training in the Management Phase.	
Type of Requirement: Should	The description should include; • How training activities delivered during Establishment will be continued and transferred into the Management Phase to ensure continuity of competence and support • How the Supplier's approach will support Vy's need to maintain and develop user competence, e.g. onboarding of new users and adoption of new functionality, processes and ways of working, throughout the Agreement Period. • The proposed roles and responsibilities between the Supplier and Vy for maintaining training materials, supporting competence development and enabling effective use of the solution over time.
Supplier Response:	Description (approx. 4 A4-pages)

6.2.4 Maintenance of a Management Document

The Supplier shall maintain a Management Document containing an overview of all Services that are under Management with links to documentation and other information that the Customer shall have access to in accordance with the Agreement, cf. the General Terms clause 2.3.2, cf. Appendix 1 chapter 1.7.

The Management Document shall at all times reflect the current and agreed delivery of the Services. If changes are made to the Services, the Management Document should be updated within ten (10) Business days.

6.2.5 Reporting and follow up

The Supplier shall provide agreed reporting. The reporting shall as a minimum include:

- Significant incidents and recurring issues
- SLA performance and service quality trends
- Emerging risks
- Status of backlog items
- Recommended priorities for upcoming periods
- Proposed improvement initiatives and expected benefits

The Supplier shall analyse monitoring results, trends and backlog development and present relevant findings during governance meetings.

6.2.5.1. Monitoring of changes in the Cloud Services and in Standard terms for the Cloud Services

The Supplier is responsible for the continuous Monitoring of the solution to ensure its performance, reliability, and security, cf. the General Terms clause 2.3.5.1. This applies if the Supplier and the Cloud Service Provider are separate parties.

6.2.6 Additional Services

The Supplier shall provide consultancy Services related to application development. Such Services may be requested by the Customer in connection with enhancement projects or change requests, where these require design changes to an in-scope application or the introduction of new application components. Vy may also have the need for consultancy services to be ordered separately.

Vy refers to Appendix 7 regarding price models and terms for such services.

6.3 AGREEMENT CHANGE PROCEDURES AND AMENDMENTS

6.3.1 The Customer's request for an amendment to the Agreement

The Customer must prepare a written request for an amendment agreement. The request must describe the proposed change, including purpose and expected outcome.

Unless otherwise agreed in the individual case, the Supplier shall reply within 15 Business days after the receipt of the request for an amendment agreement (cf. the General Terms chapter 3).

The response shall include:

- a) Description of the scope and needed resources
- b) Impact on the existing Services and Cloud Services
- c) Estimate of cost
- d) Timeline and milestones for the change
- e) Risks and complexity of the change
- f) Where changes affect business processes, user workflows or system functionality, the Supplier shall provide appropriate change enablement activities.

6.3.2 The Customer's acceptance of the amendment agreement

If the Customer accepts the Supplier's description of the change, price and other consequences stated in the assessment, the Customer shall notify the Supplier that the Customer wishes the change to be implemented by issuing an amendment agreement.

The Supplier shall implement the change in accordance with the deadlines stated in the amendment agreement and inform the Customer when the change has been made.

6.4 DOCUMENTATION

The Supplier shall keep the delivered documentation for the Customer updated and maintained in the Management phase.

Documentation can be the following, but is not limited to:

- User documentation
- Training documentation and material
- Operational procedures
- System documentation
- Configuration documentation
- Integration documentation
- Data Conversion documentation
- Knowledge articles and support documentation

6.5 GOVERNANCE AND COLLABORATION

6.5.1 Roles and Responsibilities in the collaboration

The Customer and the Supplier shall maintain clearly defined roles and responsibilities, including decision-making authority.

6.5.2 Service Management Team

The Supplier's key personnel in managing the Agreement (see clause 5.2.1.1 of the General Terms) shall be listed and described in the table below. For each proposed resource, the Supplier shall provide a description of roles and responsibilities, and area of expertise.

The Supplier's service management team and operational organisation, including the roles and key personnel listed below, and the effort from these resources shall be included as part of the delivery of the Services under the Agreement.

Vy has suggested some predefined roles with responsibilities and areas of expertise. The Supplier can adjust these or add more key personnel if needed:

Roles	Responsibility	Area of expertise
<i>Account Manager</i>	<i>Fill in</i>	<i>CRM, Commercial etc.</i>
<i>Service Delivery Manager</i>	<i>Fill in</i>	<i>End-to-end service delivery responsible</i>
<i>Operations Manager</i>	<i>Fill in</i>	<i>Day-to-day operation, tech lead</i>
<i>Customer Success Manager</i>	<i>Fill in</i>	<i>Responsible for maximizing Customer value and ensuring long-term satisfaction and adoption of services</i>
<i>Support/Incident Manager</i>	<i>Fill in</i>	<i>Handling incidents and support request, SLA</i>
<i>Security Manager/Information Lead Manager</i>	<i>Fill in</i>	<i>Ensuring compliance with security policies, standards, risk management etc.</i>
<i>Fill in..</i>	<i>Fill in..</i>	<i>Fill in..</i>
<i>Fill in..</i>	<i>Fill in..</i>	<i>Fill in..</i>

6.5.3 Communication and escalation

Both Parties shall ensure proactive communication regarding matters that may affect scope, timelines, costs or risks. An escalation mechanism shall be used to resolve issues at the appropriate level and within reasonable time.

The Customer shall be informed about releases and be granted access to communication material.

6.5.4 Collaboration and support

The Supplier shall ensure appropriate processes, resources, and digital tools to support effective service management, communication, and collaboration between the Parties throughout the Management Phase.

6.5.4.1. Second-line support services

The Supplier shall provide second-line support services for Key Users designated by Vy. Vy will be responsible for first-line support and end-user communication.

The Supplier shall ensure access to qualified functional and technical resources with sufficient expertise to:

- Respond to functional, technical, and operational inquiries from Vy's Key Users.
- Support monitoring of the solution and assist in the handling and follow-up of incidents and service requests.
- Provide expert advice and guidance related to system functionality, configuration, reporting, and best practices.

6.5.4.2. Digital Solutions for support and collaboration

A.05: Proposed digital solutions for user support, including tools for ticket management, self-service interfaces and other communication channels.

Type of Requirement: Should	The Supplier should describe and justify the proposed digital solution for user support, including tools for ticket management, self-service interface and other communication channels. The description should demonstrate how these solutions support efficient handling of user support activities, including how enquiries are reported, registered, processed, followed up, and resolved, as well as effective interaction between users and support services. Furthermore, the Supplier shall provide reporting capabilities and describe how Vy can be enabled to request and obtain relevant reports and operational information related to the services and the solution. The Supplier shall describe the available reports, the information that can be extracted, the delivery formats, and the process for requesting and receiving such reports. Vy asks the Supplier to describe its approach to collaboration, hereunder collaboration tools and processes that will be used to support efficient interaction <i>between the Parties</i> The description should minimum address: • Collaboration tools (document repositories, project management platforms). • Communication channels and points of contact. • Escalation mechanism, hereunder how communication is handled for different severity levels and priorities, including response channels, notification methods, escalation procedures, communication frequency, and stakeholder involvement.
Supplier Response:	Description (approx. 3 A4-pages)

6.5.5 Collaboration plan

As part of the Establishment Phase, a plan for collaboration is to be developed, with reference to the General Terms clause 2.3.3.

The Collaboration plan shall support the overall objective of a controlled and efficient management of the OneTrack Solution, in line with the agreed delivery and governance principles.

In addition, either Party may request an extraordinary review of the Collaboration plan if significant changes occur, including but not limited to:

- Changes to the scope of the Services
- Changes to governance structures or organisational responsibilities
- Introduction of major new functionality or service components
- Significant operational challenges or recurring collaboration issues
- Regulatory or compliance changes
- Material changes to business priorities or operating models

Adjustments to the agreed governance structure and collaboration shall be documented in the Collaboration plan and, where relevant, reflected in the Management Document.

6.5.6 Governance Structure

The Parties shall establish a governance structure that supports effective management, continuous improvement and development of the OneTrack Solution throughout the Agreement Period.

The governance structure shall ensure regular follow-up of:

- Service performance and SLA compliance
- Operational stability and incident management
- Backlog management and prioritisation
- Changes, releases and upgrades
- User adoption and competence development
- Information security and privacy
- Risks and dependencies
- Continuous improvement and innovation
- Roadmap and future development

6.5.6.1. Meeting structure

The meeting structure and agenda outlined below represents the Customer's initial view of the governance model. Further details regarding meeting frequency, participants, roles, responsibilities, and agendas will be defined and agreed as part of the development of the Collaboration plan.

Strategic governance meeting

Purpose:

Annual meeting to ensure strategic alignment between the Parties and review the long-term development of the OneTrack Solution.

Participants

Supplier: Account Executive, Service Director, Product Director (if applicable)

Customer: Contract Owner, Service Owner, Relevant Business Representatives

Agenda

Strategic objectives and target picture, long-term roadmap (3-5 years), Industry developments and innovation opportunities, regulatory changes and compliance requirements, business value and benefits realisation, major risks and dependencies and long-term investment and development priorities

Service Governance Meeting

Purpose:

Quarterly meeting to review service performance, SLA compliance, improvements, roadmap and governance matters.

Participants

Supplier: Account Manager, Service Delivery Manager, Operations Manager

Customer: Service Owner, Contract Manager, Representative from Service Management

Agenda:

Service Performance, Backlog and Prioritisation, Change and Release Management, Training and Adoption and Continuous Improvement

Service Review and Planning Meeting

Purpose:

Monthly meeting to coordinate ongoing service management, backlog planning and upcoming activities.

Participants

Supplier: Service Delivery Manager, Customer Success Manager, Operations Manager

Customer: Service Manager, Key Users, Relevant Functional Representatives

Agenda:

Operations, backlog, releases and documentation and training

Operational Service Meeting

Purpose:

Weekly meeting to ensure efficient handling of operational matters and coordination of daily activities.

Participants:

Supplier: Technical Lead, Support Lead, Relevant Operational Resources

Customer: Service Manager, Relevant Operational Representatives

Agenda:

Service Operations, SLA Follow-up, Changes and releases and actions

6.5.7 Continuous Improvement

Vy seeks a partner committed to fostering a culture of continuous improvement throughout the Management Phase. The Parties shall work collaboratively to identify, propose, and implement improvements that enhance value, efficiency, and service quality over time.

A.06: Continuous improvement in the Management Phase

Type of Requirement:	As a part of the continuous improvement, describe:
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Should	• How the Supplier will proactively share insights, best practices, product roadmap developments, and innovation opportunities that may create value for Vy. • How Vy can influence the prioritization of enhancements, new functionality, product development process improvements, and other continuous improvement initiatives. The assessment will focus on the Supplier's approach to continuous improvement and collaboration with Vy. Innovation initiatives governed through the Innovation Initiative mechanism in Appendix 7 will not in themselves be given additional credit in the evaluation.
Supplier Response:	Description (approx. 3 A4-pages)

6.6 PRIVACY AND ARTIFICIAL INTELLIGENCE IN THE ONETRACK SOLUTION

The Customer seeks to establish a sustainable, responsible, secure, and future-oriented framework for the use of personal data and Artificial Intelligence (AI). This framework shall ensure protection of personal data, confidentiality, and respect for data subject rights, and maintain long-term compliance with applicable legislation, including the EU AI Act, GDPR, Norwegian security legislation, and other relevant regulatory requirements, while supporting stable operations and continuous improvement over time.

6.6.1 AI Change and Impact Assessment

Before the Supplier deploys any AI related change in the OneTrack Solution, the Supplier shall notify the Customer with an AI Change Impact Assessment of all proposed changes to the system. All such changes shall be subject to prior approval by the Customer before the proposed change takes effect.

Examples of AI related Change:

- Changes to AI models or algorithms
- Changes to data sources or training data sources
- Introduction of new functionality or use cases
- Changes in risk profile or regulatory context

As part of the AI Change Impact Assessment, the Supplier shall provide the following:

- A description of the proposed changes
- A risk analysis, if requested by the Customer
- An assessment of the impact on quality, processes and security
- An assessment of the impact on operational workflows and regulatory requirements (particularly relevant for planning activities)
- Testing of the changes in a designated test environment
- Information on changes to the OneTrack Solutions risk classification according to the AI Act

6.6.2 Internal audits and compliance with GDPR and EU AI Act

If the Supplier uses AI technologies as part of the OneTrack Solution, the Customer reserves the right to:

- Participate in annual GDPR and/or AI audits, cf. the General Terms clause 5.8.
- Provide consulting support and advisory input on how the Customer can fulfil applicable GDPR and/or AI related documentation and compliance requirements, including best practices for GDPR and AI governance within the railway sector
- Document compliance with the GDPR and the EU AI Act
- Provide access to relevant audit logs and decision-making documentation

A.07: Approach to AI governance for the OneTrack Solution	
Type of Requirement: Should	The Supplier shall describe its proposed approach to AI governance for the OneTrack Solution. The proposed approach should demonstrate how AI-specific risks and threats are identified, assessed, monitored and mitigated throughout the lifecycle of AI-enabled functionality, including change impact assessments, auditability mechanisms and lifecycle management processes
Supplier Response:	Description (approx. 2 A4-pages)

6.6.3 Privacy in the OneTrack Solution

The Supplier shall maintain and document privacy governance throughout the Agreement period.

6.7 USE OF SUBCONTRACTORS BY THE SUPPLIER

The Supplier's subcontractors that have been approved by the Customer shall be listed here, cf. the General Terms clause 5.4.1.

Subcontractor	Which Services does the subcontractor contribute with

6.8 CUSTOMER'S USE OF THIRD PARTIES

If the Customer finds it necessary for the performance of the work under this Agreement to cooperate with third parties, the Customer shall list these third parties here.

Third party	Scope of cooperation

7. AUDIT AND COMPLIANCE WITH OBLIGATIONS

The Customer has the right to audit and verify that the Supplier complies with its obligations in accordance with The Agreement, cf. the General Terms clause 5.8.

The audit may include, among other things, verification that the Supplier holds and maintains valid certifications and/or attestations relevant to the performance of the Agreement.

The Supplier shall ensure continuous compliance with all requirements relating to physical security, traffic safety, and associated policies, procedures, controls and documentation throughout the entire Management Phase. The Customer may, at any time during the Management Phase, audit, inspect, test, verify and validate the Supplier's compliance with such requirements. The Supplier shall provide all information, documentation and assistance reasonably required for such activities.

If the Supplier uses subcontractor as Cloud Services Provider, the Supplier shall give a description of the Information Security Management System (ISMS) for the subcontractor. The procedures for Monitoring and reviewing security at subcontractors throughout the Agreement lifecycle shall also be described. The Supplier shall ensure appropriate control and authorization of third parties and subcontractors both for critical and other deliveries.

8. WAGES AND WORKING CONDITIONS

For agreements governed by the Regulations on Pay and Working Conditions in the Public Procurement Act section 5e, the following conditions shall apply, cf. The General Terms clause 5.9.

In areas covered by regulations on generally applicable collective bargaining agreements, the Supplier shall ensure that its own and any of its subcontractors' personnel who directly contribute to fulfilling of the Supplier's obligations under this Agreement do not have poorer pay and working conditions than what follows from the regulations on generally applicable collective bargaining agreements. In areas that are not covered by the generally applicable collective bargaining agreement, the Supplier shall ensure that the same employees do not have poorer pay and working conditions than those that follow from the current nationwide collective bargaining agreement for the sector in question. This applies to work performed in Norway.

All agreements entered into by the Supplier, and which involve the performance of work that directly contributes to fulfilling of the Supplier's obligations under this Agreement, shall contain corresponding conditions.

8.1.1 Documentation of pay and working conditions

The Supplier shall, at the Customer's request, submit documentation on the pay and working conditions that are applied. Both the Customer and the Supplier may separately demand that the information be submitted to an independent third party that the Customer has commissioned to inspect whether the requirements of this provision have been complied with. The Supplier may require the third party to sign a declaration that the information will not be used for purposes other than to ensure compliance with the Supplier's obligation under this provision. This documentation obligation shall also apply to subcontractors.

More specific clarifications on the implementation of this provision can be agreed as part of this clause.

8.1.2 Non-compliance

If the Supplier does not comply with this obligation, the Customer has the right to withhold parts of the fees for the Supplier's Services, corresponding to approximately 2 x (twice) the savings for the Supplier, until it is documented that the situation has been rectified.

The Supplier's compliance with its obligations as mentioned above shall be documented in Appendix 6 by either a self-declaration or a third-party declaration stating that there is a correspondence between the current collective bargaining agreement and actual wage and working conditions for fulfilment of the Supplier's and any subcontractors' obligations.

8.2 CODE OF CONDUCT

The Supplier Code of Conduct set out in Appendix 14 forms an integral part of this Agreement and shall apply throughout the entire duration of the Agreement, including any extensions, and shall be complied with by the Supplier and its subcontractors at all times.

8.3 ORGANISATION AUTHORISED REPRESENTATIVE (PERSON OR ROLE)

The authorised representative of the Parties (person or role) is specified here, cf. the General Terms clause 2.1.2.

On the part of the Customer:

Name	Position
Kenneth Løkken Svendsen	Director Production and Traffic Security

On the part of the Supplier:

Name	Position

The Parties shall, to the extent reasonably practicable, notify each other in writing at least one (1) month in advance of any replacement of their authorised representatives.