

# **Collaboration**

## **Stichting Agro CloSer – Proagrica**

### **Statement of work**

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## 1 Management Summary

This document describes how Proagrica can assist Stichting Agro CloSer (CloSer is abbreviation of "Cloud Services") and its participants in a EDI roll-out. This is a commercial framework, not for distribution outside of Stichting Agro CloSer, its participants or Proagrica.

This document is subordinate to the terms & conditions - Proagrica SOW ts and cs v02.05.docx

Some clarification regarding the used company names:

- "F4F Europe": the legal entity Stichting Agro Closer will sign this agreement and the SLA with.
- "RBI" or "Reed Business Information": owns 100% of F4F Europe. RBI will sign the terms & conditions.
- "RELX": owns 100% of RBI.
- "Proagrica" : brandname used by agricultural division of RBI & RELX.

## 2 Scope of work

This statement describes the processes & work involved to deliver the Stichting Agro CloSer B2B EDI roll-out successfully. This roll-out will consist of:

- A program: management of the overall project:
  - o Program management provided by Proagrica
  - o Proagrica organises progress calls & meetings with Stichting Agro CloSer
- A number of projects:
  - o Project management provided by Proagrica on each individual project
  - o Integrations consultancy provided by Proagrica to branch a participant to the platform
- 18/5 support provided by Proagrica on all deployed solutions

The solution Proagrica is offering consists of the following components:

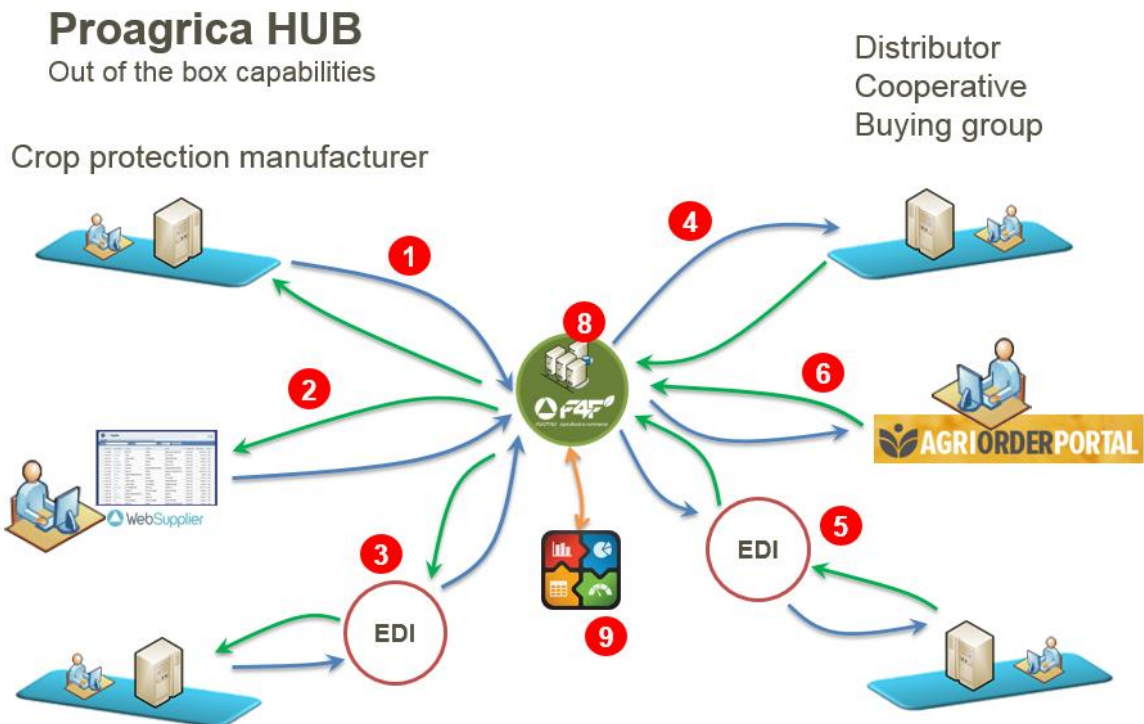
- Proagrica Hub, hosted in AWS datacenter. It's main purpose is to facilitate the exchange of data between different internal & external systems. The hub has 4 functions:
  - o Data exchange through transfer protocols or software
  - o Data transformation
  - o Data enrichment
  - o Analytics
- The Proagrica Hub is based on Cirrus technology: The Cirrus hybrid platform is a best in class integration platform as a service. First deployed in 2001, Cirrus provides a scalable solution to enterprises of all sizes and has successfully been deployed across multiple industry verticals. Cirrus has been architected from the outset to offer a centralised monitoring and control with the ability to federate deployment across the network. It has been designed from the ground up to offer 99.999% availability whether deployed on-premise or in the cloud. The Cirrus platform is based on the Interlok range of adapters and supports an industry leading number of pre-built connection and service types. Furthermore, Cirrus SE (Standard Edition) and Cirrus Enterprise provide interconnects to legacy EDI Value Added Network's (VANs). Cirrus has an elastic capacity infrastructure as a service (IAAS), focused on delivering high performance hybrid integration across diverse systems. The cloud hosted solution allows local execution of integration to be centrally monitored and managed, along with the real-time event based tracking which offers complete visibility into the data transactions. Furthermore Cirrus includes web-based solutions for smaller participants in the B2B supply chain to enable them to trade on an even footing with larger competitors. Cirrus offers a truly scalable hybrid integration platform which helps customers solve on premise and cloud integration challenges in a consistent way. It is one of the only platforms on the market that allows components to be federated across organisational boundaries while retaining security, performance and ease of monitoring.

- The Interlok Integration Framework is an event-based framework designed to enable architects to rapidly connect different applications, communications standards and data standards to deliver an integrated solution. The key design philosophy of the Interlok framework is the ability to apply the right amount of integration technology in the appropriate place using common standards. This enables solutions to be supported for their entire lifecycle, which ensure a lower total cost of ownership (TCO).
- While the nature of the transactional supply chain data exchanged over the hub can be diverse, for Agro CloSer it's restricted to supply chain data : orders, order acknowledgements, delivery notes , goods returns and invoices/credit notes.
- The supply chain data transferred over the hub is only used for the purpose of supporting the supply chain process and the tracking and tracing of products. Each participant has only access to the supply chain data they sent or received electronically with the next/previous partner in the chain. Proagrica is aware of the commercial & political sensitivity of the data.

One exception is the compiling of statistical and other information related to the performance, operation and use of the Proagrica products and licensed materials, and the use of data in aggregated and/or anonymized form for security and operations management, provided that such information and data will not identify or serve to identify the customer or any data subject. This compilation will only be used by Proagrica to optimize its security and systems/operational performance.

- The following Proagrica roles have access to these data:
  - o Support consultant (responsible for operational support)
  - o Integrations consultant (responsible for solutions setup and third line support)
  - o System administrator (responsible for datacentre)
- All other Proagrica personnel don't have access. If requested by participants, the data could be encrypted end-to-end, meaning Proagrica has no access either. This option is not compatible with the track & trace recall solution. By default, the data exchange between the participant and the Proagrica platform is encrypted (provided that the protocols allows encryption), but the data is decrypted on the Proagrica platform.
- Standard protocols like: SFTP and REST
- WebSupplier portal where manufacturers can receive their orders and reply with order response, delivery note and invoice
- WebBuyer portal where distributors can place orders and receive info back regarding the delivery and invoicing of the goods. (from min 20 distributors onwards)
- Schematron technology for automated validation of all messages based on the AgroConnect XSD and custom business rules
- Maintenance of all solutions
- Proactive support by Proagrica during business hours (see SLA)
- Optional, for paying participants and outside the scope of the agreements with Agro CloSer and outside the scope of the responsibility of Agro CloSer:
  - o Interlok Adapter for secure data exchange with Proagrica Hub + licence
  - o Direct access to support team

- Other protocols like: AS/2, X400, SAP connector, HTTPs, WebServices, ...
- Tracking tool to follow up on messages
- Document workbench to search documents (for instance on the basis of batch numbers or manufacturing date)



Each customer has to make the following decisions before starting the project:

- Will I use EDI or the portal?
- What data format do I wish to exchange? (Agro CloSer XML format, other Ag standard or internal format)
- How do I wish to exchange the data? (SFTP, REST, Proagrica Interlok Adapter, ...)

The following assumptions were made:

- All users use GTIN codes for products and delivery locations
- All users have to exchange the Agro CloSer format or a format that is compatible with this standard
- Proagrica will perform automated validation based on the Agro CloSer XSD and optional additional business rules

By default, the Proagrica will store transactional supply chain data for a maximum period of 4 weeks, after which the transactional supply chain data are removed from the hub.

To be able to give support in case of future recalls (optional, for paying participants), Proagrica shall store the following transactional supply chain data for at least 1 year: order references, delivery references, location GTIN, product GTINs, quantities, batch numbers and manufacturing date. This storage has to be requested explicitly by a participant for a period of storage to be agreed.

Individual manufacturers and distributors are required to participate in Agro CloSer before they can enter into a legal relationship with Proagrica for the tracking and tracing of products on the basis of the standard messages developed by Agro CloSer. For this purpose, Agro CloSer will undersign all agreements between Proagrica and individual manufacturers and/or distributors that are related to the tracking and tracing of products on the basis of the standard messages developed by Agro CloSer. No amendments will be made to the agreed documents (as listed under 9. 'Acceptance') without explicit consent of Agro CloSer.

Currently out of scope, but with the possibility as an extension:

- Other trading partners than manufacturer, distributor, wholesaler and logistics service provider.
- Other sectors (seeds, fertiliser, animal feed, etc.) can be added if the same assumptions as above can be guaranteed
- Other countries, in conjunction with a review of the fees for the Netherlands as well as other countries given the economy of scale that is achieved
- Connection to growers. Proagrica already provides this as a service in other countries. Some pointers regarding our current implementation:
  - o Orders are placed in the farm management software, return messages are processed there as well. No separate solution is offered towards the growers.
  - o Proagrica connects with the farm management software suppliers, not with individual growers. Growers are free to choose their farm management software.
  - o Growers never pay Proagrica for this service.



### 3 Period of performance

The period of performance starts on the date of agreement between Stichting Agro CloSer or its participant and Proagrica and will run until all participants are connected

There will be two phases:

- Pilot phase consisting of pilot projects: between Adama, Farmusol & Holland Fyto (start: as soon as possible) and between Bayer, Imperial & Agrifirm (start: Q2 2019).
  - o Message scope: order & delivery messages
  - o Environment: test environment (identical to live environment)
  - o At the end of a pilot project, an evaluation will be carried out by Agro CloSer, the project participants and Proagrica. .
- At the end of the pilot phase, Agro CloSer can decide to terminate the agreement with Proagrica – the only obligation being the payment of any open invoices by Agro CloSer or its participants. Pilot participants have the right to migrate their Agro CloSer contract to a standard Proagrica contract, provided that the Agro CloSer format can only be used with explicit consent of Agro CloSer.
- Agro CloSer will internally evaluate the functioning of the Hub and the services supplied by Proagrica and will then decide on the broad implementation of the tracking and tracing. Agro CloSer and the project participants can decide not to move forward to the project phase.
- Project phase:
  - o Once a pilot project has been successfully evaluated, the pilot solution will be deployed to the F4F live environment at the request of Agro CloSer, and the operational phase will start. From this moment onwards, F4F will start invoicing recurring charges to the deployed participant (if applicable).
  - o During the project phase, participants will be able to add additional message types and partners to the configuration.

The agreement itself will also be subject to the evaluation and changes will be made with mutual agreement between Agro CloSer and Proagrica.

## 4 Place of performance

Proagrica will perform the majority of the work at its premises.

Exceptions:

- The Proagrica Program Manager will meet face to face with Stichting Agro CloSer or its participants if deemed necessary
- If a participant asks Proagrica to install software on-site (instead of through remote access), an additional 4h of time will be charged + travel costs will be expended.
- Regarding travel costs: only pre-approved travel expenses by the participant will be reimbursed.

## 5 Work requirements

- Program: overall management
  - Monthly status calls with Stichting Agro CloSer
    - Who:
      - Stichting Agro CloSer program manager
      - Proagrica program manager
    - Topics to be discussed:
      - Status of ongoing projects
      - Project budget
      - Issues & risks + mitigation
  - 6-monthly face-to-face meeting with Stichting Agro CloSer
    - Who:
      - Stichting Agro CloSer working group
      - Proagrica program manager
      - Proagrica sales manager
    - Topics to be discussed:
      - Project overview of past 6 months
      - Billing overview & open invoices
      - Lessons learned
      - Overseeing of the delivery of the solution, ensuring that it is fit for purpose and meets the needs of commercial practice
      - Overseeing of the operation of the project and its project management processes
      - Escalation of issues & risks (if applicable)
      - Management of internal & external communication regarding the project
- Pilot:
  - Kick-off call with individual pilot participants (up to 1h)
  - Requirement's analysis of project
  - Project setup & administration
  - Mapping analysis of message formats (if applicable)
  - Mapping implementation (if applicable)
  - Configuration of the participant on the F4F Hub (if applicable)
  - Installation of an F4F adapter at Stichting Agro CloSer participant (remote installation) or configuration of another communication protocol (if applicable). This means it's the responsibility of the Stichting Agro CloSer participant to provide remote access if necessary.

- Testing on F4F test environment
- Project management
- Project:
  - Kick-off call with Stichting Agro CloSer participant (up to 1h) (not for pilot follow-up)
  - Requirement's analysis of project (not for pilot follow-up)
  - Project setup & administration
  - Mapping analysis of message formats (if applicable)
  - Mapping implementation (if applicable)
  - Configuration of the participant on the Proagrica Hub (if applicable) (not for pilot follow-up)
  - Installation of a Proagrica adapter at Stichting Agro CloSer participant (remote installation) or configuration of another communication protocol (if applicable). This means it's the responsibility of the Stichting Agro CloSer participant to provide remote access if necessary. (not for pilot follow-up)
  - Testing on Proagrica test environment
  - Go live to Proagrica live environment & hand-over to Proagrica Support Team
  - Project management

A Proagrica Project Manager can run multiple projects simultaneously.

#### Participant responsibilities:

- Participation in the management of the project in its duration
- Ensure dependencies are met
- Testing deployed functionality in participation with the Proagrica team as required
- Communication of any risk or issue to the project arising during the development period

#### Proagrica responsibilities:

- Development and delivery of the solution
- Maintenance of the key project documents:
  - Project Definition Document
  - Project Schedule
  - Change Log
  - Risk & Issue Register

- Production of appropriate documentation
- Communication of:
  - Progress against the schedule
  - Any issues requiring escalation
  - Threats to on time in full delivery against the schedule
- Pilot deliverables: between Adama, Farmusol & Holland Fyto and between Bayer, Imperial & Agrifirm
  - Solution deployed on F4F test environment. Delivered by F4F at the end of the project on the F4F technical infrastructure.
- Project deliverables:
  - Solution deployed on Proagrica live environment. Delivered by Proagrica at the end of the project on the Proagrica technical infrastructure.
  - Internal deploy document delivered by the Proagrica Project Manager to Proagrica Shared Services Team after the Stichting Agro CloSer sign-off of successful end-to-end testing. Format is Word template.
  - Internal handover document delivered by the Proagrica Project Manager to Proagrica Support Team before the deployment into production. Format is Word template or Confluence document.
- Proagrica Support Team will support all solutions activated in the Proagrica live environment

## 6 Schedule / milestones

The program will start upon signature of the new contract.

Conditions before an individual project can start:

- Stichting Agro CloSer has informed the participant about the EDI project and has collected the necessary info using the onboarding questionnaire
- The participant has completed the questionnaire and has sent it to the Proagrica Program Manager
- Both Stichting Agro CloSer and the participant have confirmed having the necessary capacity to assist delivering the project. Holidays of key people have been communicated in both directions.
- The Proagrica Program Manager has assigned a Proagrica Project Manager and has introduced the Project Manager to the participant

With these conditions met, the project will have a maximal probability for success meaning it's deployed into the Proagrica live environment and messages are correctly received at both ends. The list of conditions is based on our best practices.

If the participant can't meet the agreed schedule due to technical or resource limitations, Proagrica will reschedule (if possible) or put the project on hold until the participant is ready. Stichting Agro CloSer & Proagrica can decide jointly to stop the project completely.

Pilot schedule: between Adama, Farmusol & Holland Fyto and between Bayer, Imperial & Agrifirm

- Week 1: first contact, requirement's analysis
- Week 2-4: mappings analysis, implementation, communication protocol setup and internal (unit) testing
- Week 5-7: deployment on test environment, end-to-end testing

A typical B2B project has the following schedule:

- Week 1: first contact, requirement's analysis
- Week 2-4: mappings analysis, implementation, communication protocol setup and internal (unit) testing
- Week 5-7: deployment on test environment, end-to-end testing
- Week 8: go live and sign off

## 7 Acceptance criteria

Once the end-to-end testing of the onboarding of a participant has been deemed successful by the Stichting Agro CloSer Project Team, Stichting Agro CloSer will complete and sign a “Test acceptance” document, signalling Proagrica the solution is ready to go live. The end-to-end testing is successful if all pre-defined test scenarios were successfully tested.

Once the project has been deployed to the Proagrica live environment, the project is put in a “Warranty period” status at Proagrica. From now on, all communication regarding this project goes over the Proagrica Support Team.

From this stage onwards, Proagrica will start invoicing recurring charges.

The “Warranty period” status means that Stichting Agro CloSer and the participant can get in touch with the Project Team through the Support Team. This period is usually 3 to 4 weeks, or longer if there hasn’t been a substantial volume of live transactions. Once this period is over, the Project Team is dissolved and the project closed upon the agreement of both parties (Stichting Agro CloSer & Proagrica).

## 8 Commercials

### 8.1 How to evaluate a potential new connection

While evaluating a potential new EDI connection, the following aspects have to be taken into account:

- Cost savings:
  - Avoiding direct costs like manual rekeying of data
  - Error reduction by automatic processing of order response, delivery note and invoice (30-40% reduction on average)
  - Transaction cost reduced by on average 35%
  - Savings because of reduced error rate during rekeying
  - Increased business cycle speed (on average 60% increase)
  - Total order to cash cycle is completed on average 20% faster
- Business efficiency:
  - Personnel can do more value added work
  - Less re-work, less stock-out and less cancelled orders
  - Business critical data is exchanged in real-time
  - Average lower stock levels
- Strategic level:
  - Real-time visibility leads to faster decisions, higher responsiveness, ultimately resulting in a demand-driven business model
  - Opens up the business to international markets: EDI is an international business language
  - Promote corporate social responsibility by replacing paper based processes by electronic alternatives > € and CO2 savings
- Advantages specific to a setup with Proagrica:
  - We speak your language – we're active in the agricultural sector only. Proagrica has in depth knowledge of most Ag specific processes
  - Proagrica has been doing for almost 20 years.
  - We can help you focus on the tasks that bring more added value to your business by taking away the burden of EDI – a very knowledge specific IT project.
  - Connect once, reuse many times: get rid of those point to point style connections
  - Professional management of your projects
  - Proagrica supports all international message standards
  - Proagrica has an extensive set of tools to transform & enrich your data
  - Online application to follow up all data exchanged by Proagrica



## 8.2 Project work

### 8.2.1 Assumptions

- A participant is any company that is an identifiable start- or endpoint for electronic messages. (manufacturer, logistics provider, distributor or wholesaler)
- All participants are briefed on beforehand about the traceability requirements.
- Proagrica has all the necessary contacts.
- The participant is using GTIN14 codes for products and GTIN14 codes for partners & locations --> no requirement for code lookup table (but can be provided upon request).
- The participant has the capacity to provide & process test data.

### 8.2.2 One time project price participant

#### 8.2.2.1 Stichting Agro CloSer

Schematron (automated validation), per message type – 4 messages are planned: order, order acknowledgement, delivery note, invoice	€ 2.000	one-off
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#### 8.2.2.2 Manufacturer

EDI order & desadv, Stichting Agro CloSer format *	€ 2.925	one-off
EDI order & desadv, other format *	€ 5.925	one-off
EDI per additional message type, Stichting Agro CloSer format	€ 750	one-off
EDI per additional message type, other format	€ 2.925	one-off
WebSupplier portal	€ 2.925	one-off

#### 8.2.2.3 Distributor

EDI order & desadv, Stichting Agro CloSer format *	€ 2.925	one-off
EDI order & desadv, other format *	€ 5.925	one-off
EDI per additional message type, Stichting Agro CloSer format	€ 750	one-off
EDI per additional message type, other format	€ 2.925	one-off
WebBuyer portal (minimum of 20 participants)	€ 2.925	one-off

#### 8.2.2.4 LSP

EDI order & desadv, Stichting Agro CloSer format *	€ 2.925	one-off
EDI order & desadv, other format *	€ 5.925	one-off

EDI per additional message type, Stichting Agro CloSer format	€ 750	one-off
EDI per additional message type, other format	€ 2.925	one-off

### 8.2.3 Resource daily rate

The hourly rate of a Proagrica resource (any profile) is:

- € 125

Only applicable for project or support efforts outside of the agreed scope.

The customer will have to approve on beforehand if a request will lead to an invoice outside the scope of this document. This charge will be announced through a quote (sales process) or support ticket (support process).

### 8.2.4 Billing schedule & timing

All project work will be billed for the fixed price in 2 milestones: 50% up-front at the agreement of the individual project, 50% at go live. If the test phase takes longer as 3 months because of reasons outside Proagrica's influence, Proagrica will invoice 30% of the total after these 3 months and the remaining 20% at go live.

Proagrica invoices the project work on a milestones basis.

## 8.3 Recurring charges

### 8.3.1 Fixed price / month

#### 8.3.1.1 Stichting Agro CloSer

No recurring charges

#### 8.3.1.2 Manufacturer

##### Test phase

Fully functional test environment	€ 0	per month
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##### Live phase (unlimited number of partners)

Live environment light (WebSupplier)	€ 50	per month
Live environment medium	€ 100	per month
Live environment heavy (> 1000 messages / month)	€ 200	per month
Live environment enterprise (> 2500 messages / month)	€ 500	per month

Recurring costs include:	<ul style="list-style-type: none"> <li>- hosting of solution</li> <li>- maintenance of solution</li> <li>- licences (in case of Proagrica Interlok adapter)</li> <li>- proactive support by Proagrica 18h/5d</li> <li>- direct access to support team</li> <li>- access to Proagrica tracking tool to follow up EDI messages</li> <li>- available protocols: sFTP, REST, AS/2, X400 or Proagrica Interlok adapter</li> </ul>
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#### 8.3.1.3 Distributor

**Live phase** (unlimited number of partners)

Live environment (EDI)	€ 0	per month
Live environment light (WebBuyer)	€ 50	per month

Recurring costs include:	<ul style="list-style-type: none"> <li>- hosting of solution</li> <li>- maintenance of solution</li> <li>- proactive support by Proagrica 18h/5d</li> <li>- available protocols: sFTP, REST</li> </ul>
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\* Per connection there has to be a paying participant. If the distributor is not only exchanging with a manufacturer, but also with others distributors or LSPs, one of the participants has to pay recurring fees, similar to the manufacturer. (See 8.3.1.2)

\*\* The same rule is applicable if the distributor wants a Proagrica Interlok adapter licence, an AS/2 or X400 connection, test environment access, direct access to the support team and/or access to the Proagrica tracking tool to follow up EDI messages. Paying distributors get the same services as manufacturers.

#### 8.3.1.4 LSP

**Live phase** (unlimited number of partners)

Live environment	€ 0	per month
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Recurring costs include:	<ul style="list-style-type: none"> <li>- hosting of solution</li> <li>- maintenance of solution</li> <li>- proactive support by Proagrica 18h/5d</li> <li>- available protocols: sFTP, REST</li> </ul>
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\* Per connection there has to be a paying participant. If the LSP is not only exchanging with the manufacturer, but also with distributors, one of these participants has to pay recurring fees, similar to the manufacturer. (See 8.3.1.2)

\*\* The same rule is applicable if the LSP wants a Proagrica Interlok adapter licence, an AS/2 or X400 connection, test environment access, direct access to the support team and/or access to the Proagrica tracking tool to follow up EDI messages. Paying LSPs get the same services as manufacturers.

### **8.3.2 Billing timing**

Proagrica invoices the recurring charges on a monthly basis.

For a WebSupplier or WebBuyer participant, Proagrica invoices twice a year, at the start of each period.

## **8.4 Project termination**

An individual project can be terminated by the Participant or by Stichting Agro Closer at any point during the project under the following conditions:

- Termination before start of work: payment of milestone 1.
- Termination after work has started: payment of milestones 1 & 2.
- Termination after testing has started: payment of all milestones.

A terminated project can be restarted at a later stage, provided that the Participant pays a surcharge of 30% of the project value.

## **8.5 Agreement termination**

This agreement can be terminated by Stichting Agro CloSer, the Participant or Supplier under the following conditions:

- 12 months' notice in writing after 24 months since the first project went live.

## **8.6 Indexation & review**

All fees are subject to indexation following the Dutch CPI. Fees will be reviewed on a 3-yearly basis and can be updated on the first of January of the year of review. Any price change for the community has to be reported to and approved by Stichting Agro CloSer.

When Agro Closer starts the project in a new country, there is a window to renegotiate the pricing.

## 8.7 Escrow

Once the project phase is in production, Proagrica will start adding the sources of its software into Escrow. For this, Proagrica works with NCC (<https://www.nccgroup.trust/nl/>)

This way, Stichting Agro Closer will have access to the developed programs if Proagrica would ever cease to exist.

There is a cost for this, to be paid by Stichting Agro Closer:

- Setup fee: 849€
- Yearly fee: 566€

## 9 Acceptance

This signature confirms both parties agree with:

- This document
- The SLA document "F4F\_DEFAULT\_SLA\_UNLOCKED.pdf"
- The terms & conditions "F4F Europe SOW ts and cs.pdf"
- The Data Processing Agreement "RBI AVG ADDENDUM GEGEVENSVERWERKING"

All clauses, terms and conditions are also applicable on any participant signing up.

Approved by F4F Europe:

Name:

Date:

Signature:

Approved by Agro CloSer participant:

Name:

Date:

Signature:

Approved by Stichting Agro CloSer:

Name:

Date:

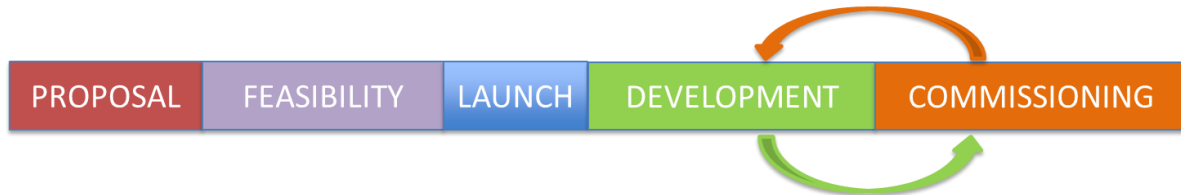
Signature:

## 10 Glossary

Program	The program is the overall project to on-board the Stichting Agro CloSer participants.
Project	A project is all the work (both technical and project management) to connect a Stichting Agro CloSer participant to Proagrica hub and enable the exchange of all messages in scope: order, order response, delivery note and invoice. A project has a clearly defined start and end date. Once the setup phase is over, the solution is deployed to the Proagrica live environment where it is monitored closely until Stichting Agro CloSer signs off the deployed solution. At this stage, the project ends and the operational phase of the project starts.
EDI-services	All backend to backend (semi or full) automatic communication using an electronic data format between Stichting Agro CloSer and their participants.
Non-EDI services	All communication between Stichting Agro CloSer and their participants using interactive applications. (portals, mobile apps)
Transaction	A transaction is any message exchanged between Stichting Agro CloSer participants. A transaction can contain one or more messages.
Message	A message represents a business document. Messages defined in this project: (purchase) order to Stichting Agro CloSer, order response from Stichting Agro CloSer, delivery note from Stichting Agro CloSer, invoice from Stichting Agro CloSer
Participant	Participant of Stichting Agro CloSer. Companies can only connect to the hub at the request of Agro CloSer. Agro CloSer should first have a legal relation with the manufacturers and distributors before they can use the hub for tracking and tracing.
Stichting Agro CloSer format	XML standard developed by AgroConnect for Stichting Agro CloSer
Other format	Any other electronic format used for machine to machine data exchange. F: XML, EDI, ASCII, CSV
Data	<ul style="list-style-type: none"> <li>- Your company name, address, email, phone and contact details</li> <li>- The transactional data exchanged over the Proagrica hub</li> </ul>

## 11 Appendix 1: Project Lifecycle

### 11.1 Process



#### 11.1.1 Proposal

At this phase, Proagrica has produced a document that captures your company's high level requirements based on the input from the Onboarding questionnaire. We insert estimated costs based on the project scope.

#### 11.1.2 Feasibility

Based on discussions with you, we will produce a revised Project Definition Document that will clarify what is in and out of scope, cost of development and timescale. For the setup with Stichting Agro CloSer, this cost will be covered by Stichting Agro CloSer.

#### 11.1.3 Development

Integration activity.

#### 11.1.4 Commissioning

The main objective of this phase is to execute the safe and orderly handover of the system to yourselves and the Proagrica Support Team. It comprises of User Acceptance Testing (performed by yourselves) and migration of the system to the live platform.

### 11.2 Change Management Process

Proagrica will maintain a change log, it will be used to log and track change requests throughout the life of the project, these may be changes in scope, deliverables, design, or other changes all of which need effective management to ensure all parties are aware of the effect on the project. For each request Proagrica will produce a change request form that will clearly identify the changes required, the reasons for doing the change, implication on time and cost if applicable. Stichting Agro CloSer, Proagrica and you will decide who will cover these costs.



### **11.3 Risk and Issue Management Process**

Proagrica will maintain a risk and issue register, it enables us to track issues and address problems if they arise. It will clearly identifies the source, probability, impact, mitigation measures and the person(s) responsible for reducing the risk if applicable.

## **12 Appendix 2: Service Level Agreement**

See document "20181026 Proagrica SLA v01.17.docx"

## **13 Terms & conditions**

See document "20190104 Proagrica Terms Conditions v02.05.docx"