

TERMS & CONDITIONS

1. Acceptance of Terms.

1.1 Randstad Solutions Limited t/a Randstad RiseSmart, and its affiliates (collectively, "RiseSmart") provides its Service (as defined below) to you through web sites under the control of RiseSmart (including, without limitation, the site located at <http://www.randstadrisemart.co.uk>) (collectively, the "Site"), subject to these Terms of Service (these "TOS"). By accepting these TOS or by accessing or using the Service or Site, you acknowledge that you have read, understood, and agree to be bound by these TOS. If you do not agree with these TOS, you must not accept these TOS and may not use the Service.

1.2 RiseSmart may change these TOS from time to time without prior notice. The revised terms and conditions will become effective upon posting and if you use the Service after that date, your use will constitute acceptance of the revised terms and conditions. If any change to these TOS is not acceptable to you, your only remedy is to stop accessing and using the Service.

2. Description of Service.

The "Service" includes (a) the Site, (b) RiseSmart's outplacement and career management services, and other related services (including file management and analytics services), and related technologies and applications (including, without limitation, applications and services accessed through any mobile or other interface that allows you to access such applications and services)), and (c) all software (including the Software, as defined below), materials, portals, recommendations, job leads, data, reports, text, images, sounds, video, analytics and other content made available through any of the foregoing (collectively, "Content"). Any new features added to or augmenting the Service are also subject to these TOS.

3. General Conditions/Access and Use of the Service.

3.1 Subject to the terms and conditions of these TOS, you may access and use the Service only for lawful purposes. All rights, title and interest in and to the Service and its components will remain with and belong exclusively to RiseSmart. You shall not (and shall not allow any third party to) (a) copy, reproduce, modify, delete, distribute, download, store, transmit, publish, create a derivative work of, reverse engineer, reverse assemble or otherwise attempt, directly or indirectly, to discover any source code of, sell, sublicense, resell, rent, lease, transfer, assign, or time share the Service or otherwise commercially exploit or make the Service available to any third party; (b) use the Service in any unlawful manner (including without limitation in violation of any data, privacy or export control laws) or in any manner that interferes with or disrupts the integrity or performance of the Service or its components, (c) modify, adapt or hack the Service to, or otherwise attempt to gain unauthorised access to the Service or its related systems or networks; or (d) use any Content on other web sites or any media (e.g., a networking environment). You shall comply with any codes of conduct, policies or other notices RiseSmart provides you or publishes in connection with the Service, and you shall promptly notify RiseSmart if you learn of a security breach related to the Service. In addition, when using certain services, you will be subject to any additional terms applicable to such services that may be posted on the Service from time to time, including, without limitation, RiseSmart's Privacy Policy/Statement.

3.2 Any software that may be made available by RiseSmart in connection with the Service ("Software") contains proprietary and confidential information that is protected by applicable intellectual property and other laws. Subject to the terms and conditions of these TOS, RiseSmart hereby grants you a personal, non-transferable, non-sublicensable and non-exclusive right and license to use the object code of any Software on a single device solely in connection with the Service. You agree not to access the Service by any means other than through the interface that is provided by RiseSmart for use in accessing the Service. Any rights not expressly granted herein are reserved and no license or right to use any trademark of RiseSmart or any third party is granted to you in connection with the Service.

3.3 You are solely responsible for all data, information, feedback, suggestions, text, content and other materials that you upload, post, deliver, provide or otherwise transmit or store (hereafter "transmit(ing)") in connection with or relating to the Service ("Your Content"). You hereby represent and warrant that Your Content transmitted by you with respect to the Service (a) is accurate, true, legal, decent, honest and complete (including, without limitation, with respect to your curriculum vitae, biographical data and employment information, if you are using the Service as a job seeker or career development seeker), and (b) is free of bugs, worms or viruses. You agree that RiseSmart may remove Your Content from the Service if it deems that you are in breach of the foregoing sentence or

pursuant to other terms of this TOS. You are responsible for maintaining the confidentiality of your login, password and account and for all activities that occur under your login or account. RiseSmart reserves the right to access your account in order to respond to your requests for technical support. By transmitting Your Content on or through the Service, you hereby do and shall grant RiseSmart a worldwide, non-exclusive, perpetual, irrevocable, royalty-free, fully paid, sublicensable and transferable license to use, modify, reproduce, distribute, display, publish and perform Your Content in connection with the Service. RiseSmart has the right, but not the obligation, to screen or monitor the Service, Content, or Your Content. You further agree that RiseSmart may remove or disable any Content at any time for any reason (including, but not limited to, upon receipt of claims or allegations from third parties or authorities relating to such Content), or for no reason at all.

3.4 You understand that the operation of the Service, including Your Content, may be unencrypted and involve (a) transmissions over various networks, (b) changes to conform and adapt to technical requirements of connecting networks or devices, (c) transmission to RiseSmart's third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to operate and maintain the Service, and (d) transmission to other third parties in connection with the provision to you of the Service. Accordingly, you acknowledge that you bear sole responsibility for adequate security, protection and backup of Your Content. RiseSmart will have no liability to you for any unauthorized access or use of any of Your Content, or any corruption, deletion, destruction or loss of any of Your Content.

3.5 If you are a job seeker or a career development seeker, you further agree to use your own judgment, caution, and common sense in managing job opportunities and other information offered by or obtained through the Service and that you bear the sole risk of any reliance or use of any Content (including any job leads or career advice or recommendations) provided through the Service.

3.6 The failure of RiseSmart to exercise or enforce any right or provision of these TOS shall not be a waiver of that right. You acknowledge that these TOS are a contract between you and RiseSmart, even though they are electronic and not physically signed by you and RiseSmart, and they govern your use of the Service and takes the place of any prior similar agreements between you and RiseSmart.

3.7 You acknowledge that a company client of RiseSmart may engage RiseSmart to assist (a) the company client's current and/or former employees, who have been or will be released from the employment of such company client, in their search for employment through the Service ("Outplacement Assistance") or (b) the company client's current employees with career development through the Service ("Career Development Assistance"), ((a) and (b) collectively, "Company Client Engagements"). If you are using the Service pursuant to a Company Client Engagement for Outplacement Assistance, RiseSmart may make available to the company client progress reports and other information that identify you and indicate the status of your use of the Service, the scope of your use of the Service, your milestone progress and status in job search, your customer satisfaction or other feedback relating to the Service, in each case individually or in an aggregated manner. If you are using the Service pursuant to a Company Client Engagement for Career Development Assistance, RiseSmart may make available to the company client progress reports and other information that identify you and indicate the status of your use of the Service, the scope of your use of the Service, your milestone progress and status in job search or career development, your customer satisfaction or other feedback relating to the Service, in each case in an aggregated manner. Please see RiseSmart's Privacy Policy for more information regarding RiseSmart's collection, use and sharing of information provided by you and company clients in connection with Company Client Engagements.

3.8 If you are using the Service pursuant to a Company Client Engagement, you acknowledge that the Service made available to you will in no event exceed the scope, duration or other limits of the Company Client Engagement pursuant to which you are granted access to the Service.

3.9 You agree that RiseSmart (a) may establish general practices and limits concerning use of the Service, including without limitation the maximum period of time that Content or any of Your Content will be retained by the Service and the maximum storage space that will be allotted on your behalf, (b) RiseSmart has no responsibility or liability for the deletion or failure to store any Content or any of Your Content maintained by or uploaded to the Service, and (c) may preserve Content and any of Your Content and may also disclose Content and Your Content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (i) comply with legal process, applicable laws or government requests; (ii) enforce these TOS; (iii) respond to claims that any Content or any of Your Content violates the rights of third parties; or (iv) protect the rights, property, or personal safety of RiseSmart, its users and the public. You further agree that RiseSmart may remove or disable any Content or any of Your Content at any

time for any reason (including, but not limited to, upon receipt of claims or allegations from third parties or authorities relating to such Content or Your Content), or for no reason at all.

4. Payment.

4.1 Client Paid Participants: In the event you are using the Service pursuant to a Company Client Engagement, such company client will be charged for the specific Service package they have authorised RiseSmart to provide to you (i.e., you will not be charged for the specific Service package they have authorized RiseSmart to provide to you.)

4.2 Direct Consumers: In the event Section 4.1 immediately above does not apply to your use of the Service (i.e. you have chosen to purchase RiseSmart services yourself), you will be required to select a payment plan and provide RiseSmart information regarding your credit card or other payment instrument. You represent and warrant to RiseSmart that such information is true and that you are authorised to use the payment instrument. You will promptly update your account information with any changes (for example, a change in your billing address or credit card expiration date) that may occur. You agree to pay RiseSmart the amount that is specified in the payment plan in accordance with the terms of such plan and these TOS. You hereby authorise RiseSmart to bill your payment instrument in advance on a periodic basis in accordance with the terms of the applicable payment plan until you terminate your account, and you further agree to pay any charges so incurred. If you dispute any charges you must let RiseSmart know within sixty (60) days after the date that RiseSmart invoices you. RiseSmart reserves the right to change RiseSmart's prices at any time. If RiseSmart does change its prices, RiseSmart will provide notice of the change on the Site or in an email to you, at RiseSmart's option, at least 30 days before the change is to take effect. Your continued use of the Service after the price change becomes effective constitutes your agreement to pay the changed amount.

5. Representations and Warranties.

In connection with your use, you agree NOT to: violate any applicable laws and legislation of any jurisdiction, including, but not limited to, local export laws and regulations, anti-discrimination, or equal opportunity employment laws; infringe any intellectual property and privacy rights, including, but not limited to, patent, copyright, trademark, or trade secrets, of any third party; upload, post, transmit, or store any material that is unlawful, offensive, defamatory, fraudulent, deceptive, misleading, harmful, threatening, harassing, obscene, or objectionable; breaches any of your contractual or confidentiality obligations; disrupts or interferes with the normal operations of the Service, such as posting or transmitting viruses, worms, scripts, macros or harmful code of any kind, continuous posting of repetitive materials, or posting abnormally large quantities of data; or which is not permitted by RiseSmart, including, but not limited to, any unauthorized advertising materials, unsolicited promotional materials, "junk mail," "spam mail," "chain letters," pyramid schemes, franchises, distributorship, club membership, sales arrangement, or otherwise unacceptable materials; violate others' privacy rights or personal rights by abusing the Service, including, but not limited to, harassing or "stalking" another person, sending unsolicited e-mails, and collecting other's personal information; breach or attempt to breach any security measures of the Service; use any device, process, or mechanism to monitor, retrieve, search, or access, e.g., spider or robot, the Service without RiseSmart's prior written consent; access or attempt to access any account or login of any third party listed on the Service; or post or submit any inaccurate, false, or incomplete information, such as your curriculum vitae, biographical data, or employment information; impersonate any person or entity; forge any header information in any electronic posting or mail; or misrepresent yourself, your affiliation with any third party, or your entity.

6. Termination.

You have the right to terminate your account at any time in accordance with the procedures set out on the Site or provided to you separately, where applicable. If you are using the Service pursuant to a Company Client Engagement, you acknowledge that your access to such Service will expire upon the expiration or termination of the Company Client Engagement. RiseSmart reserves the right to (i) modify or discontinue, temporarily or permanently, the Service (or any part thereof) and (ii) refuse any and all current and future use of the Service, suspend or terminate your account (any part thereof) or use of the Service and remove and discard any of Your Content in the Service, for any reason, including if RiseSmart believes that you have violated these TOS. RiseSmart shall not be liable to you or any third party for any modification, suspension or discontinuation of the Service. RiseSmart will use good faith efforts to contact you to warn you prior to suspension or termination of your account by RiseSmart. All of Your Content on the Service (if any) may be permanently deleted by RiseSmart upon any termination of your account in its sole discretion. If RiseSmart terminates your account without cause and you have signed up for a fee-bearing service if applicable (exclusive of a Company Client Engagement), RiseSmart will refund the pro-rated, unearned portion of any amount that you have prepaid to RiseSmart for such Service. However, all

accrued rights to payment (if applicable) and the terms of Section 4-12 shall survive termination of these TOS.

7. DISCLAIMERS.

The Service, including the site, content (including, without limitation, job and career development leads, recommendations and analytics) and all server and network components are provided on an “as is” and “as available” basis without any warranties of any kind.

To the extent permitted by law, RiseSmart expressly disclaims any and all warranties, whether express or implied, including, but not limited to, the implied warranties of merchantability, title, fitness for a particular purpose, and non-infringement.

You acknowledge that RiseSmart does not warrant that the Service will be uninterrupted, timely, secure, error-free or virus-free and no information, advice or services obtained by you from RiseSmart or through the Service shall create any warranty not expressly stated in these TOS.

Without limiting the generality of the foregoing, if you are a job seeker or career development seeker, (a) you acknowledge and agree that job leads that RiseSmart may post to your account are received from third parties with no vetting whatsoever and (b) RiseSmart does not warrant or guarantee that any job leads or other information will be accurate or legitimate, you will successfully obtain employment or career development through the use of the Service, or that any employment or career development you find through the use of the Service will fit your needs or be appropriate for you.

Under no circumstances will RiseSmart be liable in any way for any content or materials of any third parties (including users), including, but not limited to, for any errors or omissions in any content, or for any loss or damage of any kind incurred as a result of the use of any such content. You acknowledge that RiseSmart does not pre-screen content, but that RiseSmart and its designees will have the right (but not the obligation) in their sole discretion to refuse or remove any content that is available via the Service. You agree that you must evaluate, and bear all risks associated with, the use of any content, including any reliance on the accuracy, completeness, or usefulness of such content.

8. LIMITATION OF LIABILITY.

Under no circumstances shall RiseSmart be liable for any indirect or consequential losses, expenses, damages, delays, costs or compensation which may be suffered or incurred by you arising from or in any way connected with the Services.

RiseSmart’s total liability under this TOS for any loss, expense, damage, delay, costs or compensation however caused to you shall in no event be greater than the fees paid directly by you in the 6 months preceding the event giving rise to your claim or if no fees were paid then RM 500.

9. Indemnification.

You shall defend, indemnify, and hold harmless RiseSmart from and against any claims, actions or demands, including without limitation reasonable legal and accounting fees, arising or resulting from your breach of these TOS, any of Your Content, or your other access, contribution to, use or misuse of the Service. RiseSmart shall provide notice to you of any such claim, suit or demand. RiseSmart reserves the right to assume the exclusive defence and control of any matter which is subject to indemnification under this section. In such case, you agree to cooperate with any reasonable requests assisting RiseSmart’s defense of such matter. Notwithstanding the foregoing, you will have no obligation to indemnify, defend or hold harmless any RiseSmart from or against any claims, actions or demands to the extent resulting from any action or inaction of RiseSmart.

10. Assignment.

You may not assign these TOS without the prior written consent of RiseSmart, but RiseSmart may assign or transfer these TOS, in whole or in part, without restriction.

11. Governing Law.

These TOS shall be governed by the laws of Malaysia. Unless otherwise elected by RiseSmart in a particular instance, you hereby expressly agree to submit to the exclusive personal jurisdiction of the courts of Malaysia for the purpose of resolving any dispute relating to your access to or use of the Service.

12. Apple-Enabled Software Applications.

RiseSmart offers Software applications that are intended to be operated in connection with products made commercially available by Apple Inc. ("Apple"), among other platforms. With respect to Software that is made available for your use in connection with an Apple-branded product (such Software, "Apple-Enabled Software"), in addition to the other terms and conditions set forth in these TOS, the following terms and conditions apply:

- RiseSmart and you acknowledge that these TOS are concluded between RiseSmart and you only, and not with Apple, and that as between RiseSmart and Apple, RiseSmart, not Apple, is solely responsible for the Apple-Enabled Software and the content thereof.
- You may not use the Apple-Enabled Software in any manner that is in violation of or inconsistent with the Usage Rules set forth for Apple-Enabled Software in, or otherwise be in conflict with, the App Store Terms of Service.
- Your license to use the Apple-Enabled Software is limited to a non-transferable license to use the Apple-Enabled Software on an iOS Product that you own or control, as permitted by the Usage Rules set forth in the App Store Terms of Service.
- Apple has no obligation whatsoever to provide any maintenance or support services with respect to the Apple-Enabled Software.
- Apple is not responsible for any product warranties, whether express or implied by law. In the event of any failure of the Apple-Enabled Software to conform to any applicable warranty, you may notify Apple, and Apple will refund the purchase price for the Apple-Enabled Software to you, if any; and, to the maximum extent permitted by applicable law, Apple will have no other warranty obligation whatsoever with respect to the Apple-Enabled Software, or any other claims, losses, liabilities, damages, costs or expenses attributable to any failure to conform to any warranty, which will be RiseSmart's sole responsibility, to the extent it cannot be disclaimed under applicable law.
- RiseSmart and you acknowledge that RiseSmart, not Apple, is responsible for addressing any claims of you or any third party relating to the Apple-Enabled Software or your possession and/or use of that Apple-Enabled Software, including, but not limited to: (i) product liability claims; (ii) any claim that the Apple-Enabled Software fails to conform to any applicable legal or regulatory requirement; and (iii) claims arising under consumer protection or similar legislation.
- In the event of any third party claim that the Apple-Enabled Software or the end-user's possession and use of that Apple-Enabled Software infringes that third party's intellectual property rights, as between RiseSmart and Apple, RiseSmart, not Apple, will be solely responsible for the investigation, defense, settlement and discharge of any such intellectual property infringement claim.
- You represent and warrant that (i) you are not located in a country that is subject to a U.S. Government embargo, or that has been designated by the U.S. Government as a "terrorist supporting" country; and (ii) you are not listed on any U.S. Government list of prohibited or restricted parties.
- If you have any questions, complaints or claims with respect to the Apple-Enabled Software, they should be directed to RiseSmart as follows (insert email address):

RiseSmart and you acknowledge and agree that Apple, and Apple's subsidiaries, are third party beneficiaries of these TOS with respect to the Apple-Enabled Software, and that, upon your acceptance of the terms and conditions of these TOS, Apple will have the right (and will be deemed to have accepted the right) to enforce these TOS against you with respect to the Apple-Enabled Software as a third party beneficiary thereof.

14. Links to Other Sites.

The Service may contain links to third party web sites. These links are provided solely as a convenience to you and not as an endorsement by RiseSmart of the contents on such third-party web sites. RiseSmart is not responsible for the content of linked third-party sites and does not make any representations regarding the content or accuracy of materials on such third party websites. If you decide to access linked third-party web sites, you do so at your own risk.

15. Mobile Devices.

If you use the Service through a mobile device, you agree that information about your use of the Service through your mobile device and carrier may be communicated to RiseSmart, including but not limited to your mobile carrier, your mobile device, or your physical location. In addition, use of the Service through a mobile device may cause data to be displayed on and through your mobile device. By accessing the Service using a mobile device, you represent that to the extent you import any of your RiseSmart data to your mobile device that you have authority to share the transferred data with your mobile carrier or other access provider. In the event you change or deactivate your mobile device/account, you must ensure that your account (and any related messages (as applicable)), are not accessed by another party (or sent to another party) and failure to do so is your responsibility. You acknowledge you are responsible for all charges and necessary permissions related to accessing the Service through your mobile device and provider. Therefore, you should check with your provider to find out the terms for these services for your specific mobile device. By using any downloadable application to enable your use of the Service, you are explicitly confirming your acceptance of the terms of the End User License Agreement associated with the application provided at download or installation, or as may be updated from time to time.