PROFESSIONAL SERVICES AGREEMENT

This Professional Services Agreement ("Agreement") is effective as of the Effective Date of the relevant SOW and is entered into by and between SAP and Licensee.

RECITALS

WHEREAS, Licensee licensed from SAP (or an SAP AG Affiliate, or an authorized reseller of the SAP Software), the right to use SAP Software pursuant to a License Agreement. For purposes of this Agreement, Licensee may alternately mean a legal entity that has a right under such License Agreement to use the SAP Software as an Affiliate or Subsidiary.

WHEREAS, SAP provides certain Services in France which Licensee desires to obtain on the basis of certain Statements of Work executed by the parties which reference and incorporate this Agreement (each a "SOW"). The SOWs more fully describe the scope, duration, and fees for the Services.

NOW, THEREFORE, in consideration of the mutual promises and obligations in this Agreement, the sufficiency of which is hereby acknowledged, the parties, intending to be legally bound, agree as follows:

1. Definitions

1.1. "Confidential Information" means, with respect to SAP, all information which SAP protects against unrestricted disclosure to others, including but not limited to: (a) the SAP Software, documentation, Work Product and other SAP materials, including without limitation the following information regarding the SAP software: (i) computer software (object and source codes), programming techniques and programming concepts, methods of processing, system designs embodied in the software; (ii) benchmark results, manuals, program listings, data structures, flow charts, logic diagrams, functional specifications, file formats; and (iii) discoveries, inventions, concepts, designs, flow charts, documentation, product specifications, application program interface specifications, techniques and processes relating to the software; (b) the research and development or investigations of SAP; (c) product offerings, content partners, product pricing, product availability, technical drawings, algorithms, processes, ideas, techniques, formulas, data, schematics, trade secrets, know-how, improvements, marketing plans, forecasts and strategies; and (d) any information about or concerning any third party (which information was provided to SAP subject to an applicable confidentiality obligation to such third party). With respect to Licensee, "Confidential Information" means all information which Licensee protects against unrestricted disclosure to others and which (i) if in tangible form, Licensee clearly identifies as confidential or proprietary at the time of disclosure; and (ii) if in intangible form (including disclosure made orally or visually), Licensee identifies as confidential at the time of disclosure, summarizes the Confidential Information in writing, and delivers such summary within thirty (30) calendar days of any such disclosure.

1.2. "Consultants" means employees and third party contractors which SAP utilizes to provide Services to Licensee.

1.3. "Deliverables" mean such Work Products, if applicable, which are specific outputs that SAP provides to Licensee, provided such output must be clearly and expressly labeled as a "Deliverable" in the applicable SOW.

1.4. "Intellectual Property Rights" means patents of any type, design rights, utility models or other similar invention rights, copyrights, mask work rights, trade secret, know-how or confidentiality rights, trademarks, trade names and service marks and any other intangible property rights, including applications and registrations for any of the foregoing, in any country, arising under statutory or common law or by contract and whether or not perfected, now existing or hereafter filed, issued, or acquired.

1.5. "License Agreement" means the agreement between SAP (or an SAP AG Affiliate, or an authorized reseller of the SAP software) under which Licensee procured the license rights to use SAP software.

1.6. "SAP Software" means (i) any and all software products licensed to Licensee under the License Agreement as specified in Software Order Forms (or other order forms, schedules or appendices as applicable) thereto; (ii) any new releases thereof made available through unrestricted shipment pursuant to the respective support agreement and (iii) any complete or partial copies of any of the foregoing.

1.7. "Services" means professional services, provided by SAP to Licensee under a SOW that references this Agreement.

1.8. "Taxes" means all applicable taxes.

1.9. "Work Product" means any work product or tangible results produced by or with SAP pursuant to the SOW, including, but not limited to, works created for or in cooperation with Licensee.

2. Provision of Services.

2.1. SAP will provide the Services in accordance with the SOW.

2.2. SAP may utilize third party contractors to perform SAP's duties. SAP shall be responsible for the performance of the Services of such third party contractors to the same extent as SAP is liable for its own Consultants.

2.3. If any Service, in whole or in part, cannot be provided by SAP due to a Licensee issue and Licensee fails to provide SAP with reasonable advance notice, the time agreed to be spent by SAP resources on such Service will be billed to Licensee.

2.4. Notwithstanding the foregoing, any services and work products provided by SAP to Licensee prior to the execution of this Agreement or a specific SOW or a Change Request are the sole property and Confidential Information of SAP and shall be governed by the terms of this Agreement, in particular Sections 9 (Confidentiality) and 12 (Limitation of Liability). If no agreement is completed, all services, work products and deliverables must be returned or deleted and must not be used.

2.5. Acceptance

- At the end of each week or month, activity reports specifying day-by-day and point-by-point the Services carried out during the week or in the month shall be submitted for signature to the manager designated by the Client. The Licensee shall have a period of (five) 5 working days to sign each activity report. If they are not signed within the aforementioned time limit, the activity report concerned shall be deemed to have been approved and shall constitute validation of the Services carried out.

The Licensee undertakes not to delay the transmission of these activity reports to SAP's registered office or to the address specified in the header of the Statement of Work or in SAP's proposal.

- Acceptance of any documentary deliverable to be provided by SAP shall entail the signature of an acceptance report recording the result of the study and/or the report performed. If, at the latest five (5) days after the actual delivery or other delay written in SOW, the Licensee has not taken it over, acceptance of the aforementioned documentary deliverable shall be deemed to have occurred without reservation, and any right of recourse shall then be forfeited. Any use for real purposes of a documentary deliverable by the Licensee shall be deemed to constitute acceptance.

- If SAP takes part in development activities (programming, setting parameters, scripts, etc...) the acceptance of the aforementioned development shall entail the signature of an acceptance report recording the result of the tests carried out in the presence of the Licensee and on the basis of the set of tests laid down by the Licensee. If, at the latest eight (8) days after the actual delivery or other delay written in SOW, the Licensee has not taken it over, acceptance shall be deemed to have occurred without reservation, and any right of recourse shall then be forfeited. Any use for real purposes of a development by the License shall be deemed to constitute acceptance.

3. Licensee's General Responsibilities.

3.1. Licensee is responsible for making the necessary arrangements to allow SAP to perform the Services.

3.2. Licensee shall provide and make available all Licensee personnel that SAP reasonably requires in connection with performance of the Services and as may be further addressed in an applicable SOW.

3.3. If the Services are performed at Licensee's site, Licensee agrees to provide necessary access to its site including, but not limited to, appropriate access to Licensee premises, computer systems and other facilities.

3.4. Licensee shall appoint a contact person to supply SAP with any necessary or relevant information and who shall have the authority to make decisions or obtain decisions from others expeditiously.

4. Change Request Procedures.

4.1. During the term of a SOW, either party can request changes to a SOW in accordance with the change request form attached to the applicable SOW ("Change Request"). Both parties agree to act in good faith to address and mutually agree to any requested Change Requests within a reasonable period of time.

4.2. SAP will not perform under a Change Request until agreed to and signed by the parties.

5. Satisfaction with Personnel.

If at any time Licensee or SAP is dissatisfied with the material performance of an assigned Consultant or a Licensee project team member, the dissatisfied party shall promptly report such dissatisfaction to the other party in writing and may request a replacement. The other party shall use its reasonable discretion in accomplishing any such change (which also, in the case of SAP, shall be subject to staffing availability).

6. Compensation of SAP.

6.1. All Services will be provided by SAP on a time and materials (plus expenses) basis unless otherwise agreed by the parties in the SOW.

6.2. Unless otherwise agreed in writing, the Services will be invoiced in accordance with the fees or rates listed in or referenced in the SOW, or Schedules and Exhibits thereto, as applicable.

6.3. SAP is entitled to require payment in advance if there are any grounds to doubt that Licensee will render payment punctually including Licensee's filing for bankruptcy or similar proceeding

6.4. Fees and other charges described in this Agreement do not include Taxes. Any applicable direct pay permits or valid tax-exempt certificates must be provided to SAP prior to the execution of this Agreement. If SAP is required to pay Taxes, Licensee shall reimburse SAP for such amounts. Licensee hereby agrees to indemnify SAP for any Taxes and related costs, interest and penalties paid or payable by SAP. This Section shall not apply to taxes based on SAP's income.

All amounts due as per the SOW are indicated excluding VAT or any applicable taxes, which are payable by the Licensee. In the event that a withholding tax is retained at the source, the Licensee shall pay such withholding tax to the appropriate tax

authority on behalf of SAP. The Licensee undertakes to honour all the bills within a maximum time limit of (thirty) 30 days with effect from the date of receipt and without any deduction. Late interest shall be applied in accordance with article L.441-6 of the Commercial Code (modified by the law n°2008-776 of 4 August 2008), at the most recent refinancing rate of the European Central Bank plus ten (10) percentage points, which shall in no event be less than 3 times the statutory interest rate in France, on all amounts past due.

7. Term and Termination.

7.1. Term of the Agreement. This Agreement shall be effective as of the effective date of each SOW concerned This Agreement shall be effective as of the Effective Date, specified above, and shall remain in effect for the duration of each SOW concerned

7.2. Termination of the Agreement for Convenience. Either party may terminate this Agreement for convenience upon thirty (30) days' prior written notice to the other party. If this Agreement is terminated for convenience prior to the completion of one or more SOWs, such termination will not affect the continuation of any such SOW or the applicability of the provisions of this Agreement to any such SOW for the remaining term of that SOW.

7.3. Term of a SOW. Each SOW shall be effective on the effective date set forth in that SOW, and shall remain in effect until completion of the Services or terminated earlier by either party in accordance with this Section 7.

7.4. Termination of a SOW for Convenience. Except as otherwise agreed in a SOW, each SOW (excluding fixed-price SOWs) may be terminated by either party upon thirty (30) days' prior written notice to the other party. If there is more than one SOW referencing this Agreement, a SOW may be terminated for convenience in accordance with the terms of this section without terminating this Agreement or the other SOWs.

7.5. Termination of Agreement and/or a SOW for fault.

Either party may terminate this Agreement and/or a SOW for the other party's fault at any time, automatically and without judicial formalities, by either of the Parties subject to (thirty) 30 days' written notice. If the Client makes use of this right, it shall pay SAP the price of all the Services provided up to the date of termination, on the basis of time spent. If another method of payment has been agreed, the Client will pay (i) the amounts due by the Client that correspond to installments for the stages prior to the date of termination, and (ii) the amount for Services carried out between the date of the last installment and the date of termination, on the basis of time spent, at the current SAP rates for the profiles of the SAP consultants concerned. In addition, the Client will refund all supplementary costs stemming from the early termination to SAP, in particular the costs of subcontractors and the costs of re-assignment of personnel.

7.6. Effect of Termination. Licensee shall be liable for all payments to SAP, including fees for all Services, including expenses, incurred in the performance of such Services up to the date on which any termination of a SOW or the Agreement takes effect, on the basis of time spent. If another method of payment has been agreed, the Licensee will pay (i) the amounts due by the Licensee that correspond to installments for the stages prior to the date of termination, and (ii) the amount for Services carried out between the date of the last installment and the date of termination, on the basis of time spent, at the current SAP rates for the profiles of the SAP consultants concerned. In the event of termination of a SOW or the Agreement, all Confidential Information of either party provided in connection with this Agreement or SOW, as applicable, in the possession of either party shall be returned to the other party or destroyed with certification of such destruction from an individual of authority to bind the respective party.

8. Work Product.

8.1. All title to and rights in the Services, Deliverables and Work Products, and all Intellectual Property Rights embodied therein, including techniques, knowledge or processes of the Services and/or Deliverables (whether or not developed for Licensee), shall be the sole and exclusively property of SAP and SAP AG. Licensee agrees to execute and to ensure its third parties execute such documentation as reasonably necessary to secure SAP's or SAP AG's title over such rights.

8.2. Once all amounts due under a SOW are paid in full and all claims have been satisfied, Licensee is granted a non-exclusive, non-transferable license for the duration of the license granted under the License Agreement, so long as Licensee complies with the terms of the License Agreement and this Agreement) to use any Deliverables and Work Products provided to it by SAP under a relevant SOW under this Agreement in order to run Licensee's and its Affiliates' internal business operations, and otherwise to the same extent as Licensee is granted a license to use the SAP Software, documentation and SAP Confidential Information in the License Agreement.

8.3. Licensee must immediately notify SAP in writing if any third party gains unauthorized access to the property or information to or in which SAP retains title or rights and shall take all reasonable steps to stop such unauthorized access and also inform the third party of SAP's rights.

9. Confidentiality

9.1. Use of Confidential Information. Confidential Information shall not be reproduced in any form except as required by the receiving party to perform its obligations under this Agreement and/or a SOW. Any reproduction of any Confidential Information of the other shall remain the property of the disclosing party and shall contain any and all confidential or proprietary notices or legends which appear on the original. With respect to the Confidential Information of the other, each party : (a) shall take all Reasonable Steps (defined below) to keep all Confidential Information strictly confidential; and (b) shall not disclose any Confidential Information of the other to any person other than its bona fide individuals whose access is

necessary to enable it to exercise its rights hereunder. As used herein "Reasonable Steps" means those steps the receiving party takes to protect its own similar proprietary and confidential information, which shall not be less than a reasonable standard of care. Confidential Information of either party disclosed prior to execution of this Agreement shall be subject to the protections afforded hereunder.

9.2. Exceptions. The above restrictions on the use or disclosure of the Confidential Information shall not apply to any Confidential Information that: (a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information, or is lawfully received free of restriction from a third party having the right to furnish such Confidential Information; (b) has become generally available to the public without breach of this Agreement by the receiving party; (c) at the time of disclosure, was known to the receiving party free of restriction; or (d) the disclosing party agrees in writing is free of such restrictions.

9.3. Confidential Terms and Conditions; Publicity. Licensee shall not disclose the terms and conditions of this Agreement or the pricing contained therein to any third party. Neither party shall use the name of the other party in publicity, advertising, or similar activity, without the prior written consent of the other, except that Licensee agrees that SAP may use Licensee's name in customer listings and to analyze and leverage details from this Agreement and/or SOWs respectively (e.g., to forecast product demand), or, at times mutually agreeable to the parties, as part of SAP's marketing efforts (including without limitation reference calls and stories, press testimonials, site visits, SAPPHIRE participation). SAP will make reasonable efforts to avoid having the reference activities unreasonably interfere with Licensee's business.

10. Warranty

If a contractual warranty is applicable, the duration and applicable process must be detailed in each SOW concerned.

11. Indemnification

11.1 Infringement and Defense of Licensee. SAP shall defend Licensee against claims brought against Licensee in the Territory by any third party alleging that Licensee's Use of the Software, in accordance with the terms and conditions of this Agreement, constitutes a direct infringement or misappropriation of a patent claim(s), copyright or trade secret rights, and SAP will pay damages finally awarded against Licensee (or the amount of any settlement SAP enters into) with respect to such claims. This obligation of SAP shall not apply if the alleged infringement or misappropriation results from Use of the Software in conjunction with any other software, an apparatus other than a Designated Unit, failure to use an update provided by SAP if such infringement or misappropriation could have been avoided by use of the update, or unlicensed activities. This obligation of SAP also shall not apply if Licensee fails to timely notify SAP in writing of any such claim. SAP is permitted to control fully the defense and any settlement of any such claim as long as such settlement shall not include a financial obligation on Licensee. In the event Licensee declines SAP's proffered defense, or otherwise fails to give full control of the defense to SAP's designated counsel, then Licensee waives SAP's obligations under this Section. Licensee shall cooperate fully in the defense of such claim and may appear, at its own expense, through counsel reasonably acceptable to SAP. SAP expressly reserves the right to cease such defense of any claim(s) in the event the Software is no longer alleged to infringe or misappropriate, or is held not to infringe or misappropriate, the third party's rights. SAP may settle any claim on a basis requiring SAP to substitute for the Software alternative substantially equivalent non-infringing programs and supporting documentation. Licensee shall not undertake any action in response to any infringement or misappropriation, or alleged infringement or misappropriation of the Software that is prejudicial to SAP's rights.

11.2 THE PROVISIONS OF THIS SECTION STATE THE SOLE, EXCLUSIVE, AND ENTIRE LIABILITY OF SAP AND ITS LICENSORS TO LICENSEE, AND IS LICENSEE'S SOLE REMEDY, WITH RESPECT TO THE INFRINGEMENT OR MISAPPROPRIATION OF THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS.

12. Limitation of Liabilities

ANYTHING TO THE CONTRARY HEREIN NOTWITHSTANDING, EXCEPT FOR DAMAGES RESULTING FROM UNAUTHORIZED USE OR DISCLOSURE OF CONFIDENTIAL INFORMATION OR DEATH OR PERSONAL INJURY ARISING FROM EITHER PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, UNDER NO CIRCUMSTANCES AND REGARDLESS OF THE NATURE OF ANY CLAIM SHALL SAP, ITS LICENSEE BE LIABLE TO EACH OTHER OR ANY OTHER PERSON OR ENTITY FOR AN AMOUNT OF DAMAGES IN EXCESS OF THE FEES PAID FOR THE RELEVANT SERVICES DIRECTLY LINKED TO THE DAMAGES OR BE LIABLE IN ANY AMOUNT FOR INDIRECT DAMAGES, [such as SAP Solution and/or SAP software damages and/or others SAP services damages, financial or commercial damages, loss of clientele or savings, any commercial trouble, increase of costs and business expenses, loss of profit, loss of corporate image, any delay or disruption of the planning of the project or of Licensee's activities, loss of data, loss of files or any computer programs, that could result from the non-performance of this Addendum] LOSS OF GOOD WILL OR BUSINESS PROFITS, WORK STOPPAGE, DATA LOSS, COMPUTER FAILURE OR MALFUNCTION, ATTORNEYS' FEES, COURT COSTS. The provisions of this Agreement allocate the risks between SAP and Licensee. The fees for the relevant SOW directly linked to the damages reflect this allocation of risk and the limitations of liability herein.

13. Assignment

Licensee may not, without SAP's prior written consent, assign, delegate, pledge, or otherwise transfer this Agreement, or any of its rights or obligations under this Agreement, or the Work Products and Deliverables or SAP Confidential Information, to any party, whether voluntarily or by operation of law, including by way of sale of assets, merger or consolidation. SAP may (i) assign this Agreement to any of the SAP AG affiliates or (ii) subcontract all or part of the work to be performed under this Agreement or a relevant SOW to a qualified third party.

14. General Provisions

14.1. Severability.

It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such invalidity or unenforceability shall not affect the other provisions of this Agreement, and this Agreement shall be construed as if such invalid or unenforceable provision had never been contained herein.

14.2. No Waiver.

If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.

14.3. Notice.

All notices or reports which are required or may be given pursuant to this Agreement shall be in writing and shall be deemed to be duly given when delivered to the respective executive offices of SAP and Licensee at the addresses first set forth above. Where in this Section 14.3 or elsewhere in this Agreement written form is required, that requirement can be met by facsimile transmission, exchange of letters or other written form.

14.4. Independent Contractor.

The relationship of SAP and Licensee established by this Agreement is that of an independent contractor and no employment, agency, trust, partnership or fiduciary relationship is created by this Agreement.

14.5. Force Majeure.

Any delay or nonperformance of any provision of this Agreement (other than for the payment of amounts due hereunder) caused by conditions beyond the reasonable control of the performing party shall not constitute a breach of this Agreement, and the time for performance of such provision, if any, shall be deemed to be extended for a period equal to the duration of the conditions preventing performance.

14.6. Governing Law / Settlement of disputes.

This Agreement and/or SOW and any claims arising out of or relating to this Agreement and its subject matter shall be governed by and construed under the laws of France.

Licensee must initiate a cause of action for any claim(s) arising out of or relating to this Agreement and/or SOW and its subject matter within one (1) year from the date when Licensee knew, or should have known after reasonable investigation, of the facts giving rise to the claim(s).

If the Parties fail to resolve their dispute amicably, they agree that the Paris Commercial Court ("Tribunal de Commerce de Paris") will have exclusive jurisdiction to settle any dispute, notwithstanding the fact that there are several defendants or in the event of the joining of third parties, even in the case of emergency or conservatory procedures, in proceedings before the judge in charge of interlocutory proceedings or by request.

14.7. Non-Solicitation.

Neither party shall knowingly solicit or hire, any of the other party's employees involved in a SOW during the term of the applicable SOW and for a period of twelve (12) months from the termination thereof, without the express written consent of the other party. This provision shall not restrict the right of either party to solicit or recruit generally in the media. In case of failure to comply with the aforementioned undertaking of non-recruitment, the Party in question undertakes to pay a fixed indemnity to the other Party equal to the gross annual payment that each employee concerned would have received before his departure.

14.8. Time.

Time shall not be deemed of the essence.

14.9. Entire Agreement; Written Form; Hierarchy.

14.9.1. This Agreement, including all applicable SOWs and Schedules thereto, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements between the parties, whether written or oral, relating to the same subject matter.

14.9.2. No modifications, amendments, or supplements to this Agreement shall be effective for any purpose unless in writing and signed by the authorized signatories of the parties. The foregoing provision also applies to any waiver of the written-form requirement. Where in this Section and elsewhere in this Agreement or a SOW written form is required, that requirement can be met by facsimile transmission, exchange of letters, or other written form (excluding emails).

14.9.3. In the event of any inconsistencies between the Agreement and a SOW, the SOW shall take precedence over the Agreement. However, the SOW must explicitly reference the provision of the Agreement that it amends and state that it supersedes such provision.

14.9.4. No conflicting or other conditions, including Licensee's general terms and conditions, form any part of the Agreement or SOW, even where SAP has performed Services without expressly rejecting such conditions. Any purchase order or other document issued by Licensee is for administrative convenience only. If, for reasons related to Licensee's internal arrangements or otherwise, Licensee's conditions of purchase or other standard terms are included by insertion, reference, enclosure, attachment or otherwise in Licensee's acceptance of SAP's offer (for example, in Licensee's purchase order), Licensee cannot rely on those conditions or terms and they are not incorporated in and do not form any part of the Agreement or SOW, and failure to expressly exclude them does not imply their acceptance.

14.10. Survival.

Sections 7.6 (Effect of Termination), 8 (Work Product), 9 (Confidentiality), 11 (Limitation of Liabilities), 14.6 (Governing Law / Settlement of disputes), and 14.7 (Non-Solicitation) shall survive any termination of this Agreement.

14.11. Insurance.

SAP is insured against professional civil liability for tangible and intangible loss that might be caused to the Licensee by its workforce during the performance of the Services, within the limit of the clauses and conditions of its policies. At the client's request, SAP will supply an insurance certificate from its broker.

15. System Security and Data Safeguards.

When SAP is given access to Licensee's systems and data, SAP shall comply with Licensee's reasonable administrative, technical, and physical safeguards to protect such data and guard against unauthorized access. In connection with such access, Licensee shall be responsible for providing SAP Consultants with user authorizations and passwords to access its systems and revoking such authorizations and terminating such access, as Licensee deems appropriate from time to time. Licensee shall not grant SAP access to Licensee systems or personal information (of Licensee or any third party) unless such access is essential for the performance of Services under the Agreement. The parties agree that no breach of this provision shall be deemed to have occurred in the event of SAP non-conformance with the aforementioned safeguard but where no personal information has been compromised.