



## GENERAL TERMS AND CONDITIONS

### DEFINITIONS

**Client:** a Client is a person who, or a company that, commissions Vasco Consult.

**Proposal:** a Proposal is a formal offer to conclude an Assignment Confirmation, drawn up by Vasco Consult at the request of the Client.

**Assignment Confirmation:** an Assignment Confirmation is a formal offer to conclude an Agreement, drawn up by Vasco Consult at the request of the Client, setting out the services to be delivered by Vasco Consult and the conditions under which they will be delivered, and contains a quotation with timelines.

**Agreement:** the Client and Vasco Consult conclude the Agreement by signing the Assignment Confirmation to which these General Terms and Conditions apply.

### CORE VALUES OF VASCO CONSULT

The core values of Vasco Consult are: We never do at the expense of. We do it for someone else. We do it for success. These core values also form the basis for our General Terms and Conditions.

### WHAT VASCO CONSULT DOES

The mission of Vasco Consult is: Together, we create simplicity. We do this by finding the right balance: between processes and people, between customer expectations and working efficiently, and between structure and culture. Vasco Consult specialises in structurally improving business processes and leading major transformations. We have developed our own methods for this purpose, but based on your request and type of organisation, we always make a tailor-made proposal.

### WHAT OUR CORE VALUES MEAN TO YOU

**We never do at the expense of:** At Vasco Consult, we act from respect and are always honest. To our Clients, to partners and to each other.

**We do it for someone else:** We link our quality and commitment to the success for our Clients and their employees We always go the extra mile if necessary.

**We do it for success:** We aim for results. We do it for the Client, we do it together with the Client and then the Client can do it himself.

### WE WORK WITH PARTNERS

Vasco Consult is a network consultancy. We work with other companies with clear specialist knowledge, from which we can benefit in our work. We always discuss this with our Clients in advance. Vasco Consult will enter into an Agreement with these partners for an assignment, so that you as the Client only have to enter into an Agreement with one party.

### OUR TEAM

Quality is our goal, but also our product. Our employees have been carefully selected and trained in our way of working. The focus of our choice is on doers and less on advisors. All teams have demonstrable work experience that is relevant to our services and working methods.

### OUR APPROACH

Vasco Consult has a project-based approach. We work with standard modules, which we can further customise on request. Each programme or assignment always receives its own Assignment Confirmation. This describes the following: the description of the situation (including reason, objective and approach), the phasing and results per phase and the required investment. As the Client, you agree to all these matters and then we will work together. Should it become apparent during a programme or assignment that a change is necessary, we will discuss this together and also elaborate on it. If it turns out that a schedule is not feasible, or that the budget is insufficient, we will indicate this in good time. We will then determine the continuation in mutual consultation.

### REFERENCE

Vasco Consult is proud of its Clients. Nevertheless, we deliberately choose not to mention our Clients as a reference on our website or marketing statements. If relevant, we will name assignments and/or Clients in discussions with potential Clients.

### PRICE AND PAYMENT

Of course, Vasco Consult also has financial rules. They appear on every Proposal and every Assignment Confirmation:

A project starts after the Client has approved the Assignment Confirmation including the General Terms and Conditions.

Vasco Consult sends its invoices monthly in arrears.

Vasco Consult applies a payment term of 21 days. After this period, in addition to the statutory interest, 6% interest is calculated per month or part of the month.

Prices are adjusted annually in accordance with Statistics Netherlands (CBS) index figures. The Client will be informed of this change in advance.

### EVALUATION

We would like you to be satisfied. Not only during the assignment, but especially afterwards. Vasco Consult *will keep in touch during and after the assignment to ask your opinion. We will always keep you informed of our improvement actions as a result of your feedback.*