


**ZAKŁAD OCHRON OSOBISTYCH****PRACOWNIA OCHRON RĄK I NÓG**

## SPRAWOZDANIE Z BADAŃ

**Nr zlecenia:** 1325/PB/2020/NO**Temat zlecenia:** Badania rękawic**Zleceńodawca:** X-TRADE Filip Olszyński  
ul. Św. Teresy od Dzieciątka Jezus 178  
91-222 Łódź**Data wydania sprawozdania z badań:** 29.09.2020**Główny wykonawca:** Arkadiusz Szmytke**Autoryzował:****KIEROWNIK**  
**Pracowni Ochron Rąk i Nóg**  
dr hab. inż. Emilia Irzmańska**Zatwierdził:****KIEROWNIK**  
**ZESPOŁU LABORATORIÓW**  
**BADAWCZYCH I WZORCUJĄCYCH**  
mgr Karolina BurzaEgz. nr 1  
Strona 1 z 4

## Badania rękawic

**I Obiekt badań:** Rękawice hybrydowe firmy Saniform

Dostawca obiektu badań: X-Trade Filip Olszyński, ul. Świętej Teresy od Dzieciątka Jezus 178, 91-222 Łódź

Nr rejestru: 112/2020

Zdjęcie obiektu do badań:



**II Data otrzymania obiektu do badań:**

15.09.2020 r.

**III Data wykonania działalności laboratoryjnej:**

22.09.2020 r.

**IV Miejsce wykonania działalności laboratoryjnej:** Pracownia Ochron Rąk i Nóg, ul. Wierzbowa 48, 90-133 Łódź

**V Identyfikacja zastosowanej metody:**

1. **Badanie nieszczelności z zastosowaniem powietrza (odporność na przesiąkanie)** wykonano zgodnie z normą PN-EN ISO 374-2:2020-03.

**Tabela1 Wyniki badania nieszczelności z zastosowaniem powietrza**

Oznaczenie obiektu badań	Metoda badania	Nr kolejny rękawicy	Wielkość rękawicy	Zastosowane ciśnienie powietrza [kPa]	Wynik wizualnego sprawdzenia rękawic	Wynik badania odporności na przesiąkanie	Przyczyna niewykonania badania
Rękawice hybrydowe firmy Saniform	Badanie nieszczelności z zastosowaniem powietrza	1	M	2,5	pozytywny	pozytywny	Nie dotyczy
		2	L	3,0	pozytywny	pozytywny	
		3	XL	3,0	pozytywny	pozytywny	
		4	XL	3,0	pozytywny	pozytywny	
Wymagania wg normy PN-EN ISO 374-1:2017-01					Ocena zgodności/niezgodności z wymaganiami normy PN-EN ISO 374-1:2017-01		
Wynik wizualnego sprawdzenia rękawic oraz wynik badania odporności na przesiąkanie z zastosowaniem powietrza powinien być pozytywny					Rękawice spełniają wymaganie normy w zakresie nieszczelności z zastosowaniem powietrza		

2. **Badanie szczelności z zastosowaniem wody (odporność na przesiąkanie)** wykonano zgodnie z normą PN-EN ISO 374-2:2020-03.

**Tabela 2 Wyniki badania szczelności z zastosowaniem wody**

Oznaczenie obiektu badań	Metoda badania	Nr kolejny rękawicy	Wielkość rękawicy	Wynik wizualnego sprawdzenia rękawic	Wynik badania odporności na przesiąkanie	Przyczyna niewykonania badania
Rękawice hybrydowe firmy Saniform	Badanie szczelności z zastosowaniem wody	1	M	pozytywny	pozytywny	Nie dotyczy
		2	L	pozytywny	pozytywny	
		3	XL	pozytywny	pozytywny	
		4	XL	pozytywny	pozytywny	
<i>Wymagania wg normy PN-EN ISO 374-1:2017-01</i>				<i>Ocena zgodności/niezgodności z wymaganiami normy PN-EN ISO 374-1:2017-01</i>		
<i>Wynik wizualnego sprawdzenia rękawic oraz wynik badania odporności na przesiąkanie z zastosowaniem wody powinien być pozytywny</i>				<i>Rękawice spełniają wymaganie normy w zakresie szczelności z zastosowaniem wody</i>		

3. **Wyznaczanie wymiarów rękawic** wykonano zgodnie z normą PN-EN 420+A1:2012 p. 6.1

**Tabela 3 Wyniki wyznaczania wymiarów rękawic ochronnych**

Oznaczenie obiektu badań	Wielkość rękawic deklarowana przez producenta	Kolejny nr rękawicy	Zmierzona długość rękawicy	Długość rękawicy	Niepewność pomiaru dla k=2 i poziomu ufności ok. 95 %	Zmierzona szerokość rękawicy	Szerokość rękawicy	Niepewność pomiaru dla k=2 i poziomu ufności ok. 95 %		
			[mm]	[mm]		[mm]	[mm]			
Rękawice hybrydowe firmy Saniform	M	1	254	<b>246</b>	± 5	98	<b>97</b>	± 2		
		2	246			97				
	L	1	248	<b>246</b>	± 8	106	<b>105</b>	± 3		
		2	246			105				
	XL	1	254	<b>253</b>		115	<b>113</b>			
		2	253			113				
<i>Wymagania wg normy PN-EN 420+A1:2012</i>						<i>Ocena zgodności/niezgodności z wymaganiami normy PN-EN 420+A1:2012</i>				
<i>Wielkość ręki</i>	<i>Minimalna długość rękawicy dla poszczególnych wielkości ręki [mm]</i>		<i>Minimalna szerokość rękawicy wynikająca z obwodu ręki o odpowiedniej wielkości [mm]<sup>UWAGA 1)</sup></i>			<i>Rękawice nie spełniają wymagania normy w zakresie wymiarów</i>  <i>Stwierdzono niezgodność wyników na podstawie zasady prostej akceptacji*)</i>				
6	220		80							
7	230		92							
8	240		105							
9	250		118							
10	260		130							
11	270		143							
12	280		156							
13	290		169							

<sup>UWAGA 1)</sup> Wymaganie dotyczące minimalnej szerokości rękawicy określono na podstawie wyników badań własnych CIOP-PIB z uwzględnieniem wymagania dotyczącego dopasowania rękawicy do obwodu ręki o odpowiedniej wielkości zgodnie z PN-EN 420+A1:2012 p. 5.1.1.

\*) - w przypadku, gdy wynik pomiaru jest niezgodny i znajduje się poniżej granicy określonej tolerancji, którą stanowi minimalna długość i szerokość rękawicy - ryzyko błędnego odrzucenia do 2,5 %.

4. Wyznaczenie zręczności palców ręki z nałożoną rękawicą wykonano zgodnie z normą PN-EN 420+A1:2012 p. 6.2

**Tabela 4 Wyniki wyznaczania zręczności palców ręki z nałożoną rękawicą**

Oznaczenie obiektu badań	Wielkość rękawicy	Nr kolejny rękawicy na prawą rękę	Średnica pręta [mm]				
			11,0	9,5	8,0	6,5	5,0
Rękawice hybrydowe firmy Saniform	L	1	X	X	X	X	X
		2	X	X	X	X	X
		3	X	X	X	X	X
		4	X	X	X	X	X
<i>Wymagania wg normy PN-EN 420+A1:2012</i>			<i>Ocena zgodności/niezgodności z wymaganiami normy PN-EN 420+A1:2012</i>				
<i>Poziom skuteczności</i>	<i>Najmniejsza średnica podniesionego pręta [mm]</i>		<i>Badane rękawice spełniają wymaganie normy w zakresie zręczności palców ręki z nałożoną rękawicą - 5 poziom skuteczności</i>				
1	11,0						
2	9,5						
3	8,0						
4	6,5						
5	5,0						

„X” - zaznaczono średnicę pręta, który został podniesiony kolejno 3 razy w ciągu 30 s

„-” - zaznaczono średnicę pręta, który nie został podniesiony kolejno 3 razy w ciągu 30 s

Sprawozdanie zawiera 4 strony.

**UWAGI:**

1. Wyniki badań odnoszą się wyłącznie do otrzymanych próbek.
2. Bez pisemnej zgody CIOP-PIB sprawozdanie nie może być powielane fragmentarycznie, lecz tylko w całości.

KONIEC SPRAWOZDANIA

CIOP- PIB

ILAC-MRA

Central Institute for Labour Protection -  
National Research Institute

PCA

Polish Accreditation Centre

16 Czerniakowska Street, 00-701 Warsaw, Poland

AB038

Personal Protection Unit

Hand and Leg Protection Laboratory

### **TEST REPORT**

ORDER NUMBER:1325/PB/2020/NO

SUBJECT OF THE ORDER:

**GLOVE TEST**

THE ORDERING PARTY:

X-TRADE Filip Olszyński

ul. Św. Teresy od Dzieciątka Jezus 178, 91-222 Łódź

DATE OF ISSUING THE TEST REPORT: 29.09.2020

Main Contractor: Arkadiusz Szmytke

Authorized by: THE HEAD OF THE HAND AND LEG PROTECTION LABORATORY- dr hab. inż.  
Emilia Irzmańska /Ph.D. in engineering/

Approved by: THE HEAD OF THE RESEARCH AND CALIBRATION LABORATORIES TEAM - mgr  
Karolina Burza /M.A./

Copy no. 1

Page 1 of 4

F01-PORG-11 of 27.04.2020

Number of the order for performing the test: 1325/PB/2020/NO

Glove tests

I. Test Object: Saniform hybrid gloves

Supplier of the test object: X-Trade Filip Olszyński, ul. Świętej Teresa od Dzieciątka Jezus 178, 91-222 Łódź

Register number: 112/2020

A picture of the object to be tested:



II. Date of receiving the object for testing: 15.09.2020

III. Date performing laboratory activities: 22.09.2020

IV. Place of performing laboratory activities: Hand and Leg Protection Laboratory, 48 Wierzbowa Street, 90-133 Łódź

V. Identification of the method used:

1. Leakage testing with the use of air (resistance to permeation) was performed in accordance with PN-EN ISO 374-2:2020-03.

Table 1- Leakage test results with the use of air

Test object designation	Test method	The subsequent number of the glove	Glove size	Air pressure used- kPa	the result of a visual check of the gloves	Result of the permeation resistance test	Cause of failure to perform the test
Saniform hybrid gloves	Leakage testing using air	1	M	2,5	positive	positive	Non applicable
		2	L	3,0	positive	positive	
		3	XL	3,0	positive	positive	
		4	XL	3,0	positive	positive	
Requirements according to PN-EN ISO 374-1:2017-01 norm					Evaluation of conformity / non-conformity with the requirements of PN-EN ISO 374-1:2017-01 standard.		
The result of the visual inspection of the gloves and the result of the air permeation test should be positive					The gloves comply with the standard for air leakage		

Number of the order for performing the test: 1325/PB/2020/NO

2. Leakage testing with water (penetration resistance) was performed in accordance with PN-EN ISO 374-2:2020-03 standard

Table 2. Leakage test results using water

Test object designation	Test method	The subsequent number of the glove	Glove size	Air pressure used- kPa	the result of a visual check of the gloves	Result of the permeation resistance test	Cause of failure to perform the test
Saniform hybrid gloves	Leakage testing using water	1	M		positive	positive	Non applicable
		2	L		positive	positive	
		3	XL		positive	positive	
		4	XL		positive	positive	
Requirements according to PN-EN ISO 374-1:2017-01 norm				Evaluation of conformity / non-conformity with the requirements of PN-EN ISO 374-1:2017-01 standard.			
The result of the visual inspection of the gloves and the result of the water permeation test should be positive				The gloves comply with the standard for water leakage			

3. The glove dimensions were determined in accordance with EN 420+A I :2012 p. 6. 1 standard.

Table 3. Results of determining the dimensions of protective gloves

Test object designation	Size of gloves declared by the manufacturer	The subsequent number of the glove	Measured glove length	Glove length	Measurement uncertainty for k=2 and confidence level approx. 95 %	Measured glove width	Glove width	Measurement uncertainty for k=2 and a confidence level of approximately 95 %
			[mm]	[mm]	[mm]	[mm]	[mm]	[mm]
Saniform hybrid gloves	M	1	254	246	+5	98	97	+2
		2	246			97		
	L	1	248	246	+- 8	106	105	+3
		2	246			105		
	XL	1	254	253		115	113	
		2	253			113		
Requirements according to PN-EN 420+A I :2012 standard.						Evaluation of conformity / non-conformity with the requirements of PN-EN 420+A1: 2012 standard.		

Hand size	Minimum glove length for each hand size [mm]	Minimum glove width resulting from the perimeter of the hand with the appropriate size [mm Comment 1)	The gloves do not meet the requirements of the standard in terms of dimensions The results were found to be inconsistent based on the principle of simple acceptance*)
6	220	80	
7	230	92	
8	240	105	
9	250	118	
10	260	130	
11	270	143	
12	280	156	
13	290	169	

Comment 1)

The requirement for the minimum glove width was determined on the basis of the results of CIOP-PIB's own tests, taking into account the requirement for the glove to fit the perimeter of the appropriate size according to EN 420+A1:2012 p. 5.1.1 standard.

\*) - In case the measurement result is non-compliant and is below the specified tolerance, which is the minimum length and width of the glove, there is a risk of erroneous rejection of up to 2.5 %.

Page 3 of 4

Number of the order for performing the test: 1325/PB/2020/NO

4. The determination of the dexterity of the fingers of the hand with the glove on was performed in accordance with PN-EN 420+A1:2012 p. 6.2 standard.

Table 4. Results of the determination of the dexterity of the fingers of the hand with the glove on

Test object designation	Glove size	The subsequent number of the right hand glove	bar diameter [mm ]				
			11,0	9,5	8,0	6,5	5,0
Saniform hybrid gloves	L	1	X	X	X	X	X
		2	X	X	X	X	X
		3	X	X	X	X	X
		4	X	X	X	X	X
Requirements according to the PN-EN 420+A1:2012 standard.			Evaluation of conformity / non-conformity with the requirements of PN-EN420+A1:2012 standard.				
Effectiveness level	The smallest diameter of the lifted bar mm		The tested gloves meet the standard for fingers dexterity with the glove on - 5th level of effectiveness				
1	11,0						
2	9,5						
3	8,0						
4	6,5						
5	5,0						



" X" the diameter of the bar, which was lifted 3 times in a row within 30 s was marked

"-- " - the diameter of the bar, which was not lifted 3 times in a row within 30 s was marked

The report contains 4 pages.

Comments:

1. The results of the tests refer only to the samples received.
2. The report may not be reproduced in part, but only in full, without the written consent of CIOP-PIB.

END OF REPORT

Page 4 of 4



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Customer details: X-Trade Filip Olszynski  
Sw. Teresy 178  
91-222 Łódź  
Poland

SATRA reference: SPC0303615/2042/JH

Your reference:

Date of report: 12<sup>th</sup> November 2020

Samples received: 22<sup>nd</sup> October 2020

Date(s) work carried out: 5<sup>th</sup> to 9<sup>th</sup> November 2020

## TECHNICAL REPORT

Subject:

Determination of removable surface powder in accordance with EN ISO 21171:2006 on samples described as Saniform Nitrile / Vinyl Hybrid Composite gloves, sizes M and L

### Conditions of Issue:

This report may be forwarded to other parties provided that it is not changed in any way. It must not be published, for example by including it in advertisements, without the prior, written permission of SATRA.

Results given in this report refer only to the samples submitted for analysis and tested by SATRA. Comments are for guidance only.

**A satisfactory test report in no way implies that the product tested is approved by SATRA and no warranty is given as to the performance of the product tested. SATRA shall not be liable for any subsequent loss or damage incurred by the client as a result of information supplied in the report.**

Please note uncertainty of measurement has not been applied to the results in this report. SATRA uncertainty of measurement values are available on request.

Report signed by: Jade Hurley  
Position: Technologist  
Department: Chemical & Analytical Technology

(Page 1 of 4)

**WORK REQUESTED:**

Samples of gloves described as Saniform Nitrile / Vinyl Hybrid Composite gloves, sizes M and L were received on the 22<sup>nd</sup> October 2020 for the determination of removable surface powder in accordance with EN ISO 21171:2006.

**SAMPLES SUBMITTED:**



Samples described as Saniform Nitrile / Vinyl Hybrid Composite gloves, sizes M and L

**TESTS REQUIRED:**

- EN ISO 21171: 2006 – Medical gloves – Determination of removable surface powder. Method B – Procedure for “powder free” gloves other than surgeon’s gloves

**CONCLUSION:**

The gloves described as Saniform Nitrile / Vinyl Hybrid Composite gloves, sizes M and L were tested in accordance with EN ISO 21171:2006 method B and were found to contain less than 0.1 mg of residual powder per glove and therefore can be classified as powder free gloves.

**RESULTS:**

EN ISO 21171:2006 – Medical gloves – Determination of removable surface powder

Sample	Method	Mass of powder per glove (mg)
Saniform Nitrile / Vinyl Hybrid Composite gloves, sizes M and L	B	< 0.1
<b>Requirement (clause 4.4)</b>	$\leq 2.0$ mg for a ‘powder-free’ glove	

Method B – The result is based on one replicate of 5 gloves for each glove type



## TERMS AND CONDITIONS FOR THE SALE OF GOODS AND/OR THE PROVISION OF SERVICES

### 1. GENERAL

- 1.1 Work done, Services undertaken or the sale of Goods are subject to the terms and conditions detailed below and (subject to clause 5.2) all other conditions, warranties and representations, expressed or implied by statute relating thereto are hereby excluded.
- 1.2 SATRA Technology Centre Limited, its subsidiaries and associated companies (hereinafter referred to as "SATRA") may perform Services for or supply Goods to persons or entities (public, private or governmental) issuing instructions (hereinafter termed the "Client"). Each also known individually as a Party, or jointly as Parties.
- 1.3 These terms and conditions will apply to the Contract between SATRA and the Client to the exclusion of any other terms which the Client may seek to impose or which may be implied by trade, custom, practice or course of dealing
- 1.4 Unless otherwise agreed in writing no party other than the Client is entitled to provide instructions or information relating to the Goods or Services required or to the delivery of goods, results, reports or certificates.
- 1.5 All references in these terms and conditions to:
- (a) the "Contract" is the contract between SATRA and the Client for the supply of Goods or Services which is made subject to these terms and conditions; and
  - (b) "Services" are the work or services to be supplied or performed under the Contract (including where relevant the supply of software, components and consumables); and
  - (c) "Goods" are the equipment, consumables or other physical items sold under the Contract (including documents, drawings or other information required in order to operate the equipment).
- 1.6 All drawings, descriptive matter, specifications and advertising material (including brochures and catalogues) are issued or published with the sole purpose of giving an indication of the goods or services being described and shall not form part of the Contract.
- 1.7 Where SATRA and the Client agree that the sale of Goods shall be governed by Incoterms 2010 (or any subsequent revision thereto) then the sale shall be governed by the relevant Incoterms mode of transport which is agreed by SATRA and the Client.

### 2. FEES AND PAYMENT

- 2.1 Where SATRA has agreed to perform the Services or supply the Goods on the basis of credit then payment terms are net 21 days from date of invoice, unless otherwise specified and may require part payment prior to delivery of the Services or Goods. In the event of the Client failing to make payment as agreed SATRA will be entitled to withhold delivery of the Goods or Services or cancel the Contract. SATRA reserves the right to charge interest on any overdue payments at a rate of 1.5% per month accruing on a daily basis from the date the invoice is due until the date payment is received.
- 2.2 Where the provision of Services or the sale of Goods is subject to a proforma invoice then SATRA shall not be obliged to start working on the provision of the Goods or Services until after payment in full has been made as cleared funds to SATRA.
- 2.3 SATRA reserves the right to charge for any and all expenses incurred as a result of performing the Services required by the Client. Although SATRA will try and provide an estimate of such expenses these may change as a result of circumstances out of SATRA's control.
- 2.4 Unless otherwise agreed in writing, the price for the Goods or Services shall be the price set in the order acknowledgement. SATRA shall not be bound by any price quoted which is not in writing. Prices for the sale of Goods include packing cases and materials but not carriage or installation which will be quoted separately and as agreed with the Client.
- 2.5 Quotations are valid from the date of issue for a period of 90 days unless otherwise specified or agreed in writing.
- 2.6 Should the Client become insolvent, bankrupt, subject to an administration order, enter into liquidation or receivership, or make arrangements with creditors SATRA reserves the right to cancel the Contract and terminate the supply of the Goods or Services. Where the Contract with SATRA is terminated all outstanding monies due from the Client to SATRA shall be immediately payable, and any materials supplied by SATRA to the Client returned. Termination of the Contract shall be without prejudice to any of SATRA's accrued rights.
- 2.7 All invoices issued by SATRA are payable in full. The Client is responsible for payment of withholding and any other taxes and all import duties. Payments made to SATRA shall not be reduced by such amounts.
- 2.8 The Client shall not be entitled to withhold or defer payment due to SATRA as a result of any dispute or counter claim that it may allege against SATRA.
- 2.9 SATRA reserves the right to bring action against the Client in order to collect unpaid fees, including court action. All fees associated with such actions shall be paid for by the Client including legal fees and related costs.
- 2.10 Where unforeseen costs arise as a result of provision of the Goods or carrying out the Services SATRA shall inform the Client immediately but reserves the right to charge additional costs to cover said costs and expenses.

### 3. INTELLECTUAL PROPERTY RIGHTS

- 3.1 All intellectual property rights belonging to a Party prior to entry into the Contract shall remain with that Party. Nothing in this Contract shall allow transfer of any intellectual property rights from one Party to the other.
- 3.2 In the event of certification services the use of certification marks by the Client may be subject to national and international laws and regulations. The responsibility for the use of these certification marks lies solely with the Client.
- 3.3 All intellectual property rights in reports, drawings, graphs, charts, photographs or any other material (in whatever medium) produced by SATRA pursuant to this Contract shall belong to SATRA. The Client shall have the right to use said material in accordance with the terms of this Contract.
- 3.4 The Client agrees and acknowledges that SATRA retains any and all propriety rights in concepts, ideas and inventions that may arise during the preparation or provision of any report (including any deliverables provided by SATRA to the Client) and the provision of the Services to the Client.
- 3.5 All intellectual property rights in any software supplied to the Client shall belong to SATRA or SATRA's licensors. With respect to the sale of SATRA Timeline, SATRASUMM and SATRA Visionsstitch, provided that the Client is a member of SATRA and has paid its annual Smartcare fee then the Client will be entitled to use the software for its own internal use and will be entitled to receive minor software upgrades and fixes. SATRA may however terminate the supply of software upgrades and fixes for older versions of software which it no longer considers viable to support. The Client's rights to use the software and receive software upgrades and fixes will terminate if the Client has not paid its annual Smartcare fee. Major upgrades are not included within the entitlement to upgrades but may be offered by SATRA from time to time for an additional fee.
- 3.6 SATRA shall observe all statutory provisions with regard to data protection including but not limited to the provisions of the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR) Regulation (EU) 2016/679. To the extent that SATRA processes or gets access to personal data in connection with the Services or otherwise in connection with this Contract, it shall take all reasonable technical and organisational measures to ensure the security of such data (and guard against unauthorised or unlawful processing, accidental loss, destruction or damage to such data).

### 4. SUSPENSION OR TERMINATION OF SERVICES

- 4.1 Cancellation by the Client of orders for Goods or Services will only be acceptable by prior agreement with SATRA and a charge will usually be made.
- 4.2 SATRA shall not be liable for any delay or failure in providing the Goods or Services due to circumstances beyond its reasonable control (including any failure by the Client to comply with its obligations). If any such circumstances arise which prevent SATRA from delivering the Goods or completing the Services, then SATRA will be entitled to cancel or reschedule the delivery of Goods or Services at its discretion. In the event of cancellation SATRA will be entitled to retain all fees paid by the Client for Goods or Services already supplied but will refund to the Client any fees paid by the Client for Goods or Services which have not yet been supplied. The Client will not be liable for any non-refundable expenses already incurred by SATRA in relation to Goods or Services not yet supplied unless the cancellation is due to the Client's failure to comply with its obligations under the Contract.

### 5. LIABILITY AND INDEMNIFICATION

- 5.1 Reports are issued on the basis of information, documents and or samples submitted to SATRA by the Client, or on behalf of the Client and are provided solely for the benefit of the Client who is responsible for acting as it sees fit on the basis of such reports and findings. Subject to clause 5.2, neither SATRA nor any of its employees, agents or subcontractors shall be liable to the Client or any third party for any actions taken or not taken on the basis of such findings and reports, nor for any incorrect results arising as a result of unclear, erroneous, incomplete, misleading or false information provided to SATRA.
- 5.2 Nothing in these terms and conditions shall limit or exclude SATRA's liability for:
- (a) death or personal injury caused by its negligence or the negligence of its employees or agents;
  - (b) fraud or fraudulent misrepresentation;
  - (c) breach of the terms implied by Section 12 of the Sale of Goods Act 1979;
  - (d) defective products under the Consumer Protection Act 1987; or
  - (e) any other liability which cannot be limited or excluded by applicable law.
- 5.3 Subject to clause 5.2 SATRA shall not be liable to the Client whether in contract, tort (including negligence), breach of statutory duty or otherwise arising under or in connection with the Contract for loss of profits, sales, contracts, anticipated savings, loss or damage to goodwill or any indirect or consequential loss.
- 5.4 Subject to clause 5.2 SATRA's total aggregate liability to the Client, whether in contract, tort (including negligence), breach of statutory duty or otherwise arising under or in connection with the Contract shall be limited to the total amount of fees for the Services or the price of the Goods (excluding any value added tax or other sales tax or expenses) payable by the Client to SATRA under the Contract or £100,000 whichever is the lower figure.

### 6. MISCELLANEOUS

- 6.1 If any one or more provisions of these conditions are found to be illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.
- 6.2 During the course of providing the Goods or Services and for a period of one year thereafter the Client shall not directly or indirectly entice, encourage or make any offer to SATRA's employees to leave their employment with SATRA.
- 6.3 The use of SATRA's corporate name or registered marks for advertising purposes is not permitted without SATRA's prior written authorisation.
- 6.4 All reports and documentation which are supplied to the Client under the Contract remain the property of SATRA until paid in full. Under no circumstances will a Client's purchase order override SATRA's retention of title in accordance with this clause.
- 6.5 The Client acknowledges that in entering into this Contract it has not relied on any representation, warranty, collateral contract or other assurance (except those set out or referred to in these terms and conditions) made by or on behalf of SATRA or any other party before entering into the Contract. The Client waives all rights and remedies that, but for this clause, might otherwise be available to it in respect of any such representation, warranty, collateral contract or other assurance.
- 6.6 All provisions of the Contract that limit or exclude the liability of SATRA are intended also to be for the benefit of SATRA's holding company (called SATRA, and being a company limited by guarantee and incorporated in England and Wales with company number 00153475), and shall accordingly be enforceable by such holding company as well as or instead of by SATRA, and on the basis that any limit on the liability of SATRA shall apply to it and to such holding company in the aggregate.

### 7. CONFIDENTIALITY

- 7.1 Unless specifically excluded in the terms of an individual contract between SATRA and the Client, the following shall apply to all deliverables including, reports, advice, drawings, photographs, specifications, data or other forms of media.
- 7.2 Deliverables referred to in clause 7.1 shall not be disclosed to third parties or used in litigation without the consent of SATRA.
- 7.3 Where SATRA has given consent to disclosure of any service deliverables referred to in clause 7.1, the Client shall draw the attention of the third party to these terms of business and the basis on which SATRA undertakes testing, reporting and advising. The Client shall indemnify SATRA for any failure to do so.
- 7.4 The service deliverables referred to in clause 7.1 are submitted to the Client as confidential documents. Confidentiality shall continue to apply after completion of the business, but shall cease to apply to information or knowledge which has come into the public domain through no breach of this Contract by the Client.
- 7.5 The Client shall not disassemble, remove parts or carry out any form of analysis on goods or materials sold by SATRA for the purposes of reverse engineering or obtaining information on the construction, content or composition of the item without the consent of SATRA.

### 8. AMENDMENT

- 8.1 No amendment to this Contract shall be effective unless it is in writing, expressly stated to amend this Contract and signed by an authorised signatory of both Parties.

### 9. DISPUTE RESOLUTION

- 9.1 If there should be a dispute between the parties to this Agreement they undertake to act with goodwill and to use all reasonable endeavours to resolve that dispute.
- 9.2 Failure to resolve any dispute by discussions between the parties shall, in the first instance, be referred to a mediator for resolution. The parties shall attempt to agree upon the appointment of a mediator, upon receipt, by either of them, of a written notice to concur in such appointment. Should the parties fail to agree within 21 days, either party, upon giving written notice, may apply to the President or the Vice President, for the time being, of the Chartered Institute of Arbitrators, for the appointment of a mediator.
- 9.3 Should the mediation fail, in whole or in part, either party may, upon giving written notice, and within twenty-eight days thereof, apply to the President or the Vice President, for the time being, of the Chartered Institute of Arbitrators, for the appointment of a single arbitrator, for final resolution. The arbitrator shall have no connection with the mediator or the mediation proceedings, unless both parties have consented in writing. The arbitration shall be governed by both the Arbitration Act 1996 and the Controlled Cost Rules of the Chartered Institute of Arbitrators (2000 Edition), or any amendments thereto, which Rules are deemed to be incorporated by reference into this clause. The seat of the arbitration shall be England and Wales.

## TERMS AND CONDITIONS FOR THE SALE OF GOODS AND/OR THE PROVISION OF SERVICES

- 9.4 The laws of England shall govern the interpretation of this Contract. Subject to clauses 9.1, 9.2 and 9.3 any dispute arising out of or in connection with the Contract shall be subject to the exclusive jurisdiction of the courts of England. However, the Party obtaining a judgement in such courts shall be entitled to enforce it in any court it chooses.
- 10. PROVISION OF SERVICES**
- 10.1 SATRA shall provide Services using reasonable care and skill and in accordance with the Clients specific instructions and as confirmed by SATRA as part of the Contract review process.
- 10.2 Estimates for completion of the Services are made in good faith and date from receipt of a written order, payment of a proforma invoice if required, full information and samples to enable SATRA to proceed. While SATRA will make every effort to fulfil them, such estimates are subject to unforeseen events and if not achieved, cannot give rise to any claim. Time will not be of the essence in relation to the performance of the Services.
- 10.3 Results given in test reports or certificates refer only to samples submitted for analysis to SATRA. A satisfactory test report in no way implies that the product tested is approved by SATRA and no warranty is given as to the performance of the product tested.
- 10.4 SATRA may delegate all or part of the Services to a subcontractor and the Client authorises SATRA to disclose all information required to undertake the Services.
- 10.5 Where the Client requests SATRA to witness testing of other services being undertaken by a third party the Client agrees that SATRA's sole responsibility is to be present at the time of the work and to forward the results or confirm that the service has been undertaken. The Client agrees that unless otherwise agreed SATRA is not responsible for the condition or calibration of any equipment unless provided by SATRA.
- 10.6 Unless otherwise agreed in advance, test samples will be retained for 6 weeks from the date of the final report after which time they will be disposed of and SATRA shall cease to have any responsibility for such samples.
- Where the nature of the samples or the Services undertaken results in specialist disposal then SATRA reserves the right to pass the cost of such disposal onto the Client. Storage for longer periods may be possible only if agreed in advance and may incur a storage charge payable by the Client.
- Where practical and agreed in advance, samples may be returned at the Client's expense. However, samples are in most instances partially or fully destroyed as part of the work undertaken and SATRA cannot guarantee that samples will be returned in an "as new" condition.
- 10.7 Where SATRA receives documents reflecting engagements between the Client and third parties or documents belonging to third parties, such documents shall be considered as being for information only and shall not release the Client from any or all obligations to SATRA.
- 10.8 SATRA reserves the right to make changes to the Services, provided that such changes do not materially affect the nature or quality of the provision of these Services or where they are necessary in order to ensure that any applicable laws or safety requirements are complied with.
- 10.9 The Client acknowledges that SATRA by providing the Services, neither takes the place of the Client or any third party or releases them from any of their obligations.
- 11. CLIENT RESPONSIBILITIES RELATING TO THE PROVISION OF SERVICES**
- 11.1 The Client shall provide sufficient samples, information, instructions and documents as required to enable SATRA to carry out the Services in accordance with the methods, standards or other specifications as agreed.
- 11.2 Where applicable the Client shall allow access by members of SATRA staff to such premises where the Services are to be performed and provide any specialist equipment and personnel.
- 11.3 The Client shall inform SATRA in advance of any known hazards, dangers or other safety matters relating to samples submitted to SATRA or on site visits made by SATRA.
- 11.4 Where the Client fails to comply with any of its responsibilities SATRA reserves the right to suspend any Services until such time as the Client has complied and may require the Client to reimburse SATRA the amount of any additional costs arising from the suspension.
- 12. DELIVERY AND NON-DELIVERY OF GOODS**
- 12.1 Delivery dates for the supply of the Goods are approximate only and not guaranteed. Time of delivery is not of the essence of the Contract and SATRA shall not be liable for any delay in delivery of Goods.
- 12.2 Should expedited delivery be requested and agreed, SATRA shall be entitled to make additional charges to cover overtime or any other additional costs.
- 12.3 Delivery of the Goods shall take place at such location as SATRA and the Client agree. If the Client agrees to collect the Goods from SATRA's premises, then delivery will take place at those premises in which case the consignment of Goods as recorded by SATRA upon dispatch shall be evidence of the Goods received by the Client unless the Client can provide conclusive evidence to the contrary.
- 12.4 SATRA shall not be liable for the non-delivery of Goods (even if caused by SATRA) unless the Client provides written notice of non-delivery in accordance with clause 13.2. Liability for non-delivery of Goods shall in any event be limited to replacing the Goods within a reasonable time frame or the issue of a credit note to the value of the Goods not delivered.
- 12.5 Should delivery of the Goods be suspended or delayed by the Client for any reason SATRA reserves the right to charge for storage and for all expenses incurred, including loss of or wastage of resources that cannot otherwise be used. If the delay extends beyond 30 days SATRA shall be entitled to immediate payment for any Goods that are ready for delivery, and any other additional costs.
- 12.6 If for any reason the Client fails to accept delivery of any of the Goods when they are ready for delivery, or SATRA is unable to deliver the Goods on time because the Client has not provided appropriate instructions, documents, licenses or authorisations then risk in the Goods shall pass to the Client, the Goods and/or Services shall be deemed to have been delivered; and SATRA may store the Goods until delivery, whereupon the Client shall be liable for all related costs and expenses (including, without limitation, storage and insurance).
- 13. RISK/TITLE OF GOODS**
- 13.1 Subject to clause 12.6 the risk in the Goods will transfer to the Client on delivery of the Goods unless SATRA and the Client have agreed that the sale of the Goods will be governed by Incoterms 2010 (or any subsequent revision thereto) in which case risk will transfer to the Client in accordance with the Incoterms mode of transport which is agreed by SATRA and the Client.
- 13.2 The Company shall not accept responsibility for loss or damage in transit unless:
- In the case of sales where delivery of Goods is made in the United Kingdom SATRA is notified by the Client within 10 days of the invoice date of non-arrival of Goods and within 3 days of the invoice date of receipt of Goods damaged in transit; or
  - In all other cases the Client notifies SATRA on the non-arrival or damage in transit within a reasonable period of time as determined by SATRA.
- 13.3 Title to the Goods shall not pass to the Client until the earlier of when: -
- SATRA receives payment in full (in cash or cleared funds) for the Goods and any other Goods that SATRA has supplied to the Client in which case title to the Goods shall pass at the time of payment of all such sums; and
  - the Client resells the Goods in accordance with clause 13.5 in which case title shall pass to the Client immediately before the time at which the resale by the Client occurs.
- 13.4 Until ownership of Goods has passed to the Client, the Client shall:
- hold the Goods as SATRA's bailee;
  - store the Goods (at no cost to SATRA) separately from all other goods belonging to the Client or any third party in such a way that they remain readily identifiable as SATRA's property (including where the Goods have been sold to a 3rd party);
  - not destroy, deface or obscure any identifying mark or packaging on or relating to the Goods; and
  - maintain the Goods in satisfactory condition and keep them insured on SATRA's behalf for their full price against all risks to the reasonable satisfaction of SATRA. The Client shall obtain an endorsement of SATRA's interest in the goods on its insurance policy. On request the Client shall allow SATRA to inspect such Goods and shall produce the policy of insurance.
- 13.5 The Client may resell the Goods before ownership has passed to it solely on condition that sale shall be effected in the ordinary course of the Client's business at full market value.
- 13.6 If before title to the Goods passes to the Client, the Client becomes subject to any of the events referred to in clause 2.6 then without limiting any other right or remedy SATRA may have:
- the Client's right to resell the Goods or use them in the ordinary course of its business ceases immediately; and
  - SATRA may at any time require the Client to deliver up all Goods in its possession that have not been resold or irrevocably incorporated into another product; and
  - if the Client fails to do so promptly SATRA may exercise its rights under clause 13.7.
- 13.7 The Client grants SATRA, its agents and employees an irrevocable licence at any time to enter any premises where the Goods are or may be stored in order to inspect them, or, where the Client's right to possession has terminated, to recover them.
- 13.8 On termination of the Contract, howsoever caused, SATRA's (but not the Client's) rights contained in this clause 13 shall remain in effect.
- 14. PATENTS**
- 14.1 SATRA gives no indemnity against any claim of infringement of Letters Patent, Registered Design, Trade Mark or Copyright by the use of or sale of any article or material supplied to the Client. If its use is impossible without infringement of Letters Patent, Registered Design, Trade Mark or Copyright published at the date of the contract, SATRA will refund to the Client the purchase price of the said article or material provided that it is returned to SATRA free of charge. The Client warrants that any design or instruction furnished or given by the Client shall not be such as will cause SATRA to infringe any Letters Patent, Registered Design, Trade Mark or Copyright in the execution of the Client's order.
- 15. WARRANTY OF GOODS**
- 15.1 SATRA warrants that on delivery and for a period of 12 months from the date of delivery or within the shelf life of the Goods (whichever is the shorter period) the Goods shall be free from defects in design, material and workmanship.
- 16. DEFECTIVE GOODS**
- 16.1 Subject to clauses 16.6 and 16.7 if:
- the Client gives notice in writing to SATRA in accordance with clause 16.3 and during the period referred to in clause 15.1 that the Goods do not comply with the warranty in that clause; and
  - SATRA is given a reasonable opportunity of examining such Goods; and
  - the Client (if asked to do so by SATRA) returns such Goods to SATRA's place of business then SATRA will, at its option, repair or replace the defective Goods or refund the price of the defective Goods in full. SATRA reserves the right to repair the Goods at the Client's premises.
- 16.2 The Client must inspect all Goods upon delivery. Failure to do so may result in further charges being applied in the event of a return.
- 16.3 If Goods are found to be faulty, defective or damaged the Client must inform SATRA in writing as soon as reasonably possible and in any event within 10 working days of the fault, damage or defect being discovered.
- 16.4 Without prejudice to clause 16.1 if no notice of rejection has been received by SATRA within 3 months of delivery, the Client shall be deemed to have accepted the Goods.
- 16.5 SATRA will pay the reasonable costs of carriage, packaging and insurance for any defective Goods which are returned by the Client provided that SATRA is liable under clause 16.1 to repair or replace the defective Goods. If SATRA determines that the Goods are not defective or if SATRA is not liable to repair or replace the Goods due to the circumstances under clauses 16.6 or 16.7 then the Client will be responsible for the payment of such costs.
- 16.6 SATRA shall not be under any liability to repair or at its option replace or pay for the repair or replacement of any Goods which are found to be defective if:
- the defect is caused or substantially caused by wear and tear, overloading, misuse, neglect, modification or attempted modification carried out by any organisation other than by SATRA or their approved agents, or use with ancillary equipment not approved in writing by SATRA, or default in proper maintenance or cleaning; or
  - the Client authorises or carries out any repair or replacement of any Goods without first affording SATRA a reasonable opportunity to replace or repair them; or
  - the Client has breached any of the terms of the Contract under which the Goods were supplied; or
  - the Goods have been manufactured to a design or specification or in compliance with other information provided by the Client and the defect has arisen as a result of that design, specification or information;
- 16.7 Where Goods or parts of Goods are not manufactured by SATRA then SATRA shall be liable for defects only to the extent that SATRA obtains redress from the manufacturer or supplier thereof provided that:
- SATRA shall not be obliged to take any step to attempt to obtain such redress except at the request and expense of the Client and upon provision by the Client of a full indemnity as to costs for which SATRA may thereby become liable;
  - nothing in this condition 16.7 shall have effect as to impose upon SATRA any additional liability or obligations other than those referred to in condition 16.1.
- 16.8 Except as provided in clause 16.1 SATRA shall have no liability to the Client arising from any failure of the Goods to comply with the warranty in clause 15.1.

Terms and conditions – September 2019

X-Trade Filip Olszynski

SATRA Reference: SPC0303615/2042/JH

Date: 12<sup>th</sup> November 2020

Signed:





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Customer details: X-Trade Filip Olszynski  
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91-222 Łódź  
Poland

SATRA reference: SPC0303615 /2042

Your reference: AWB 96007005341

Date of report: 27 November 2020

Samples received: 22 October 2020

Date(s) work carried out: Between 6 and 27  
November 2020

## TECHNICAL REPORT

Subject:

Testing of gloves identified as Saniform Nitrile / Vinyl Hybrid Composite gloves in accordance with EN 455-1: 2000 and EN 455-2:2015

### Conditions of Issue:

This report may be forwarded to other parties provided that it is not changed in any way. It must not be published, for example by including it in advertisements, without the prior, written permission of SATRA.

Results given in this report refer only to the samples submitted for analysis and tested by SATRA. Comments are for guidance only.

Tests marked  $\neq$  fall outside the UKAS Accreditation Schedule for SATRA. All interpretations of results of such tests and the comments based upon them are outside the scope of UKAS accreditation and are based on current SATRA knowledge.

**A satisfactory test report in no way implies that the product tested is approved by SATRA and no warranty is given as to the performance of the product tested. SATRA shall not be liable for any subsequent loss or damage incurred by the client as a result of information supplied in the report.**

The uncertainty of the results (UoM) in this report is based on a standard uncertainty multiplied by a coverage factor  $k=2$ , which provides a coverage probability of approximately 95%.

Report signed by: Adam Mortiboys  
Position: Team Leader  
Department: Safety Product Testing

(Page 1 of 9)

## Work Requested

Samples of gloves, see Table 1, were received by SATRA, for testing in accordance with EN 455-1: 2000 and EN 455-2:2015

Table 1 – Samples Received

Sample description as stated by the client	Sizes submitted for testing	Colour of samples submitted	Approximate weight of one glove
Saniform Nitrile / Vinyl Hybrid Composite gloves	M and L	Blue	Size: M Weight: 5.4g

	
Saniform Nitrile / Vinyl Hybrid Composite gloves	Saniform Nitrile / Vinyl Hybrid Composite gloves

## Conclusion

Standard	Clause / Property	Result
EN 455-1: 2000	5 Watertightness test for the detection of holes	Pass
EN 455-2: 2015	4.2 Length	Fail both sizes
	4.3 Width	Pass both sizes
	5.2 Force at break	Pass requirement c only
	5.3 Force at break after challenge testing	Pass requirement c only

## Testing

Samples were tested as received, and were conditioned to the individual requirements of each clause as stated in the standards.

## Requirements

EN 455-1: 2000 General Inspection Level I requirements, sample code L, AQL 1.5 using table 2A of ISO 2859-1: 1999

Batch Size	Number of gloves to be tested	Accept	Reject
Not stated	200	7 failures	8 failures

EN 455-2:2015 Dimensions of examination/procedure gloves

Size	Median length (mm)	Median width (mm)
Extra small	≥ 240	≤ 80
Small		80 ± 10
Medium		95 ± 10
Large		110 ± 10
Extra large		≥ 110

Length measured according to figure 1 of EN 455-2:2015  
 Width measured according to figure 1 of EN 455-2:2015  
 The width requirements are for gloves from natural rubber latex and all other elastomeric materials. These dimensions may not be appropriate for gloves made from other materials

Requirements for EN 455-2:2015 Force at Break

	Median Values of Force at Break (N)		
	Surgical gloves a)	Examination / Procedure Gloves b)	c)
Force at break	≥ 9.0	≥ 6.0	≥ 3.6
After challenge test			

A) Requirements for surgical gloves  
 b) Requirements for all examination gloves, except gloves made from thermoplastic materials (e.g. polyvinylchloride, polyethylene)  
 c) Requirements for gloves made from thermoplastic materials (e.g. polyvinylchloride, polyethylene)



## Test Results

EN 455-1: 2000 Test Results of gloves identified as Saniform Nitrile / Vinyl Hybrid Composite gloves

Clause / Test	Test Results	Result
5 Watertightness test for the detection of holes	Number of samples tested: 200 Number of leaks detected: 7	Pass

EN 455-2:2015 Test Results of gloves identified as Saniform Nitrile / Vinyl Hybrid Composite gloves

Clause / Test	Test Results				Result
	Sample	Size	Length mm	Width mm	
4.2 Length and 4.3 Width	1	M	226	95	Fail Length Pass Width
	2	M	226	97	
	3	M	227	95	
	4	M	227	95	
	5	M	226	96	
	6	M	231	95	
	7	M	230	94	
	8	M	229	95	
	9	M	229	95	
	10	M	228	96	
	11	M	236	97	
	12	M	239	95	
	13	M	226	95	
Median	-	228	95		

EN 455-2:2015 Test Results of gloves identified as Saniform Nitrile / Vinyl Hybrid Composite gloves

Clause / Test	Test Results				Result
	Sample	Size	Length mm	Width mm	
4.2 Length and 4.3 Width	1	L	234	104	Fail Length Pass Width
	2	L	236	104	
	3	L	236	104	
	4	L	235	106	
	5	L	234	104	
	6	L	235	104	
	7	L	234	106	
	8	L	234	105	
	9	L	235	105	
	10	L	235	104	
	11	L	236	104	
	12	L	235	106	
	13	L	235	106	
Median	-	235	104		

EN 455-2:2015 Test Results for as received gloves identified as Saniform Nitrile / Vinyl Hybrid Composite gloves

Clause / Test	Test Results					Result
	Sample	Single wall thickness mm (tf)	Thickness of dumbbell pieces mm (tx)	tf/tx	Force at break /N	
5.2 Force at Break	1	0.12	0.06	2.00	3.95	Pass requirement c only
	2	0.12	0.05	2.40	3.54	
	3	0.13	0.05	2.60	3.22	
	4	0.12	0.06	2.00	3.99	
	5	0.12	0.05	2.40	4.18	
	6	0.125	0.05	2.50	3.55	
	7	0.13	0.06	2.17	3.59	
	8	0.13	0.06	2.17	4.12	
	9	0.13	0.05	2.60	3.92	
	10	0.125	0.05	2.50	4.09	
	11	0.12	0.05	2.40	3.86	
	12	0.12	0.04	3.00	4.21	
	13	0.12	0.05	2.40	3.82	
	Median	-	-	-	3.92	
$t_f/t_x \geq 0.9$ No correction is required $t_f/t_x < 0.9$ Correction is required						

EN 455-2:2015 Test Results for after aged gloves identified as Saniform Nitrile / Vinyl Hybrid Composite gloves

Clause / Test	Test Results					Result
	Sample	Single wall thickness mm (tf)	Thickness of dumbbell pieces mm (tx)	tf/tx	Force at break /N	
5.2 Force at Break	1	0.095	0.06	1.58	4.29	Pass requirement c only
	2	0.105	0.06	1.75	3.73	
	3	0.10	0.06	1.67	3.21	
	4	0.10	0.05	2.00	3.81	
	5	0.095	0.06	1.58	4.18	
	6	0.09	0.07	1.26	4.12	
	7	0.095	0.06	1.58	3.52	
	8	0.10	0.06	1.67	4.51	
	9	0.10	0.05	2.00	4.06	
	10	0.105	0.05	2.10	3.73	
	11	0.10	0.05	2.00	3.86	
	12	0.10	0.06	1.67	3.31	
	13	0.09	0.06	1.50	3.25	
	Median	-	-	-	3.81	
tf/tx ≥ 0.9 No correction is required tf/tx < 0.9 Correction is required						

## Additional Information / Notes

Additional uncertainty of measurement information

Clause / Test	Property	UoM
5 Watertightness	Time (s)	± 1.0 s
4.2 Length and 4.3 Width	Measurement (mm)	± 1.2 mm
5.2 Force at break	Force (N)	± 4.2%

## TERMS AND CONDITIONS FOR THE SALE OF GOODS AND/OR THE PROVISION OF SERVICES

### 1. GENERAL

- 1.1 Work done, Services undertaken or the sale of Goods are subject to the terms and conditions detailed below and (subject to clause 5.2) all other conditions, warranties and representations, expressed or implied by statute relating thereto are hereby excluded.
- 1.2 SATRA Technology Centre Limited, its subsidiaries and associated companies (hereinafter referred to as "SATRA") may perform Services for or supply Goods to persons or entities (public, private or governmental) issuing instructions (hereinafter termed the "Client"). Each also known individually as a Party, or jointly as Parties.
- 1.3 These terms and conditions will apply to the Contract between SATRA and the Client to the exclusion of any other terms which the Client may seek to impose or which may be implied by trade, custom, practice or course of dealing
- 1.4 Unless otherwise agreed in writing no party other than the Client is entitled to provide instructions or information relating to the Goods or Services required or to the delivery of goods, results, reports or certificates.
- 1.5 All references in these terms and conditions to:
- (a) the "Contract" is the contract between SATRA and the Client for the supply of Goods or Services which is made subject to these terms and conditions; and
  - (b) "Services" are the work or services to be supplied or performed under the Contract (including where relevant the supply of software, components and consumables); and
  - (c) "Goods" are the equipment, consumables or other physical items sold under the Contract (including documents, drawings or other information required in order to operate the equipment).
- 1.6 All drawings, descriptive matter, specifications and advertising material (including brochures and catalogues) are issued or published with the sole purpose of giving an indication of the goods or services being described and shall not form part of the Contract.
- 1.7 Where SATRA and the Client agree that the sale of Goods shall be governed by Incoterms 2010 (or any subsequent revision thereto) then the sale shall be governed by the relevant Incoterms mode of transport which is agreed by SATRA and the Client.

### 2. FEES AND PAYMENT

- 2.1 Where SATRA has agreed to perform the Services or supply the Goods on the basis of credit then payment terms are net 21 days from date of invoice, unless otherwise specified and may require part payment prior to delivery of the Services or Goods. In the event of the Client failing to make payment as agreed SATRA will be entitled to withhold delivery of the Goods or Services or cancel the Contract. SATRA reserves the right to charge interest on any overdue payments at a rate of 1.5% per month accruing on a daily basis from the date the invoice is due until the date payment is received.
- 2.2 Where the provision of Services or the sale of Goods is subject to a proforma invoice then SATRA shall not be obliged to start working on the provision of the Goods or Services until after payment in full has been made as cleared funds to SATRA.
- 2.3 SATRA reserves the right to charge for any and all expenses incurred as a result of performing the Services required by the Client. Although SATRA will try and provide an estimate of such expenses these may change as a result of circumstances out of SATRA's control.
- 2.4 Unless otherwise agreed in writing, the price for the Goods or Services shall be the price set in the order acknowledgement. SATRA shall not be bound by any price quoted which is not in writing. Prices for the sale of Goods include packing cases and materials but not carriage or installation which will be quoted separately and as agreed with the Client.
- 2.5 Quotations are valid from the date of issue for a period of 90 days unless otherwise specified or agreed in writing.
- 2.6 Should the Client become insolvent, bankrupt, subject to an administration order, enter into liquidation or receivership, or make arrangements with creditors SATRA reserves the right to cancel the Contract and terminate the supply of the Goods or Services. Where the Contract with SATRA is terminated all outstanding monies due from the Client to SATRA shall be immediately payable, and any materials supplied by SATRA to the Client returned. Termination of the Contract shall be without prejudice to any of SATRA's accrued rights.
- 2.7 All invoices issued by SATRA are payable in full. The Client is responsible for payment of withholding and any other taxes and all import duties. Payments made to SATRA shall not be reduced by such amounts.
- 2.8 The Client shall not be entitled to withhold or defer payment due to SATRA as a result of any dispute or counter claim that it may allege against SATRA.
- 2.9 SATRA reserves the right to bring action against the Client in order to collect unpaid fees, including court action. All fees associated with such actions shall be paid for by the Client including legal fees and related costs.
- 2.10 Where unforeseen costs arise as a result of provision of the Goods or carrying out the Services SATRA shall inform the Client immediately but reserves the right to charge additional costs to cover said costs and expenses.

### 3. INTELLECTUAL PROPERTY RIGHTS

- 3.1 All intellectual property rights belonging to a Party prior to entry into the Contract shall remain with that Party. Nothing in this Contract shall allow transfer of any intellectual property rights from one Party to the other.
- 3.2 In the event of certification services the use of certification marks by the Client may be subject to national and international laws and regulations. The responsibility for the use of these certification marks lies solely with the Client.
- 3.3 All intellectual property rights in reports, drawings, graphs, charts, photographs or any other material (in whatever medium) produced by SATRA pursuant to this Contract shall belong to SATRA. The Client shall have the right to use said material in accordance with the terms of this Contract.
- 3.4 The Client agrees and acknowledges that SATRA retains any and all propriety rights in concepts, ideas and inventions that may arise during the preparation or provision of any report (including any deliverables provided by SATRA to the Client) and the provision of the Services to the Client.
- 3.5 All intellectual property rights in any software supplied to the Client shall belong to SATRA or SATRA's licensors. With respect to the sale of SATRA Timeline, SATRASUMM and SATRA Visionsstich, provided that the Client is a member of SATRA and has paid its annual Smartcare fee then the Client will be entitled to use the software for its own internal use and will be entitled to receive minor software upgrades and fixes. SATRA may however terminate the supply of software upgrades and fixes for older versions of software which it no longer considers viable to support. The Client's rights to use the software and receive software upgrades and fixes will terminate if the Client has not paid its annual Smartcare fee. Major upgrades are not included within the entitlement to upgrades but may be offered by SATRA from time to time for an additional fee.
- 3.6 SATRA shall observe all statutory provisions with regard to data protection including but not limited to the provisions of the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR) Regulation (EU) 2016/679. To the extent that SATRA processes or gets access to personal data in connection with the Services or otherwise in connection with this Contract, it shall take all reasonable technical and organisational measures to ensure the security of such data (and guard against unauthorised or unlawful processing, accidental loss, destruction or damage to such data).

### 4. SUSPENSION OR TERMINATION OF SERVICES

- 4.1 Cancellation by the Client of orders for Goods or Services will only be acceptable by prior agreement with SATRA and a charge will usually be made.
- 4.2 SATRA shall not be liable for any delay or failure in providing the Goods or Services due to circumstances beyond its reasonable control (including any failure by the Client to comply with its obligations). If, in such circumstances arise which prevent SATRA from delivering the Goods or completing the Services, then SATRA will be entitled to cancel or reschedule the delivery of Goods or Services at its discretion. In the event of cancellation SATRA will be entitled to retain all fees paid by the Client for Goods or Services already supplied but will refund to the Client any fees paid by the Client for Goods or Services which have not yet been supplied. The Client will not be liable for any non-refundable expenses already incurred by SATRA in relation to Goods or Services not yet supplied unless the cancellation is due to the Client's failure to comply with its obligations under the Contract.

### 5. LIABILITY AND INDEMNIFICATION

- 5.1 Reports are issued on the basis of information, documents and/or samples submitted to SATRA by the Client, or on behalf of the Client and are provided solely for the benefit of the Client who is responsible for acting as it sees fit on the basis of such reports and findings. Subject to clause 5.2, neither SATRA nor any of its employees, agents or subcontractors shall be liable to the Client or any third party for any actions taken or not taken on the basis of such findings and reports, nor for any incorrect results arising as a result of unclear, erroneous, incomplete, misleading or false information provided to SATRA.
- 5.2 Nothing in these terms and conditions shall limit or exclude SATRA's liability for:
- (a) death or personal injury caused by its negligence or the negligence of its employees or agents;
  - (b) fraud or fraudulent misrepresentation;
  - (c) breach of the terms implied by Section 12 of the Sale of Goods Act 1979;
  - (d) defective products under the Consumer Protection Act 1987; or
  - (e) any other liability which cannot be limited or excluded by applicable law.
- 5.3 Subject to clause 5.2 SATRA shall not be liable to the Client whether in contract, tort (including negligence), breach of statutory duty or otherwise arising under or in connection with the Contract for loss of profits, sales, contracts, anticipated savings, loss or damage to goodwill or any indirect or consequential loss.
- 5.4 Subject to clause 5.2 SATRA's total aggregate liability to the Client, whether in contract, tort (including negligence), breach of statutory duty or otherwise arising under or in connection with the Contract shall be limited to the total amount of fees for the Services or the price of the Goods (excluding any value added tax or other sales tax or expenses) payable by the Client to SATRA under the Contract or £100,000 whichever is the lower figure.

### 6. MISCELLANEOUS

- 6.1 If any one or more provisions of these conditions are found to be illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.
- 6.2 During the course of providing the Goods or Services and for a period of one year thereafter the Client shall not directly or indirectly entice, encourage or make any offer to SATRA's employees to leave their employment with SATRA.
- 6.3 The use of SATRA's corporate name or registered marks for advertising purposes is not permitted without SATRA's prior written authorisation.
- 6.4 All reports and documentation which are supplied to the Client under the Contract remain the property of SATRA until paid in full. Under no circumstances will a Client's purchase order override SATRA's retention of title in accordance with this clause.
- 6.5 The Client acknowledges that in entering into this Contract it has not relied on any representation, warranty, collateral contract or other assurance (except those set out or referred to in these terms and conditions) made by or on behalf of SATRA or any other party before entering into the Contract. The Client waives all rights and remedies that, but for this clause, might otherwise be available to it in respect of any such representation, warranty, collateral contract or other assurance.
- 6.6 All provisions of the Contract that limit or exclude the liability of SATRA are intended also to be for the benefit of SATRA's holding company (called SATRA, and being a company limited by guarantee and incorporated in England and Wales with company number 00153475), and shall accordingly be enforceable by such holding company as well as or instead of by SATRA, and on the basis that any limit on the liability of SATRA shall apply to it and to such holding company in the aggregate.

### 7. CONFIDENTIALITY

- 7.1 Unless specifically excluded in the terms of an individual contract between SATRA and the Client, the following shall apply to all deliverables including, reports, advice, drawings, photographs, specifications, data or other forms of media.
- 7.2 Deliverables referred to in clause 7.1 shall not be disclosed to third parties or used in litigation without the consent of SATRA.
- 7.3 Where SATRA has given consent to disclosure of any service deliverables referred to in clause 7.1, the Client shall draw the attention of the third party to these terms of business and the basis on which SATRA undertakes testing, reporting and advising. The Client shall indemnify SATRA for any failure to do so.
- 7.4 The service deliverables referred to in clause 7.1 are submitted to the Client as confidential documents. Confidentiality shall continue to apply after completion of the business, but shall cease to apply to information or knowledge which has come into the public domain through no breach of this Contract by the Client.
- 7.5 The Client shall not disassemble, remove parts or carry out any form of analysis on goods or materials sold by SATRA for the purposes of reverse engineering or obtaining information on the construction, content or composition of the item without the consent of SATRA.

### 8. AMENDMENT

- 8.1 No amendment to this Contract shall be effective unless it is in writing, expressly stated to amend this Contract and signed by an authorised signatory of both Parties.

### 9. DISPUTE RESOLUTION

- 9.1 If there should be a dispute between the parties to this Agreement they undertake to act with goodwill and to use all reasonable endeavours to resolve that dispute.
- 9.2 Failure to resolve any dispute by discussions between the parties shall, in the first instance, be referred to a mediator for resolution. The parties shall attempt to agree upon the appointment of a mediator, upon receipt, by either of them, of a written notice to concur in such appointment. Should the parties fail to agree within 21 days, either party, upon giving written notice, may apply to the President or the Vice President, for the time being, of the Chartered Institute of Arbitrators, for the appointment of a mediator.
- 9.3 Should the mediation fail, in whole or in part, either party may, upon giving written notice, and within twenty-eight days thereof, apply to the President or the Vice President, for the time being, of the Chartered Institute of Arbitrators, for the appointment of a single arbitrator, for final resolution. The arbitrator shall have no connection with the mediator or the mediation proceedings, unless both parties have consented in writing. The arbitration shall be governed by both the Arbitration Act 1996 and the Controlled Cost Rules of the

## TERMS AND CONDITIONS FOR THE SALE OF GOODS AND/OR THE PROVISION OF SERVICES

- Chartered Institute of Arbitrators (2000 Edition), or any amendments thereof, which Rules are deemed to be incorporated by reference into this clause. The seat of the arbitration shall be England and Wales.
- 9.4 The laws of England shall govern the interpretation of this Contract. Subject to clauses 9.1, 9.2 and 9.3 any dispute arising out of or in connection with the Contract shall be subject to the exclusive jurisdiction of the courts of England. However, the Party obtaining a judgement in such courts shall be entitled to enforce it in any court it chooses.
- 10. PROVISION OF SERVICES**
- 10.1 SATRA shall provide Services using reasonable care and skill and in accordance with the Clients specific instructions and as confirmed by SATRA as part of the Contract review process.
- 10.2 Estimates for completion of the Services are made in good faith and date from receipt of a written order, payment of a proforma invoice if required, full information and samples to enable SATRA to proceed. While SATRA will make every effort to fulfil them, such estimates are subject to unforeseen events and if not achieved, cannot give rise to any claim. Time will not be of the essence in relation to the performance of the Services.
- 10.3 Results given in test reports or certificates refer only to samples submitted for analysis to SATRA. A satisfactory test report in no way implies that the product tested is approved by SATRA and no warranty is given as to the performance of the product tested.
- 10.4 SATRA may delegate all or part of the Services to a subcontractor and the Client authorises SATRA to disclose all information required to undertake the Services.
- 10.5 Where the Client requests SATRA to witness testing of other services being undertaken by a third party the Client agrees that SATRA's sole responsibility is to be present at the time of the work and to forward the results or confirm that the service has been undertaken. The Client agrees that unless otherwise agreed SATRA is not responsible for the condition or calibration of any equipment unless provided by SATRA.
- 10.6 Unless otherwise agreed in advance, test samples will be retained for 6 weeks from the date of the final report after which time they will be disposed of and SATRA shall cease to have any responsibility for such samples.
- Where the nature of the samples or the Services undertaken results in specialist disposal then SATRA reserves the right to pass the cost of such disposal onto the Client. Storage for longer periods may be possible only if agreed in advance and may incur a storage charge payable by the Client.
- Where practical and agreed in advance, samples may be returned at the Client's expense. However, samples are in most instances partially or fully destroyed as part of the work undertaken and SATRA cannot guarantee that samples will be returned in an "as new" condition.
- 10.7 Where SATRA receives documents reflecting engagements between the Client and third parties or documents belonging to third parties, such documents shall be considered as being for information only and shall not release the Client from any or all obligations to SATRA.
- 10.8 SATRA reserves the right to make changes to the Services, provided that such changes do not materially affect the nature or quality of the provision of these Services or where they are necessary in order to ensure that any applicable laws or safety requirements are complied with.
- 10.9 The Client acknowledges that SATRA by providing the Services, neither takes the place of the Client or any third party or releases them from any of their obligations.
- 11. CLIENT RESPONSIBILITIES RELATING TO THE PROVISION OF SERVICES**
- 11.1 The Client shall provide sufficient samples, information, instructions and documents as required to enable SATRA to carry out the Services in accordance with the methods, standards or other specifications as agreed.
- 11.2 Where applicable the Client shall allow access by members of SATRA staff to such premises where the Services are to be performed and provide any specialist equipment and personnel.
- 11.3 The Client shall inform SATRA in advance of any known hazards, dangers or other safety matters relating to samples submitted to SATRA or on site visits made by SATRA.
- 11.4 Where the Client fails to comply with any of its responsibilities SATRA reserves the right to suspend any Services until such time as the Client has complied and may require the Client to reimburse SATRA the amount of any additional costs arising from the suspension.
- 12. DELIVERY AND NON-DELIVERY OF GOODS**
- 12.1 Delivery dates for the supply of the Goods are approximate only and not guaranteed. Time of delivery is not of the essence of the Contract and SATRA shall not be liable for any delay in delivery of Goods.
- 12.2 Should expedited delivery be requested and agreed, SATRA shall be entitled to make additional charges to cover overtime or any other additional costs.
- 12.3 Delivery of the Goods shall take place at such location as SATRA and the Client agree. If the Client agrees to collect the Goods from SATRA's premises, then delivery will take place at those premises in which case the consignment of Goods as recorded by SATRA upon dispatch shall be evidence of the Goods received by the Client unless the Client can provide conclusive evidence to the contrary.
- 12.4 SATRA shall not be liable for the non-delivery of Goods (even if caused by SATRA) unless the Client provides written notice of non-delivery in accordance with clause 13.2. Liability for non-delivery of Goods shall in any event be limited to replacing the Goods within a reasonable time frame or the issue of a credit note to the value of the Goods not delivered.
- 12.5 Should delivery of the Goods be suspended or delayed by the Client for any reason SATRA reserves the right to charge for storage and for all expenses incurred, including loss of or wastage of resources that cannot otherwise be used. If the delay extends beyond 30 days SATRA shall be entitled to immediate payment for any Goods that are ready for delivery, and any other additional costs.
- 12.6 If for any reason the Client fails to accept delivery of any of the Goods when they are ready for delivery, or SATRA is unable to deliver the Goods on time because the Client has not provided appropriate instructions, documents, licenses or authorisations then risk in the Goods shall pass to the Client, the Goods and/or Services shall be deemed to have been delivered; and SATRA may store the Goods until delivery, whereupon the Client shall be liable for all related costs and expenses (including, without limitation, storage and insurance).
- 13. RISK/TITLE OF GOODS**
- 13.1 Subject to clause 12.6 the risk in the Goods will transfer to the Client on delivery of the Goods unless SATRA and the Client have agreed that the sale of the Goods will be governed by Incoterms 2010 (or any subsequent revision thereto) in which case risk will transfer to the Client in accordance with the Incoterms mode of transport which is agreed by SATRA and the Client.
- 13.2 The Company shall not accept responsibility for loss or damage in transit unless:
- a) In the case of sales where delivery of Goods is made in the United Kingdom SATRA is notified by the Client within 10 days of the invoice date of non-arrival of Goods and within 3 days of the invoice date of receipt of Goods damaged in transit; or
- b) In all other cases the Client notifies SATRA on the non-arrival or damage in transit within a reasonable period of time as determined by SATRA.
- 13.3 Title to the Goods shall not pass to the Client until the earlier of when: -
- a) SATRA receives payment in full (in cash or cleared funds) for the Goods and any other Goods that SATRA has supplied to the Client in which case title to the Goods shall pass at the time of payment of all such sums; and
- b) the Client resells the Goods in accordance with clause 13.5 in which case title shall pass to the Client immediately before the time at which the resale by the Client occurs.
- 13.4 Until ownership of Goods has passed to the Client, the Client shall:
- a) hold the Goods as SATRA's bailee;
- b) store the Goods (at no cost to SATRA) separately from all other goods belonging to the Client or any third party in such a way that they remain readily identifiable as SATRA's property (including where the Goods have been sold to a 3rd party);
- c) not destroy, deface or obscure any identifying mark or packaging on or relating to the Goods; and
- d) maintain the Goods in satisfactory condition and keep them insured on SATRA's behalf for their full price against all risks to the reasonable satisfaction of SATRA. The Client shall obtain an endorsement of SATRA's interest in the goods on its insurance policy. On request the Client shall allow SATRA to inspect such Goods and shall produce the policy of insurance.
- 13.5 The Client may resell the Goods before ownership has passed to it solely on condition that sale shall be effected in the ordinary course of the Client's business at full market value.
- 13.6 If before title to the Goods passes to the Client, the Client becomes subject to any of the events referred to in clause 2.6 then without limiting any other right or remedy SATRA may have:
- a) the Client's right to resell the Goods or use them in the ordinary course of its business ceases immediately; and
- b) SATRA may at any time require the Client to deliver up all Goods in its possession that have not been resold or irrevocably incorporated into another product; and
- c) if the Client fails to do so promptly SATRA may exercise its rights under clause 13.7.
- 13.7 The Client grants SATRA, its agents and employees an irrevocable licence at any time to enter any premises where the Goods are or may be stored in order to inspect them, or, where the Client's right to possession has terminated, to recover them.
- 13.8 On termination of the Contract, howsoever caused, SATRA's (but not the Client's) rights contained in this clause 13 shall remain in effect.
- 14. PATENTS**
- 14.1 SATRA gives no indemnity against any claim of infringement of Letters Patent, Registered Design, Trade Mark or Copyright by the use of or sale of any article or material supplied to the Client. If its use is impossible without infringement of Letters Patent, Registered Design, Trade Mark or Copyright published at the date of the contract, SATRA will refund to the Client the purchase price of the said article or material provided that it is returned to SATRA free of charge. The Client warrants that any design or instruction furnished or given by the Client shall not be such as will cause SATRA to infringe any Letters Patent, Registered Design, Trade Mark or Copyright in the execution of the Client's order.
- 15. WARRANTY OF GOODS**
- 15.1 SATRA warrants that on delivery and for a period of 12 months from the date of delivery or within the shelf life of the Goods (whichever is the shorter period) the Goods shall be free from defects in design, material and workmanship.
- 16. DEFECTIVE GOODS**
- 16.1 Subject to clauses 16.6 and 16.7 if:
- a) the Client gives notice in writing to SATRA in accordance with clause 16.3 and during the period referred to in clause 15.1 that the Goods do not comply with the warranty in that clause; and
- b) SATRA is given a reasonable opportunity of examining such Goods; and
- c) the Client (if asked to do so by SATRA) returns such Goods to SATRA's place of business then SATRA will, at its option, repair or replace the defective Goods or refund the price of the defective Goods in full. SATRA reserves the right to repair the Goods at the Client's premises.
- 16.2 The Client must inspect all Goods upon delivery. Failure to do so may result in further charges being applied in the event of a return.
- 16.3 If Goods are found to be faulty, defective or damaged the Client must inform SATRA in writing as soon as reasonably possible and in any event within 10 working days of the fault, damage or defect being discovered.
- 16.4 Without prejudice to clause 16.1 if no notice of rejection has been received by SATRA within 3 months of delivery, the Client shall be deemed to have accepted the Goods.
- 16.5 SATRA will pay the reasonable costs of carriage, packaging and insurance for any defective Goods which are returned by the Client provided that SATRA is liable under clause 16.1 to repair or replace the defective Goods. If SATRA determines that the Goods are not defective or if SATRA is not liable to repair or replace the Goods due to the circumstances under clauses 16.6 or 16.7 then the Client will be responsible for the payment of such costs.
- 16.6 SATRA shall not be under any liability to repair or at its option replace or pay for the repair or replacement of any Goods which are found to be defective if:
- a) the defect is caused or substantially caused by wear and tear, overloading, misuse, neglect, modification or attempted modification carried out by any organisation other than by SATRA or their approved agents, or use with ancillary equipment not approved in writing by SATRA, or default in proper maintenance or cleaning; or
- b) the Client authorises or carries out any repair or replacement of any Goods without first affording SATRA a reasonable opportunity to replace or repair them; or
- c) the Client has breached any of the terms of the Contract under which the Goods were supplied; or
- d) the Goods have been manufactured to a design or specification or in compliance with other information provided by the Client and the defect has arisen as a result of that design, specification or information;
- 16.7 Where Goods or parts of Goods are not manufactured by SATRA then SATRA shall be liable for defects only to the extent that SATRA obtains redress from the manufacturer or supplier thereof provided that:
- a) SATRA shall not be obliged to take any step to attempt to obtain such redress except at the request and expense of the Client and upon provision by the Client of a full indemnity as to costs for which SATRA may thereby become liable;
- b) nothing in this condition 16.7 shall have effect as to impose upon SATRA any additional liability or obligations other than those referred to in condition 16.1.
- 16.8 Except as provided in clause 16.1 SATRA shall have no liability to the Client arising from any failure of the Goods to comply with the warranty in clause 15.1.