ANNEX D · CONDITIONS, ASSUMPTIONS AND EXCLUSIONS

Petrochemicals Europe New Website

This annex records the conditions on which our pricing is given. It is written to be attached as a schedule to Cefic's website development agreement, so that what we have assumed forms part of the contract rather than part of the correspondence. Nothing here reduces the scope set out in the proposal. It states what that scope rests on.

1 Status and precedence

1.1 This annex is submitted for attachment as a schedule to Cefic's website development agreement. The RFP provides that the final contract and its schedules prevail; this annex is intended to form part of those schedules.

1.2 The prices in Appendix B are given on the basis of the conditions set out below. Where a condition is not accepted, the corresponding price is re-quoted before contract rather than absorbed.

1.3 Where this annex is silent, the RFP and our proposal apply.

2 Basis of the quotation

2.1 The website is built new. No content is migrated from the existing website, and no legacy URL redirect mapping is included beyond the pre-launch SEO check described in the proposal.

2.2 Six page templates and six editor-managed blocks. The count is confirmed at the end of discovery and before design begins.

2.3 Brand identity is not included in the website price, which assumes the current identity is carried forward. Three options are quoted separately and contracted on their own.

2.4 Effort has been estimated against the requirements as published. Requirements clarified, reinterpreted or added after contract are handled under clause 12.

3 Content

3.1 Petrochemicals Europe writes, approves and supplies all content, including technical data, imagery and downloadable documents.

3.2 White Rabbit loads up to 50 pages of content supplied and approved by Petrochemicals Europe, including metadata, imagery and search fields. Training, a recorded session and an editor guide are included so that the team can publish independently afterwards.

3.3 Beyond 50 pages, further loading is charged at the role rate in Appendix B. News entries, events and publications are loaded by Petrochemicals Europe through the editorial interface, as these are repetitive template-driven items.

3.4 Final content is delivered by Petrochemicals Europe by 28 February 2027. Where it arrives later, the launch moves by the equivalent period, without penalty to either party.

3.5 White Rabbit is not responsible for the accuracy, completeness or rights clearance of content supplied by Petrochemicals Europe.

4 Hosting, security and third-party costs

4.1 White Rabbit provides hosting on servers physically located in Europe, as confirmed by Cefic IT.

4.2 The security measures to be implemented must be reviewed and agreed with Cefic IT before the infrastructure is specified. The requirements in section 5.8 of the RFP can be satisfied at materially different levels of protection, and several of them depend on services provided by third parties. Until that review has taken place, neither the infrastructure nor its recurring cost can be fixed.

4.3 Our hosting fee is confirmed in writing following that technical review and applies from the date the infrastructure is specified. It is not included in the fixed maintenance fee.

4.4 Where Cefic IT requires security services, tooling, scanning, certification or monitoring supplied by third parties, those are charged at cost. Quotations are presented for written approval before any such service is engaged.

4.5 Availability commitments and response targets assume the infrastructure agreed at that review. A materially different security posture may change them, and any change is agreed in writing.

5 Third-party services and licences

5.1 Third-party licence fees are not included in our prices. This includes site search, consent management, and any service introduced at Cefic's request.

5.2 Where Cefic's existing consent-management licence does not extend to the new website, the licence is procured by Cefic at its cost.

5.3 Access to the existing analytics property, the Mailjet account, the consent-management platform and the domain registrar is provided at mobilisation. Delay in providing access shifts the dependent stages.

6 Accessibility

6.1 WCAG 2.2 Level AA conformance is warranted for the templates, components, navigation, forms and interactive elements delivered by White Rabbit, and is evidenced in the accessibility report at acceptance.

6.2 Conformance cannot be warranted for content, imagery, documents or third-party embeds supplied or added by Petrochemicals Europe, before or after handover. Editor guidance and in-CMS prompts are provided so that published content can meet the same standard.

6.3 Remediation of legacy downloadable documents is excluded and quoted separately, as provided in ACC-05.

7 Performance

7.1 Performance targets are agreed against representative templates carrying content of an agreed weight, and are measured on the delivered build before launch.

7.2 Third-party scripts, tags or embeds added by Petrochemicals Europe, and media exceeding the agreed weight, fall outside the warranted targets.

8 Maintenance and support

8.1 Maintenance covers the CMS, modules, plug-ins, libraries and components selected by White Rabbit, as provided in CMS-02 and OPS-02.

8.2 Components, integrations or code introduced by Petrochemicals Europe or by a third party are excluded from maintenance and from the availability commitment, unless added by written agreement and re-priced.

8.3 Emergency patching required by a vendor advisory is included. Remediation of a vulnerability originating in a component imposed on us against our written recommendation is quoted separately.

8.4 The support package is a prepaid annual allocation. Unused hours do not carry forward. Usage is reported transparently and notice is given before the package is exhausted.

9 Motion and interaction design

9.1 Motion, parallax and pointer-linked interaction are applied to an agreed number of templates and sections, fixed at design sign-off.

9.2 All motion respects the prefers-reduced-motion setting: visitors who have reduced motion enabled receive a static equivalent carrying the same information. Motion is delivered within the agreed performance budget. This is how UX-06 is satisfied rather than set aside.

9.3 Additional animated sections or interactions requested after design sign-off are quoted at the role rates in Appendix B.

10 Approvals and timetable

10.1 Review and written approval at each stage gate within five working days. Delay beyond that shifts the delivery plan by the equivalent period, without penalty to either party.

10.2 The final sitemap, taxonomy and design require written approval before development begins. Changes after that point are handled under clause 12.

10.3 Two rounds of revision are included at each design stage. Further rounds are quoted at the role rates in Appendix B.

11 Exclusions

11.1 Brand identity work beyond the package selected in the branding annex, which is quoted and contracted separately.

11.2 Multilingual delivery, translation and copywriting. Photography and video production.

11.3 Member-only areas, visitor accounts and any formal editorial approval workflow, per section 3.3 and CMS-08.

11.4 Implementation of the interactive value chain beyond the discovery and prototype phase, which is addressed under the separate reference.

11.5 The AI assistant beyond the limited proof of concept described in AI-05.

11.6 Content entry, legacy document remediation, and third-party licence fees, as set out above.

12 Change control

12.1 No work outside the agreed scope is undertaken or charged without prior written approval.

12.2 Changes are quoted at the role rates in Appendix B and approved in writing before work begins.

12.3 Where an assumption recorded in this annex proves to be incorrect, the resulting work is treated as a change request and not as a defect or a warranty item.

For White Rabbit Integrated Communication · Alberto Maccari

For Cefic · name, date and signature