

# HELTTI'S GENERAL TERMS OF OCCUPATIONAL HEALTH CARE AND WELLBEING SERVICES



Heltti applies these general terms and conditions, when Heltti provides the Customer and the Customer's personnel with occupational health care and wellbeing services.

## 1 PARTIES

The parties to the agreement are the Customer who ordered the occupational health care and wellbeing services ("Customer") and the Service provider ("Heltti, 2544593-8, Mannerheimintie 12 A, 00100 Helsinki").

## 2 SERVICES

Agreement includes the services defined in annex 1 in accordance with the service package selected with the order (Beginner, Caretaker, Forerunner), selected service extensions and other services defined in annex 1.

## 3 PAYMENTS AND PAYMENT TERMS

### 3.1 Starting fee

Heltti invoices the Customer for the fixed starting fee specified in the order. The starting fee includes the basic workplace survey and action plan to be carried out when the services start.

Heltti will invoice the starting fee after the basic workplace survey and action plan have been completed, but no later than three (3) months after the start of the services, regardless of whether a basic workplace survey and action plan have been completed.

Heltti will also invoice a one-time starting fee for new employees of the Customer whose employment begins after Heltti has started providing services or otherwise are added to the services. One-time starting fee for such new employees will be equal to the monthly fixed fee per employee.

### 3.2 Monthly fees

Heltti invoices the Customer for the monthly fee according to the service package selected in the order (Beginner, Caregiver, Forerunner), which is based on the number of the Customer's employees. The monthly fee includes the services defined in annex 1 section "A. Services included in the fixed monthly price". The monthly fee is invoiced monthly at the end of the month starting from the month the services have started.

All employees who have been employed by the Customer during a month are considered to be employees of the Customer.

The Customer provides Heltti with information about changes in the Customer's employees without delay after a change has occurred. The Customer is responsible for maintaining the employee list up-to-date via the HelttiView portal. Heltti's invoicing is based on the information provided to Heltti at the time of the invoicing. Heltti has the right to invoice monthly fees from the start of the employee's employment period even if the Customer informs Heltti of a new employee after the employment period has started.

Value added tax will be invoiced on the basis of the used services. The fixed monthly fee agreed in this section is invoiced for a minimum of two persons.

### 3.3 Other fees and charges

Services, described in annex 1 section "B: Services invoiced based on usage", Heltti invoices at the end of the month based on actual usage according to the price list in force at the time. Services provided by

Heltti's partners are invoiced in accordance with the partner's effective price list.

In addition to the above mentioned services, the Customer and Heltti may agree on the provision of other services. Unless otherwise agreed, such services are in accordance with Heltti's service descriptions and priced in accordance with Heltti's price list in force at the time.

In addition, Heltti invoices any other general fees (e.g. Kanta-fee, invoicing fees) in accordance with annex 2 the price list valid at any given time..

## 4 TRAVEL COST AND TRAVELING TIME

In case Heltti visits the Customer's working location in order to provide services, Heltti will invoice traveling costs from the nearest Heltti office to the Customer's location, and the travel time of professionals and specialists in accordance with Heltti's price list in force at the time.

## 5 INVOICING AND TERMS OF PAYMENT

Invoicing occurs monthly on the last working day of each month with 14 days payment term.

## 6 AGREEMENT COMING INTO FORCE, TERM AND TERMINATION

The Agreement comes into force when the Customer has placed an order and Heltti has accepted it with an order confirmation. Heltti has the right not to accept the order. The services start on the first day of the calendar month following the order. Either party has the right to terminate this Agreement with three (3) months notice period in writing to the other party. Unless the Parties agree otherwise, changes to the services will also be subject to the same notice period. The notice period begins at the end of the calendar month during which the written notice was given.

## 7 OTHER TERMS AND CONDITIONS

Heltti, its employees and subcontractors commit to comply with the applicable healthcare, confidentiality and data protection legislation in all their activities.

In addition, Heltti's general terms of service apply (annex 4).

## 8 ANNEXES

The following Annexes form an integral part of these General Terms of Occupational health care services and agreement between Heltti and Customer:

- Annex 1: Services
- Annex 2: Heltti price list
- Annex 3: Data processing annex
- Annex 4: General terms and conditions of service

In the event of contradiction between these contract documents, this General Terms of occupational health care and wellbeing services shall be applied primarily and, thereafter, the Annexes in ascending numerical order.