

TERMS OF SERVICE**Senz Strategy Consulting Sdn Bhd. (including Senz Life Sciences)**

Company No. 201801013232 (1275248-H)

Effective date: March 2026 · Last updated: March 2026

1. About These Terms

These Terms of Service ("Terms") govern the engagement between Senz Strategy Consulting Sdn Bhd. (company no. 201801013232 / 1275248-H), registered in Malaysia ("Senz", "we", "us"), and any individual or organisation ("Client", "you") that engages our services.

Senz operates two practice areas:

- Senz Strategy Consulting — organisational performance, team dynamics and change management
- Senz Life Sciences — life sciences consulting, advisory, and investment readiness services

By engaging our services, accessing our tools, or signing a proposal, you agree to these Terms. Where a separate written agreement or proposal has been signed, those terms take precedence in the event of any conflict.

2. Services

Senz provides consulting, coaching, facilitation, diagnostic and advisory services to leadership teams and organisations. Our services may include but are not limited to:

- Team diagnostics and assessments (including the Friction Scan™)
- Team workshops and development programmes (including the Inner Power Map™ and Power of YOU™)
- Management team and organisational consulting
- Implementation follow-up and coaching
- Life sciences consulting and advisory services, including the Investment Readiness Scan, Investor View Report, and strategic investment preparation (Senz Life Sciences)

The specific scope, deliverables and timeline of any engagement are agreed in a written proposal or statement of work prior to commencement.

Confidential business data shared in Senz Life Sciences engagements is governed by a separate Non-Disclosure Agreement (NDA). The NDA is provided upon confirmation of engagement, before any confidential materials are reviewed or shared. The NDA takes precedence over these Terms for that specific data.

3. Intellectual Property

All methodologies, frameworks, tools, content and materials developed by Senz remain the exclusive intellectual property of Senz Strategy Consulting Sdn Bhd. This includes:

- Inner Power Map™ framework and workshop materials
- Power of YOU™ programme and associated content
- Friction Scan™ diagnostic tool
- Investment Readiness Scan and associated reporting
- Investor View Report methodology and report format
- All reports, presentations, worksheets and written deliverables created by Senz

Clients are granted a non-exclusive, non-transferable licence to use deliverables within their own organisation for internal purposes only. Reproduction, redistribution, resale or adaptation of Senz materials without prior written consent is not permitted.

4. Confidentiality

Both parties agree to treat as confidential any information shared during an engagement that is not publicly available. Senz will not share information about your organisation, team members or strategic priorities with third parties without your consent, except where required by law.

Client organisations are similarly asked to treat Senz methodologies, tools and approaches as confidential and not to share them externally without written permission.

For Senz Life Sciences engagements involving sensitive business information, financial data or proprietary technology details, a separate NDA governs the treatment of that data.

5. Fees and Payment

General (Senz Strategy Consulting)

Unless otherwise stated in the proposal:

- A deposit of 50% is required to confirm an engagement and reserve dates
- The remaining balance is due within 14 days of programme completion
- Invoices are issued in the currency agreed in the proposal (EUR or MYR)
- Late payments may incur interest at the rate of 1.5% per month

All fees are exclusive of travel, accommodation and out-of-pocket expenses unless explicitly stated otherwise. Travel (economy class) and accommodation will be invoiced at cost.

Senz Life Sciences

Fee structures for Life Sciences engagements differ from the above and are specified in each engagement proposal:

- Investor View Report — full fee is due upon confirmation of engagement, before work commences
- Phase 1 (Position), Phase 2 (Package) and Phase 3 (Partner) — fees and payment schedules are agreed per proposal
- Where the Investor View Report fee is credited toward Phase 1, this is specified in the Phase 1 proposal

All Life Sciences fees are quoted and invoiced in EUR unless otherwise agreed. For companies where resources are committed but not yet fully available, phased payment structures may be discussed prior to signing.

6. Cancellation and Rescheduling

Senz Strategy Consulting engagements

For the purpose of this section, an engagement is considered confirmed upon acceptance of a proposal and payment of the required deposit, at which point dates are reserved. Cancellation terms below apply relative to the scheduled engagement date, regardless of whether services have commenced.

Our cancellation policy is as follows:

- Cancellation more than 21 days before the engagement: deposit is refunded in full
- Cancellation 8–21 days before: 50% of total fee remains payable (the deposit will be applied toward this amount)
- Cancellation 7 days or less before: 100% of total fee is due
- Rescheduling with more than 14 days' notice: no charge, subject to availability

Senz Life Sciences engagements

Once work has commenced on a Senz Life Sciences engagement — including the Investor View Report — fees are non-refundable. "Commencement" means the earlier of: materials having been submitted by the Client, or the intake conversation having taken place.

If Senz determines after confirmation that it is unable to proceed, any fees paid will be refunded in full.

In the unlikely event that Senz needs to cancel or reschedule any engagement, we will provide maximum notice and offer a full refund of any deposit or fee paid if an alternative cannot be agreed.

7. Deliverables and Timelines

The specific deliverables and timelines for each engagement are agreed in the written proposal or statement of work. For Senz Life Sciences engagements, indicative timelines are provided at the time of confirmation. Senz will notify the Client promptly if any circumstance arises that may affect the agreed timeline.

8. Limitation of Liability

Senz provides consulting, facilitation and advisory services. While we are committed to delivering high-quality work, we cannot guarantee specific outcomes or results, as these depend on factors within the client's organisation or market context.

For Senz Life Sciences specifically: the Investor View Report and all advisory services represent the professional opinion of Senz based on the materials and information provided. They do not constitute legal, financial, regulatory or investment advice. Clients are responsible for decisions made on the basis of Senz's findings.

Our total liability to a Client for any claim arising from an engagement shall not exceed the total fees paid for that specific engagement. We are not liable for indirect, consequential or special damages.

Nothing in these Terms limits liability for fraud, gross negligence or any liability that cannot be excluded by law.

9. Independent Contractor

Senz operates as an independent contractor. Nothing in these Terms creates an employment relationship, partnership or joint venture between Senz and the Client. Senz retains the right to engage subcontractors or partners to deliver services, where appropriate, and will notify the Client in advance.

10. Governing Law and Disputes

These Terms are governed by and construed in accordance with the laws of Malaysia, including the Personal Data Protection Act 2010 (PDPA) where applicable to data processing activities.

For clients based in the European Union or European Economic Area, Senz acknowledges the applicability of the General Data Protection Regulation (GDPR) to the processing of their personal data, as further described in our Privacy Policy.

In the event of a dispute, both parties agree to first attempt resolution through good-faith negotiation. If unresolved, disputes will be referred to mediation before any formal legal proceedings are initiated. The courts of Malaysia shall have jurisdiction over any unresolved disputes.

11. Changes to These Terms

We may update these Terms from time to time. The current version will always be available at www.senz.biz. For existing engagements, the Terms in force at the time of signing the proposal apply.

12. Entire Agreement

These Terms, together with any signed proposal or statement of work, constitute the entire agreement between Senz and the Client for the relevant engagement. They supersede any prior discussions, representations or understandings.

13. Contact

For any questions about these Terms:

- Email: karin@senz.biz
- Phone: +60 (0) 16 23 72 042
- Address: 63 Jalan Elitis Suria, 47000 Sungai Buloh, Malaysia
- Website: www.senz.biz