LOYALTY PROGRAM "DCLUB"

("Loyalty Program")

Terms and Conditions ("Terms")

Art. I: Promoter

DAB PUMPS SOUTH AFRICA (PTY) LTD, a private company incorporated in the Republic of South Africa with registration number 1982/005233/07 with its physical address at Twenty One Industrial Estate, 16 Purlin Street North - Unit B, Warehouse 4, Olifantsfontein, 1667, South Africa, and contactable at dclubsouthafrica@dabpumps.com (hereinafter the "Promoter").

Art. II: Eligibility

This initiative is open to installers and/or plumbers who are natural persons aged 18 years or older, who are resident in the Republic of South Africa and who carry on business as, or are employed as, installers and/or plumbers in South Africa (hereinafter also referred to as the "Participants" or the "Participant"). The Promoter may request reasonable proof of eligibility (such as a valid identity document and, where applicable, proof of trade registration) before crediting Dcoins or fulfilling any reward.

Participants who are employed by, or act on behalf of, a third party (for example, a plumbing contractor, developer or merchant) are responsible for ensuring that their participation in the Loyalty Program and their receipt of rewards are permitted by, and where required disclosed to, their employer or principal. The Promoter may request written confirmation of such permission and may decline to fulfil a reward where it reasonably believes that its receipt would breach applicable law, including the Prevention and Combating of Corrupt Activities Act 12 of 2004, or the Participant's obligations to their employer or principal. Rewards are not offered as an inducement to any person to act improperly in the recommendation, specification or procurement of products.

Employees and representatives of the Promoter, its group companies, suppliers and consultants (including Promosfera S.r.l.), as well as their respective immediate family members (spouses, life partners, parents, children and siblings), are excluded from participation. Any individuals professionally involved in the management of this initiative are also excluded from participation.

Art. III: Promoted Products and Purpose of the Initiative

The "DCLUB" Loyalty Program is established with the purpose of encouraging the sale of the promoted products and increasing brand visibility.

The products covered by the Loyalty Program ("Products") are the following:

Product	**Code**
Esybox Max	60217358 / 60217356/ 60199039/ 60199035/ 60195100
Esybox	60212672
Esybox Mini	60212600
Esybox Diver	60197919
Esybox Pop	60243087

Art. IV: Program Period

The Loyalty Program will be conducted from 16 November 2026 (00:01 South African Standard Time (SAST) to 16 November 2027 (23:59 SAST) (hereinafter "promotional period" or "Program Period").

Art. V: How to Participate

DCLUB LOYALTY PROGRAM REGISTRATION

To participate in the initiative, eligible recipients meeting the requirements set forth in Article II shall download the free DAB Loyalty application (hereinafter also referred to as the "Mobile App") and register for DCLUB.

Upon their first login, each Participant will be required to:

- Register by providing their personal details: first name, last name and email address (mandatory, as registration cannot be completed without them) and cellphone number (optional);
- Accept these Terms and acknowledge the Privacy Notice set out in Article VII and, separately and optionally, indicate whether they consent to receiving direct marketing communications and to the disclosure described in Article VII.

Each Participant, identified by the personal details provided upon registration, may register only once and will earn points (hereinafter also referred to as "Dcoins") based on the installation of Products and the actions listed below (hereinafter also referred to as the "Actions").

Please note that registration for the Program may take place at any time during the validity period of the initiative.

HOW TO EARN POINTS

Depending on the type of Product installed and the actions carried out, the Participant will be entitled to receive points, referred to as "Dcoins". The points will be accumulated from time to time in the Participant's personal profile, within their dedicated area, and may be viewed at any time.

Dcoins will be credited to the Participant's personal profile according to the following actions:

TYPE OF ACTION		**POINTS AWARDED ("Dcoins")**
Installation of the Product:	Esybox Mini 3	100 DCoins
	Esybox	200 DCoins
	Esybox Diver	200 DCoins
	Esybox Twin	200 DCoins
	Esybox Max	600 DCoins
	Esybox Pop	100 Dcoins
"Invite a friend"		5 DCoins
Share a review		10 Dcoins
Share a photo		10 Dcoins
H2D Connection		75 Dcoins
Events Participation		30 Dcoins
Survey Participation		15 Dcoins
Welcome Bonus		75 Dcoins
Achievement of "Master" Level		2000 Dcoins
Esycare		100 Dcoins

Specifically, the actions to accumulate Dcoins are as follows:

- **Registration (Welcome Bonus)**: the Welcome Bonus points awarded for registration will be credited only once per Participant throughout the entire Program Period, following registration for DCLUB;

- **Installation of the Product:** following the installation of one of the promoted products, the Participant will receive the corresponding points. Please note that Participants may earn points for each product installed during the promotional period.
  With regard to the procedure for crediting points related to the installation of a product, please note that points relating to the installation of promoted products may be credited exclusively by following this procedure: the Participant, duly registered with DCLUB, must scan the dedicated unique QR Code located inside the product's technical compartment in order to receive the corresponding points. Points will be awarded only for the Products listed in Article III of these Terms, which are also available in visual format on the DCLUB website at DCLUB.dabpumps.com.
  If the promoted product does not bear the yellow sticker indicating the presence of the QR Code, the Participant may send an email to dclubsouthafrica@dabpumps.com, attaching:
- A photograph of the product nameplate showing the product code;
- The serial number.

  The Promoter will verify the information provided and, if it is reasonably satisfied that the Product was installed by the Participant during the Program Period, will credit the corresponding Dcoins within 5 business days.

  The Promoter reserves the right to reverse Dcoins credited in respect of, and to invalidate any participation associated with, returned products, cancelled orders or products not genuinely installed by the Participant, including where this is discovered after the Dcoins were credited. The Promoter will notify the affected Participant of any such reversal and the reason for it.
- **"Invite a friend"**: points will be awarded to the Participant only if the invited person is eligible in terms of Article II and completes the DCLUB registration by clicking on the link sent by the Participant. Participants may send the invitation-link only to persons they believe are willing to receive it, and must not send unsolicited bulk messages;
- **Share a review**: the Participant will receive the corresponding points each time they submit a review following the installation of a product.
- **Share a photo***: the Participant will receive the corresponding points each time they share a photograph of a product installation, subject to approval by the Promoter. Photographs must not show any identifiable person, vehicle registration number, street address or other personal information of end users or third parties, unless the relevant person has consented.
- **H2D Connection**: after the installation of the promoted product, the Participant may choose to connect the Pump by following the dedicated procedure available through the DAB Service Centre via the H2D application. Upon completion of the procedure, the Participant will be prompted to scan the QR Code on the product in order to receive the corresponding points.
- **Events participation**: participants will earn points for each physical event expressly indicated as part of the DCLUB (including, by way of example, training events, trade fairs, etc.).
- **Survey Participation**: participants will receive the designated Dcoins after completing a survey sent via email by Promoter and specifically identified as part of the DCLUB Loyalty Program.
- **Welcome bonus**: the Participant will receive the corresponding points upon registration with DCLUB, and in any event only once throughout the entire validity period;
- **Achievement of "Master" Level**: upon reaching the highest level ("Master"), the Participant will be entitled to the points indicated in the table above;
- **EsyCare**: points will be awarded to the Participant only if the purchase of the EsyCare service on the website is successfully completed by the end user through the link sent by the Participant, where the end user chooses to purchase the service through the installer. The Participant may send the link only to end users who have requested or agreed to receive it.

A Participant can view their Dcoins balance in their personal area, which will be updated in real time.

*The Participant warrants that the content uploaded (reviews, photographs, etc.) is their own original work or that they hold all necessary rights and consents to upload it, and that it does not infringe any third-party rights (including copyright, trademark and privacy rights). The Participant grants the Promoter and its group companies a non-exclusive, royalty-free, worldwide licence to use, reproduce, adapt and publish such content for the purposes of the Loyalty Program and the marketing of the Promoter's products. The Promoter reserves the right to remove any content deemed inappropriate or non-compliant.

Art. VI: Loyalty Levels, Rewards and Redeeming Dcoins

The Participant will qualify for the following rewards upon achieving the respective DCLUB levels:

"MEMBER" LEVEL (From 0 to 1.999 DCoins)

This is the starting level of the DCLUB. The Participant may start accumulating points, which can be converted once the next level, "PRO", is reached.

"PRO" LEVEL (From 2000 to 9.999 DCoins)

The Participant will move up to the "PRO" level upon reaching 2,000 DCoins. At the PRO level, for every 2,000 DCoins accumulated, the Participant may redeem one gift card to the value of **R3,000**.

This means that, once 2,000 DCoins have been accumulated, the Participant will be entitled to redeem a first gift card to the value of R3,000; once 4,000 DCoins have been accumulated, a second gift card to the value of R3,000; once 6,000 DCoins have been accumulated, a third gift card to the value of R3,000; and so on. [Redeeming a gift card does not reduce the accumulated DCoins balance used to determine the Participant's level.

"MASTER" LEVEL (Over 10.000 DCoins)

The Participant will move up to the "Master" Level upon accumulating 10,000 DCoins and will be entitled to receive an additional 2,000 DCoins.

Upon reaching 10,000 DCoins the Participant will qualify for an Esybox Line Installers Gear Package, consisting of:

- Two (2) branded Esybox Line Installers shirts;
- One (1) branded DAB cap;
- Esybox Line vehicle branding for one (1) vehicle owned or lawfully used by the Participant, subject to the written consent of the vehicle's registered owner where the Participant is not the owner.

The reward is not transferable, exchangeable for cash, or redeemable for any alternative benefit. Vehicle branding will be subject to the Promoter's branding guidelines and approval process. The Participant acquires no rights in the Promoter's trademarks by virtue of the branding, must not use the branding in a manner suggesting that the Participant is an employee, agent or authorised dealer of the Promoter, and is responsible for informing their vehicle insurer of the branding where required.

Upon reaching thresholds of 2,000 DCoins above 10,000 DCoins, the Participant may continue to accumulate DCoins and qualify for rewards in accordance with the scheme set out in the "PRO LEVEL" section, provided that the Master Level shall be considered achieved only upon reaching 10,000 DCoins. For example, once 12,000 DCoins have been reached, the Participant will be entitled to a Gift Card to the value of R3,000. Conversely, upon reaching 11,000 DCoins, no Gift Card reward will be awarded.

To redeem their rewards, the Participant must access the DCLUB App and select the "Rewards Catalogue" section available on the homepage. From there, the Participant may select the applicable Gift Card reward and follow the indicated procedure. The Participant must complete and submit the redemption form available in the App. Once the redemption request has been validated, the Gift Card will be delivered electronically to the email address and/or cellphone number used to register for the DCLUB Programme.
Gift cards are issued by third-party retailers and are subject to the issuer's terms and conditions, including in respect of their use and validity period, and to applicable law. The available gift cards are listed in the Rewards Catalogue.
Participants wishing to claim the Esybox Line Installers Gear Package must follow the instructions provided by the Promoter via email when the MASTER level is reached (for example, by completing a request form). Delivery of the merchandise and arrangement of vehicle branding may be subject to stock availability, branding schedules, and reasonable logistical requirements determined by the Promoter, provided that the Promoter will make the Gear Package available within a reasonable time.

The Promoter shall not be responsible for any delay, failed delivery, or non-receipt of rewards arising from incorrect, incomplete, or outdated contact information provided by the Participant. Participants are responsible for ensuring that their contact details are accurate and current at all times.

Dcoins may be earned only during the Program Period. Rewards must be requested no later than 16 November 2027 (23:59 SAST). The Promoter will remind Participants of this deadline by email and in the Mobile App at least 30 days before it. After this date, all unredeemed Dcoins will expire, and it will no longer be possible to request any rewards.

Art. VII: Privacy

Privacy Notice in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA")
Responsible party: personal information will be processed, primarily by electronic means, by the Promoter, DAB PUMPS SOUTH AFRICA (PTY) LTD, Twenty One Industrial Estate, 16 Purlin Street North - Unit B, Warehouse 4, Olifantsfontein, 1667, South Africa, as responsible party, for the management of the Loyalty Program. The Promoter's Information Officer can be contacted at marketing.za@dabpumps.com.
Information collected: first name, last name, email address and (optionally) cellphone number provided at registration; information relating to the Participant's activity in the Loyalty Program, including QR Code scans, product codes and serial numbers, installation information, H2D connection data, reviews, photographs, survey responses, event attendance, referrals, EsyCare referrals, Dcoins balances and reward redemptions; and device and usage information generated through the Mobile App. The registration information marked as mandatory is necessary to participate; if it is not provided, the Participant cannot register or receive rewards. Providing a cellphone number is voluntary.
Purposes and lawful grounds: personal information will be processed to register Participants, administer the Loyalty Program, credit Dcoins, verify eligibility, prevent fraud and fulfil rewards (as necessary for the conclusion and performance of the agreement constituted by these Terms – section 11(1)(b) of POPIA); to comply with legal, tax and administrative obligations to which the Promoter is subject (section 11(1)(c) of POPIA); and for statistical analysis of participation and improvement of the Loyalty Program, using de-identified or aggregated information wherever possible (the Promoter's legitimate interests – section 11(1)(f) of POPIA).
Retention: personal information will be retained for the duration of the Loyalty Program and thereafter for as long as is reasonably necessary to fulfil rewards, deal with queries or disputes and comply with

legal obligations (including tax record-keeping obligations), after which it will be deleted, destroyed or de-identified. Information used for statistical analysis will be de-identified as soon as the analysis permits.

Direct marketing: only if the Participant has given specific consent (by actively ticking the relevant box at registration, which is not pre-ticked and is not a condition of participation) will the Promoter send promotional communications, offers, discounts, gifts, surveys and research by email, SMS, telephone and post. Participants may withdraw their consent or opt out at any time, free of charge, by using the unsubscribe option included in each communication or by contacting the Information Officer. For this purpose, the information will be retained until consent is withdrawn and, in any event, for no longer than 48 months from the Participant's last interaction with the Loyalty Program.

Disclosure to group companies for their own marketing: only if the Participant has given a separate, specific consent will personal information be disclosed to companies belonging to the DAB Pumps group that operate in the plumbing and water management sectors, for their own direct marketing purposes. Such companies will act as independent responsible parties and will retain the information in accordance with their own privacy policies. A list of these companies is available from the Information Officer on request.

Recipients and cross-border transfers: personal information will be accessible to the Promoter's personnel responsible for commercial and marketing activities, the call centre, information systems and data security, and will be shared with service providers acting on the Promoter's behalf as operators under written agreements (including the Mobile App and IT hosting providers, Promosfera S.r.l. as program administrator, and the gift card supplier for the purpose of delivering rewards). The Loyalty Program is overseen from Italy, and personal information will therefore be transferred to and processed by DAB PUMPS S.p.A. and service providers in Italy and other countries of the European Union. These recipients are subject to the EU General Data Protection Regulation and/or binding agreements, which the Promoter considers to provide an adequate level of protection substantially similar to POPIA.

Participants' rights: by writing to the Promoter at the address above or by email to the Information Officer at marketing.za@dabpumps.com, Participants may request confirmation of whether the Promoter holds their personal information; request access to it; request its correction, destruction or deletion; object to its processing on reasonable grounds or for direct marketing purposes; withdraw consent at any time (without affecting the lawfulness of processing before withdrawal); and request a list of the operators and third parties to whom it may be disclosed. Requests for access may be subject to the procedure set out in the Promoter's manual under the Promotion of Access to Information Act 2 of 2000.

Complaints: Participants have the right to lodge a complaint with the Information Regulator (South Africa), Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191; email: POPIAComplaints@inforegulator.org.za (complaints) or enquiries@inforegulator.org.za (general enquiries); telephone: 010 023 5200. Where the GDPR applies to the processing, Participants may also lodge a complaint with the competent EU supervisory authority (in Italy, the Garante per la protezione dei dati personali – www.garanteprivacy.it).

Security and queries: the Promoter takes appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information and requires its operators to do the same. Queries concerning the processing of personal information may be addressed to the Information Officer at marketing.za@dabpumps.com.

Art. VIII: Additional Provisions

- Decisions made by the Promoter in relation to the Loyalty Program will be made reasonably and in accordance with these Terms. Participants may submit any query or complaint regarding the Loyalty Program to dclubsouthafrica@dabpumps.com, and the Promoter will respond within a reasonable time. Nothing in these Terms limits any right a Participant may have under the Consumer Protection Act 68 of 2008 or other applicable law, including the right to refer a complaint to the National Consumer Commission, an accredited ombud or a court.
- Dcoins accumulated by each Participant are personal and may not, under any circumstances, be transferred or assigned to others.
- Dcoins not used by the deadline for claiming rewards specified in Article VI will expire and cannot be recovered or converted in any way, provided that the Promoter has given the reminder notice contemplated in Article VI.
- The Promoter reserves the right, at any time, to verify the validity of submissions and to disqualify any Participant, and cancel any Dcoins improperly obtained, where the Promoter has reasonable grounds to believe that the Participant has violated these Terms, engaged in fraud or deception, or attempted to disrupt the proper operation of the Loyalty Program or the reward claiming procedures, thereby compromising the fair and proper functioning of the Loyalty Program. Save where this would prejudice the investigation of suspected fraud, the Promoter will notify the Participant and give them a reasonable opportunity to respond before a final decision is taken.
- The rewards are not exchangeable for alternative goods/services and may not, under any circumstances, be refunded or compensated in cash. However, in the event of unforeseen circumstances, the Promoter reserves the right to substitute the rewards with others of equal or greater value.
- Rewards are non-transferable to third parties.
- Any taxes arising for the Participant from the receipt of a reward shall be the sole responsibility of the Participant, who must comply with any applicable tax obligations. Participants should note that rewards received in the course of carrying on a trade or in connection with employment may constitute taxable income and should seek their own tax advice.
- To the extent permitted by law, the Participant indemnifies the Promoter against any third-party claim, loss or liability arising from (i) content uploaded by the Participant in breach of these Terms; (ii) any fraudulent or unlawful conduct by the Participant in connection with the Loyalty Program; or (iii) the Participant's negligent or unlawful use of any reward, including any vehicle branding, except to the extent that such claim, loss or liability is caused by the Promoter's own negligence or breach of these Terms.
- By registering for the Loyalty Program, Participants confirm that they have read and accept these Terms, including the provisions in bold which limit the Promoter's liability and impose obligations on Participants.
- The Promoter may amend these Terms where reasonably necessary (for example, to comply with law, to address unforeseen circumstances or to improve the Loyalty Program). Amendments will be communicated to Participants by email and through the Mobile App at least 20 business days before they take effect. No amendment will reduce or cancel Dcoins already credited to a Participant or materially reduce the value of rewards for which a Participant already qualifies, without the Participant's consent. A Participant who does not accept an amendment may terminate their participation and redeem any rewards for which they qualify before the amendment takes effect.
- The Promoter may modify, suspend or cancel the Loyalty Program in the event of force majeure or other circumstances beyond its reasonable control that prevent its proper conduct. In such event,

the Promoter will notify Participants as soon as reasonably practicable and will, where practicable, give Participants a reasonable opportunity (of not less than 30 days) to redeem rewards for which they qualify, or will provide a reward of equivalent value.

- To the extent permitted by law, the Promoter shall not be liable for any loss or damage arising from the acceptance or use of rewards or from participation in the Loyalty Program, except to the extent that such loss or damage is caused by the gross negligence, wilful misconduct or breach of these Terms of the Promoter or persons acting on its behalf. Nothing in these Terms excludes or limits the Promoter's liability for death or personal injury caused by its negligence, or any liability that cannot be excluded or limited under the Consumer Protection Act 68 of 2008 (including section 61) or other applicable law. Gift cards are supplied by third-party issuers, and the Promoter is not responsible for goods or services acquired using them.
- The Loyalty Program, including these Terms, shall be governed by the laws of the Republic of South Africa. Subject to the Participant's rights under the Consumer Protection Act 68 of 2008, the competent courts of the Republic of South Africa shall have jurisdiction in respect of any dispute.
- A Participant may terminate their participation at any time by deleting their account in the Mobile App or by emailing dclubsouthafrica@dabpumps.com and may redeem any reward for which they qualify before doing so.
- Nothing in these Terms is intended to limit, waive or exclude any right a Participant may have under the Consumer Protection Act 68 of 2008, the Protection of Personal Information Act 4 of 2013 or any other applicable law. If any provision of these Terms is found to be unlawful or unenforceable, it will be severed and the remaining provisions will continue in force.

These Terms and Conditions are available for consultation within the mobile App.

These Terms and Conditions have been prepared by Promosfera S.r.l. on behalf of DAB Pumps.