

# THE AUSSIE POOCH MOBILE REPRESENTATIVES AGREEMENT



**Aussie Pooch**

EST. **MOBILE DOG WASH** 1991

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# REPRESENTATIVES AGREEMENT

This Agreement is made the \_\_\_\_\_ day of \_\_\_\_\_ 20 .

**BETWEEN:** The person whose name and address appears in Schedule 1 as  
Licensor  
  
(Licensor)

**AND:** The person whose name and address appears in Schedule 1 as  
Representative  
  
(Representative)

## INTRODUCTION

- A. Aussie Pooch has developed the System and is the owner of or entitled to use the Intellectual Property.
- B. Aussie Pooch has expended time, effort and money to develop special Systems, techniques and procedures for the conduct of its business and to acquire knowledge and expertise and has established operational Systems and standards together with a substantial reputation and goodwill for the Services provided in the course of its business.
- C. Aussie Pooch has granted a number of Franchises. Both Aussie Pooch and its Franchisees have licensed a number of APM Representatives.
- D. The success of Aussie Pooch, its Franchisees and its APM Representatives depends on the highest levels of business practice and adherence to the standards, Systems and policies developed by Aussie Pooch together with the rendering of excellent and courteous service to Customers.
- E. The Representative acknowledges the benefits to be derived from being identified with Aussie Pooch and wishes to be granted a license to use the System.
- F. The Representative has requested the Licensor to grant it a Licence to supply Services or to continue to supply Services to Clients.
- G. The Licensor has agreed to Licence the Representative and hire the Representative a Mobile Unit to conduct the Business or to continue to Licence the Representative and continue to hire the Mobile Unit on the terms and conditions set out in this Agreement.

## TERMS

### 1. DEFINITIONS AND INTERPRETATION

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#### 1.1 Dictionary

Defined words will begin with a capital letter in this Agreement and will, unless some other meaning is plainly intended, mean the following:

**Access** means the method by which Aussie Pooch will allow the Representative to access the APM Online System.

**Advertising** means newspaper, magazine, television, radio and online or electronic advertising, promotions or sponsorships, arranged by and at the discretion of Aussie Pooch.

**Agreement** means this Representatives Agreement and its schedules.

**APM Online System** means the computer software program developed by or licensed to Aussie Pooch for use by the Franchisees and by the Representative in the operation of the Business which is to be used as a system for recording of Bookings, maintaining the Client Database and any other systems or procedures that may be introduced into the APM Online System from time to time.

**APM Online System Fee** means the amount set out in Item 9 of Schedule 6 as amended from time to time.

**APM Representative** means any person who has entered into a Representatives Agreement with Aussie Pooch or a Franchisee.

**Aussie Pooch** means The Aussie Pooch Mobile Pty Ltd ACN 056 734 528 a company incorporated according to law and having its registered office at 4/13 Brewers Street, Burpengary in the State of Queensland.

**Bond** means the amount set out in Item 2 of Schedule 4.

**Business** means the business to be conducted by the Representative of providing Services to Clients using the System.

**Business Day** means a week day that is not a public holiday and on which banks are generally open for business in the place where the Business is operated.

**Call Centre Costs** means the payment of a regular monthly amount for on air and call costs of each mobile necessary for the operation of the Business as set out in Item 4 of Schedule 4.

**Capacity** means in any capacity whatsoever and includes:

- (a) alone;
- (b) jointly with or on behalf of any other person, firm or corporation or as an employee, independent contractor, partner, joint venturer or agent;
- (c) as an officer of any person, firm or corporation;
- (d) as a shareholder of any corporation; or
- (e) as trustee of any trust.

**Client Database** means the details of all Clients who use the Representative to provide Services or who obtain Services from any other Aussie Pooch Franchisee, APM Representative or another person associated with Aussie Pooch.

**Clients or Customers** means any person, firm or company that may at any time require Services or who is provided Services.

**Commencement Date** means the date set out in Schedule 3.

**Computer Software Fee** means the amount set out in Item 8 of Schedule 4 for the costs of the APM Online System.

**Confidential Information** includes:

- (a) the Operations Manual and all other Aussie Pooch manuals;

- (b) communications, marketing programs, methods of operation and information distributed in any format by the Licensor or Aussie Pooch to the Representative;
- (c) any marketing, sales, pricing and financial documents, policies or reports, or supplier lists;
- (d) the Client Database in any format whatsoever including any information regarding the Clients contained in the APM Online System;
- (e) information regarding trading results or other financial information for Franchisees; and
- (f) any other information or facts received by the Representative from the Licensor or Aussie Pooch in the course of the Business, whether or not they are designated by the Licensor or Aussie Pooch as Confidential Information,

but does not include information which has come into the public domain other than by a breach of an obligation of confidentiality by the Representative or information required to be disclosed by law.

**CPI Increase** means the proportion by which the Index Number as of the last Quarterly Date before a relevant date exceeds the Index Number as of 30 June in the preceding year.

**Exclusive Products** means "Aussie Pooch" or "Pooch Mobile" branded Products and any other Products designated as "Exclusive Products" from time to time specified on the APM Online System, within the Operations Manual or otherwise directed by Aussie Pooch. Exclusive Products include but are not limited to veterinary prescribed solutions and shampoos.

**Franchise** means the rights granted under a Franchise Agreement to a Franchisee.

**Franchise Agreement** means the agreement under which rights are granted to a person to be a Franchisee and use the System.

**Franchisee** means any person who has entered into a Franchise Agreement.

**Gross Income** means the income received by the Representative (excluding GST):

- (a) for Services including any Services by any related persons, agents, employees, subcontractors, representatives or companies all of which are deemed to be Services of the Business;
- (b) for the sale of Products except income received on the sale of Products that were purchased by the Representative from the Licensor, Aussie Pooch or a Preferred Supplier;
- (c) whether the income is received by cash, credit, charge account, cheque, exchange or other valuable consideration or otherwise;
- (d) whether or not the Representative has received payment for same; and
- (e) whether the orders for Services originated from the Representative or the Licensor.

**GST** means Goods and Services Tax within the meaning of the GST Legislation.

**GST Legislation** means *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

**Index Number** means the Consumer Price Index (all groups) for Brisbane published from time to time from the Australian Bureau of Statistics. If there is any suspension or discontinuance of the Consumer Price Index or its method of calculation is substantially altered, then Index Number will

mean the weighted average for Australian weekly wage rates adult males all groups as published by the Australian Bureau of Statistics.

**Industrial Instruments** means any enterprise agreement, collective agreement, industrial or modern award, a preserved individual or collective state agreement, an Australian workplace agreement, an individual transitional employment agreement, a certified agreement made before 27 March 2016, a workplace determination, a national agreement preserving a State award (NAPSA), individual flexibility arrangements, guarantee of annual earnings, the provisions of the *Fair Work Act 2009* (Cth) and any legislation preceding or subsequent to that Act and the National Employment Standards.

**Intellectual Property** means the trade marks owned or used by Aussie Pooch, all written and visual material produced by Aussie Pooch and used in connection with the System, the System, the Marks and copyrights of Aussie Pooch, the goodwill of Aussie Pooch in its business or arising from use of the System and the Marks and the good name and reputation of Aussie Pooch in the marketplace.

**Licence** means the Licence granted to the Representative under clause 2.1.

**Marks** means the trade names, logos and all trade marks of Aussie Pooch.

**Minimum Performance Standard** means the standard to be met by the Representative as set out in clause 8.1(a) and Schedule 5.

**Mobile Unit** means the pet care Mobile Unit or units supplied by or approved by the Licensor and used by the Representative in the operation of the Business.

**Non-Exclusive Products** means any Product or brand of Product approved by Aussie Pooch which is not an Exclusive Product, and which is specified on the APM Online System, within the Operations Manual or otherwise directed by Aussie Pooch from time to time.

**Online or Electronic** means via the internet or world wide web.

**Operations Manual** means the manual developed in the System containing specifications, standards and procedures for the operation of the Business and referred to in clause 11.

**Payments** means the weekly amounts payable by the Representative to the Licensor as set out in clause 4 and set out in Schedule 4.

**Personal Information** has the meaning given to that term under any applicable Privacy Laws.

**Preferred Supplier** means a person who Aussie Pooch designates from time to time in the Operations Manual as being approved by Aussie Pooch to supply Products and who has satisfied either Aussie Pooch or the Licensor it is capable of:

- (a) maintaining continuing supply of Products in adequate quantities;
- (b) supplying quality Products in keeping with the standard of product required of the Licensor's business; and
- (c) maintaining a service to Franchisees and APM Representatives in terms of technical, innovative and merchandising aids.

**Privacy Laws** means:

- (a) the *Privacy Act 1988* (Cth);

- (b) the Australian Privacy Principles (as defined under the *Privacy Act 1988 (Cth)*), regardless of whether the Australian Privacy Principles would apply or not but for this Agreement; and
- (c) all regulations and codes, including any order, directions, directives or other instruments made or issued under any of them, and consolidations, amendments, re-enactments or replacements of any of them.

**Products** means all products used by the Representative to provide Services to Clients or otherwise in the operation of the Business, and where the context requires, includes Exclusive Products and Non-Exclusive Products.

**Quarterly Date** means each 3 monthly period in each year ending on the 31st day of March, 30th day of June, 30th day of September and 31st day of December.

**Renewal Term** means each successive period of 6 months or any other period as agreed between the parties and set out in Schedule 3, the first of which will begin on the day after the day the Term ends.

**Restraint Areas** means:

- (a) within a radius of 50km of the centre of the Territory; or if that is unenforceable
- (b) within a radius of 10km of the centre of the Territory; or if that is unenforceable
- (c) within a radius of 5km of the centre of the Territory; or if that is unenforceable
- (d) within the Territory.

**Restraint Periods** means:

- (a) for a period of 4 years commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (b) for a period of 3 years commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (c) for a period of 2 years commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (d) for a period of 1 year commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (e) for a period of 6 months commencing on the date the Term of the Representatives Agreement ends for whatever reason.

**Services** means pet cleaning, grooming, clipping, walking and massage Services or any other Services as specified by the Licensor from time to time in the Operations Manual.

**Social Media** means social media networking sites of any kind or nature including web or internet based or mobile telephonic devices or medium such as *facebook, twitter, Instagram and LinkedIn* which enable the creation and exchange of user generated content.

**System** means the distinctive and unique System of establishing and promoting pet care by travelling door-to-door with the utilisation of a Mobile Unit to provide Services.

**Taxable Supply** has the meaning given by the GST Legislation.

**Telephone/Network Contribution** means the amount to be paid by the Representative as a contribution towards the cost of the 1300 number and the SMS and data calls coming from the Website direct to the Representative in accordance with Item 5 of Schedule 4.

**Term** means the period starting on the date of this Agreement and including the period set out in Schedule 3 and, where the context permits, includes any extension or renewal or until the earlier termination of this Agreement for any reason whatsoever.

**Territory** means the area specified in Schedule 2.

**Website** means the Aussie Pooch website [www.aussiepm.com.au](http://www.aussiepm.com.au) or any other website as specified by Aussie Pooch from time to time.

**Website/Social Media Fee** means the amount to be paid by the Representative for support in this area as set out in Item 7 of Schedule 4.

**Weekly Representative Fee** means the amount set out in Item 3 of Schedule 4.

**Workplace Laws** means all laws, statutes, ordinances, by-laws, regulations, rules, subordinate legislation and proclamations of the Commonwealth and all applicable State and Territories, as well as all applicable local authorities, statutory authorities and agencies in place from time to time, that govern all aspects of employment and labour relationships, contractor engagements and industrial relations, including the *Fair Work Act 2009* (Cth), superannuation, discrimination, sexual harassment, workplace bullying, workplace health and safety, migration and taxation.

## 1.2 Interpretation

In this Agreement:

- (a) the singular includes the plural and vice versa;
- (b) a person includes a body corporate and one gender includes all genders;
- (c) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (d) a reference to a clause, schedule or annexure is a reference to a clause in or schedule or annexure to, this Agreement;
- (e) mentioning anything after include, includes or including does not limit what else might be included;
- (f) each paragraph or subparagraph in a list is to be read independently from the others in the list;
- (g) the covenants implied by law (statutory or otherwise) are not negated but are modified (where so permitted) to the extent of any inconsistency with this Agreement;
- (h) headings and any table of contents are for convenience only and do not form part of this Agreement or affect its interpretation;
- (i) no doctrine or rule of construction of documents will apply to the disadvantage of a party, on the basis that the party put forward this Agreement or any relevant part of it;
- (j) a party includes the party's executors, administrators, successors and permitted assigns;
- (k) month or monthly means calendar month or calendar monthly;



- (l) if an act must be done on a specified day which is not a Business Day, it must be done instead on the next Business Day;
- (m) if a party consists of more than one person, this Agreement binds them jointly and each of them severally;
- (n) an obligation, representation or warranty in favour of more than one person is for the benefit of them separately and jointly; and
- (o) any reference to an Act includes all amendments to that Act, all regulations and other subordinate legislation made under the Act and any substitute legislation.

## **2. LICENCE**

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### **2.1 Grant**

The Licensor hereby Licences the Representative to use the Intellectual Property to perform the Services or any other Services as requested by Clients and authorised by the Licensor in the Territory during the Term on the terms and conditions of this Agreement subject to early termination in accordance with the terms of this Agreement.

### **2.2 Non-Exclusivity**

The Representative acknowledges that the Representative is not granted an exclusive Licence and that the Licensor may grant similar rights to those contained in this Agreement whether inside or outside the Territory and that Franchise Agreements may be granted to any person deemed appropriate to be a Franchisee inside or outside the Territory. Nothing in this Agreement gives the Representative the exclusive right to the sale of Products to Clients in the Territory and Aussie Pooch reserves to itself and its associates the right to sell Products inside or outside the Territory including Online.

### **2.3 Grant of Franchise**

A Franchise may at any time be granted to a Franchisee which will cover the Territory. If a Franchise is granted over the Territory, then the Licensor will give the Representative 14 days' notice of the following:

- (a) if a notice is given within the first Term (i.e. within the first 3 months or as agreed between the parties from the date of this Agreement), then the Licensor will advise the Representative that the Territory is to be changed to a different area than that set out in Schedule 2. From the date of expiration of the notice period, the Representative must perform the Services in the amended Territory; or
- (b) if the notice is given after the first Term, the Licensor may either give a notice as referred to in clause 2.3(a) or a notice of termination under clause 20.1

## **3. RENEWAL OF TERM**

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### **3.1 Renewal Term**

If the Representative has complied with its obligations under this Agreement, and in particular with those set out in clause 3.3, this Agreement will be renewed for successive Renewal Terms and it will not be necessary for either party to give notice to the other party or to sign any documentation related to any Renewal Term. If the Representative does not wish for this Agreement to be renewed, it must give written notice to the Licensor:

- (a) at least 30 days prior to the end of the Term or the then-current Renewal Term (as the case may be); or

- (b) within the first 30 days of the Renewal Term.

### 3.2 **Renew Unless Terminate**

The parties acknowledge that this Agreement will be extended under clause 3.1 for successive Renewal Terms unless this Agreement is terminated in accordance with the provisions of this Agreement.

### 3.3 **Conditions**

In order for this Agreement to be renewed for any Renewal Term, the Representative must show to the reasonable satisfaction of the Licensor that:

- (a) the Business has and continues to increase during the preceding Term; and
- (b) the Representative is carrying out the necessary rebooking techniques, marketing requirements and is delivering Services to achieve the weekly Minimum Performance Standard by the first 6 months of the Term and has then maintained the Minimum Performance Standard as a minimum in the operation of the Business.

## 4. **PAYMENT**

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### 4.1 **Amount of Payments**

In consideration of the grant of the Licence the Representative must pay to the Licensor upon execution of this Agreement:

- (a) the Representative starter kit fee in the amount set out in Item 1 of Schedule 4 for the items listed on the initial invoice (shown as paid for on that invoice) and water efficiency registration where applicable. There will be items provided for use by the Representative on this invoice (listed at no charge to the Representative on this invoice) that the Representative must maintain or replace and keep in good working order and upon leaving these items must be returned or replaced in good working order to the Licensor or the amounts for these items will be deducted from the Bond. The cost of these will be calculated at the price on the operator e-commerce site at time of finishing; and
- (b) the amount of the Bond in the amount set out in Item 2 of Schedule 4 and subject to the terms of clause 22.4.

### 4.2 **Website/Social Media Fee**

The Representative must pay Aussie Pooch the Website/Social Media Admin Fee at the times as set out in Item 7 of Schedule 4 and the parties agree the amount of the Website/Social Media Admin Fee may be reviewed by Aussie Pooch from time to time, acting reasonably.

### 4.3 **Computer Software**

The Representative must pay Aussie Pooch the APM Online System Fee at the times as set out in Item 8 of Schedule 4 and the parties agree the amount of the APM Online System Fee may be reviewed by Aussie Pooch from time to time, acting reasonably.

### 4.4 **Mobile Unit Hire**

The Representative must pay the Licensor the Weekly Representative Fee as set out in Item 3 of Schedule 4 in consideration of the Licensor:

- (a) providing the Mobile Unit to the Representative during the Term and any Renewal Term as set out in clause 7;

- (b) fulfilling its obligations in regard to the Mobile Unit as set out in clause 7;
- (c) arranging the insurance as set out in clause 9; and
- (d) providing at its discretion brochures and advertising material to the Representative.

#### 4.5 **Products**

The Representative must pay all money it is required to pay the Licensor or Aussie Pooch for any Products purchased by the Representative from the Licensor or Aussie Pooch at the time of the order or at the latest before the despatch of the Products from the Licensor or Aussie Pooch to the Representative. The Licensor or Aussie Pooch will be under no obligation to supply any Product to the Representative if the Representative has not paid for the full amount of the order plus any other sum that may be outstanding.

#### 4.6 **Other Payments**

The Representative must pay:

- (a) for the provision of the call centre service, the monthly Call Centre Costs as set out in Item 4 of Schedule 4;
- (b) towards the cost of the maintenance of the 1300 telephone number, the monthly Telephone Network Contribution as set out in Item 5 of Schedule 4;
- (c) the excess fee on any insurance claim as set out in Item 6 of Schedule 4;
- (d) all other monies due and owing under this Agreement within 7 days of receipt of an invoice from the Licensor or as directed by the Licensor;
- (e) the reasonable costs of and incidental to the preparation, execution and stamping of this Agreement; and
- (f) interest calculated at the rate of 2% per annum above the variable rate on personal unsecured loans currently being charged by the Australia and New Zealand Banking Group Limited, on any money not paid on the due date for payment.

#### 4.7 **Time for Payment**

Subject to clause 4.9, the Representative must pay the fees under clause 4 that are payable to the Licensor or as directed within this Agreement or by the Licensor as set out in clause 4 or by 4:00pm on the Monday (or on the following Business Day if Monday is a holiday) of each week. All other fees payable by the Representative to the Licensor must be paid monthly by the seventh day of each month in respect of the previous month's Gross Income or as otherwise stated in the Operations Manual. Any amounts payable to third parties must be paid by the due date for payment.

#### 4.8 **Method of Payment**

- (a) The Representative must pay all Payments by cash, direct deposit, direct debit or credit card on the due date for payment. For clarity, the parties agree that payment will not be made or accepted by any other method including cheques. If any payment is not paid by the due date, the Representative hereby irrevocably authorises the Licensor or Aussie Pooch or Aussie Pooch's third-party payment provider to debit the amount due and any credit card fees to the Representative's credit card, the details of which must be provided to Aussie Pooch promptly upon request. The Representative authorises the Licensor and Aussie Pooch or Aussie Pooch's secure third-party payment provider to keep the Representative's credit card details on file in order to charge any amount due. If the Representative changes their credit card then the Representative must

inform the Licensor and Aussie Pooch within 7 days which will act as an acknowledgment of authorisation. Any fees charged to the Licensor or Aussie Pooch because of failure of any debit made to the credit card will be payable by the Representative.

- (b) If Aussie Pooch or the Licensor elects to have any monies payable by the Representative to Aussie Pooch or the Licensor under this Agreement paid by automatic direct debit, the Representative will do all things necessary and execute all documents required to ensure that payment is received by Aussie Pooch or the Licensor by that method and through the payment provider of Aussie Pooch's or the Licensor's choosing. If any payment is dishonored then the Representative must pay any associated bank charges.

#### 4.9 **Payment by Estimate**

Despite any other provision of this Agreement, the Licensor or Aussie Pooch may from time to time direct that some or all Payments due under this Agreement are to be paid in advance, in which case the following procedure will apply:

- (a) the Representative will be notified about the payment frequency, which may be weekly, fortnightly, monthly or some other reasonable time period (**Payment Period**);
- (b) the Representative will be notified of the reasonable estimate of the Payments due in respect of the next Payment Period. If a Payment is calculated on the basis of Gross Income, then the estimate will be based on the Gross Income of the previous month;
- (c) the Representative must make payment of the estimate in advance in accordance with clauses 4.7 and 4.8 (as the case may be);
- (d) within a reasonable time following the end of each month, the Representative will be supplied a statement giving details of actual Payments due for that month; and
- (e) any necessary adjustment between the estimated and actual Payments for that month will be made. Where the Representative has:
  - (i) not paid the full amount of the Payments due for that month, the Representative must pay the deficiency within 7 days; or
  - (ii) paid an amount in excess of the actual Payments due, that excess amount will be credited towards the next Payment Period instalment or will be refunded to the Representative (at the election of the Licensor or Aussie Pooch).

#### 4.10 **Consequence of Non Payment**

Without prejudice to the rights of the Licensor to terminate this Agreement, the Licensor will be entitled to withhold the referral of Clients to the Representative if the Representative delays the payment of amounts due under this Agreement beyond the due date for payment. So as to protect the goodwill of the Licensor and Franchisees and APM Representatives, the Licensor will be entitled to refer any of the Clients under this clause to any other Franchisee or APM Representative until such time as the Representative remedies its default. The Licensor will not in any circumstances be liable to the Representative for any action taken by the Licensor under this clause or for any loss that may be suffered by the Representative.

#### 4.11 **Deductions**

The Licensor will have the right at any time during the Term or any Renewal Term to deduct any monies due by the Representative to the Licensor from any monies due by the Licensor to the Representative.

#### 4.12 **Place of Payment**

All money payable by the Representative to the Licensor must be paid at the Licensor's address set out in this Agreement or such other place as the Licensor may from time to time direct.

#### 4.13 **CPI Increase**

The parties agree that every cost, expense, charge, fee, outgoing or contribution referred to in this Agreement as a fixed amount will be subject to increases in accordance with the CPI Increase on 1 July in each year.

#### 4.14 **GST**

- (a) **GST** – Unless otherwise set out, the parties confirm that any amount payable under this Agreement is calculated including GST.
- (b) **Pay GST** – If any goods or Services supplied are taxable supplies then on payment of any amount under this Agreement, a party must also pay the other party GST.
- (c) **Include GST** – Any amount payable includes GST which forms part of that amount where the party who paid the amount can claim an input tax credit under GST Legislation. Each party will be assumed to be entitled to full input tax credits unless the other party is otherwise satisfied before the date of the payment.
- (d) **Assist** – Each party must do everything reasonably necessary to assist the other to claim a GST input tax credit.
- (e) **Timing** – If a party wishes to make a claim on the other for GST which was not charged at the time of rendering the invoice for any reason, that claim must be made within 6 months of the date of the invoice.
- (f) **Tax invoice** – Within 7 days of receiving a payment which includes GST, the party who receives the payment must give a tax invoice to the party making the payment (unless one has already been provided) so that the input tax credit may be claimed.

#### 4.15 **PPSA**

- (a) The Representative acknowledges and agrees that this Agreement:
  - (i) constitutes a Security Interest and Security Agreement for the purposes of the PPSA; and
  - (ii) creates a Security Interest in:
    - (1) all Products, the Mobile Unit, all equipment and all other goods supplied by Aussie Pooch and the Licensor (as the case may be); and
    - (2) the proceeds received by the Representative in relation to the sale of the Products, the equipment or any other goods supplied by Aussie Pooch and the Licensor (as the case may be).
- (b) The Representative undertakes to promptly sign any further documents and/or provide any further information (such information to be complete, accurate and up-to-date in all respects) which Aussie Pooch and the Licensor (as the case may be) may reasonably require to:
  - (i) register its Security Interest as a Purchase Money Security Interest or otherwise on the PPS Register;

- (ii) register any other document required to be registered by the PPSA; or
  - (iii) correct a defect in a statement referred to in this clause.
- (c) Where the PPSA applies to action taken by Aussie Pooch or the Licensor (as the case may be) in relation to the Products, the Mobile Unit, the equipment or any other goods, the Representative waives its right to receive any notices required under sections 95, 118, 121, 130, 132 and 135 of the PPSA.
- (d) The Representative waives its rights under section 157 of the PPSA to receive notice of a Verification Statement.
- (e) In this clause the following definitions apply:

**PPS Register** has the meaning given to it in the PPSA.

**PPSA** means the *Personal Property Securities Act 2009* (Cth).

**Purchase Money Security Interest** has the meaning given to it in the PPSA.

**Security Agreement** has the meaning given to it in the PPSA.

**Security Interest** has the meaning given to it in the PPSA.

**Verification Statement** has the meaning given to it in the PPSA.

## **5. RECORDS AND INSPECTION**

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### **5.1 The Representative to Keep Records**

The Representative must keep and maintain proper books of account and records as may be prescribed by the Licensor from time to time relating to all transactions in the course of performance of the Services and the Business in general. All books of account and records must be kept and preserved by the Representative for at least 7 years after the end of the financial year to which they refer.

### **5.2 Inspections and Audit**

The Licensor and Aussie Pooch will have the right at any time without notice to the Representative during the Term or a Renewal Term and for a period of 12 months after the expiration of the Term and all the Renewal Terms by itself or through its authorised representative to inspect and audit and take copies of all the books of account and statements, documents, returns, papers and files (whether in paper or electronic form) of the Representative relating in any way to the Business conducted by the Representative at the location where those books and records are kept. When exercising their rights under this clause, the Licensor and Aussie Pooch must take reasonable steps to minimise interruption to the Business. The Licensor and/or Aussie Pooch may nominate an auditor to examine the books and records and computer equipment and software used by the Representative.

### **5.3 Discrepancy**

If, in the opinion of the auditor, the Representative's books of account are not in order or are inaccurate to the extent that the Representative's payments of any fees due to the Licensor and/or Aussie Pooch are or have been understated to the extent of 3% or more for the period of the audit, then the cost of the audit (including without limitation the charges of any auditor and the travelling expenses, accommodation and compensation of its employees and representatives) must be paid by the Representative.

#### 5.4 **Payment of Understatement**

If the audit or the inspection (as the case may be) discloses an understatement of fees for any period, then the Representative must pay the amount due in accordance with the inspection report or the auditor's report within 2 weeks of receipt of the report.

#### 5.5 **Report is Binding**

The auditor's report will be final and binding on all parties.

#### 5.6 **Financial Reports**

The Representative must provide the Licensor in a form prescribed and approved by the Licensor the following:

- (a) **Annual Profit and Loss and Balance Sheet** - within 3 months after the end of the Representative's financial year during each year of the Term, the Representative must have prepared a financial statement for the Business for the previous financial year certified by a practicing accountant. The financial statement must include a profit and loss statement and balance sheet;
- (b) **Financial Statements** - within 3 months after the Representative's financial year for each year of the Term the most recent financial statements including income tax returns and assessments relating to the Representative and the Business must be prepared and be provided within 5 Business Days after a request or at the intervals specified in the Operations Manual; and
- (c) **Other Reports** - the Representative must supply any other reports, order forms, records, calculations and indices as the Licensor may from time to time reasonably require which may include reports on a more frequent basis than as set out in this clause if the Licensor is of the reasonable opinion that the Representative needs additional assistance in the operation of the Business.

#### 5.7 **Privacy by Representative**

In relation to Personal Information held by the Representative in connection with the Business, the Representative must:

- (a) observe the provisions of the Privacy Laws as if it were subject to the Privacy Laws;
- (b) ensure that it does not do anything which may result in the Licensor or Aussie Pooch being in breach of any of their legal obligations; and
- (c) obtain all necessary permissions from all persons to whom the Personal Information relates to provide that Personal Information to the Licensor and Aussie Pooch in order to fulfil the Representative's obligations under this Agreement.

#### 5.8 **Privacy by Licensor and Aussie Pooch**

If the Licensor or Aussie Pooch requires access to Personal Information of the Representative or a Client to fulfil its obligations then they will use that Personal Information in accordance with the Privacy Laws. The Representative authorises:

- (a) the Licensor and Aussie Pooch to use their Personal Information to carry out any reasonable enquiries or investigations permitted under this Agreement; and
- (b) Aussie Pooch to use and disclose their Personal Information (including name and contact details) and the existence of this Agreement to existing and prospective Franchisees and APM Representatives of Aussie Pooch but only where Aussie Pooch

considers such use and disclosure to be reasonable in the circumstances unless the Representative makes a written request for Aussie Pooch not to do so.

#### 5.9 **Credit Reporting**

- (a) Aussie Pooch abides by the National Privacy Principles established under the Privacy Laws.
- (b) The Representative acknowledges that the Licensor has informed the Representative in accordance with the Privacy Laws that certain items of Personal Information about the Representative contained in documents supplied to the Licensor or which may be subsequently obtained and permitted to be kept under the Privacy Laws might be disclosed to a credit reporting agency. This information includes, among other things, particulars as to the Representative's identity and details of any amount at least 60 days overdue, failure of any debit made to the Representative's credit card and serious credit infringements.
- (c) The Representative authorises the Licensor and Aussie Pooch in regard to the provision of credit and/or the recovery of any overdue account, to:
  - (i) obtain information about the Representative's personal and/or commercial credit worthiness from their bank and any other credit provider and credit reporting agency for the purposes of the recovery of any overdue account;
  - (ii) use, disclose or exchange with other credit providers information about the Representative's personal and/or commercial credit arrangements in order to collect overdue accounts; and
  - (iii) disclose the contents of the credit report by a credit reporting agency to the Licensor's and Aussie Pooch's solicitors or mercantile agents.
- (d) The authority contained in this clause remains in force until this Agreement ends for whatever reason. By signing this Agreement, the Representative confirms their written consent to the above requirements in accordance with the Privacy Laws.

#### 5.10 **Deliver Up Records**

The Licensor and Aussie Pooch will have the right at any time without notice to the Representative during the Term of this Agreement to inspect and take copies of the original books of account and records. When exercising their rights under this clause, the Licensor and Aussie Pooch must take reasonable steps to minimise interruption to the Business.

#### 5.11 **Full Transparency**

Where the Licensor and Aussie Pooch are separate entities, for clarity, the Representative hereby:

- (a) authorises the Licensor to disclose to Aussie Pooch any and all details about the Representative, its Business, its payment obligations and its performance of its obligations under this Agreement which the Licensor gains knowledge of from time to time for any reason whatsoever; and
- (b) where Aussie Pooch deems it reasonably appropriate, authorises Aussie Pooch to disclose to the Licensor any and all details about the Representative, its Business, its payment obligations and its performance of its obligations under this Agreement which Aussie Pooch gains knowledge of from time to time for any reason whatsoever.



## **6. TELEPHONE NUMBER/NETWORK CONTRIBUTION**

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### **6.1 Acknowledgment**

The Representative acknowledges that a 1300 telephone number and a Website call-function is to be used by Clients of all the Franchisees and APM Representatives. The 1300 telephone number is widely advertised within the System and appears on the mobile units of Franchisees and APM Representatives.

### **6.2 Telephone/Network Contribution**

The parties agree that the Representative must pay the Telephone/Network Contribution to Aussie Pooch to assist with the cost of the 1300 telephone number, the SMS and data calls coming from the Website direct to the Representative and the reasonable costs incurred by Aussie Pooch in the administration of the 1300 telephone number and the Website by which calls are received through. The Licensor or Aussie Pooch will not be required to produce receipts for the 1300 telephone number or the calls coming in via SMS or data to the Representative.

## **7. MOBILE UNIT**

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### **7.1 Hiring of Mobile Unit**

In consideration of the payment of the Weekly Representative Fee, the Licensor must hire the Mobile Unit to the Representative for the Term. The parties agree that the Mobile Unit will remain the property of the Licensor and the Representative has no right to claim ownership of the Mobile Unit.

### **7.2 Insurance and registration**

The Licensor must pay the insurance on the Mobile Unit as set out in clause 9 and must pay the cost of registration of the Mobile Unit with the appropriate government department.

### **7.3 Restriction**

When delivering Services, the Representative must use only the Mobile Unit supplied by the Licensor and must not use the Mobile Unit for any other purpose whatsoever. At the end of the Term for whatever reason, the Representative must ensure that the Mobile Unit together with all contents listed on the first invoice as provided to the Representative at no charge, are delivered up to the Licensor in good order and condition.

### **7.4 Conditions of Use**

The Representative must:

- (a) **Signs** – not in any circumstances place any signs on the Mobile Unit or on the motor vehicles which tow the Mobile Unit unless they receive the prior written consent of the Licensor;
- (b) **Changes** – not to make any changes to the Mobile Unit (including but not limited to its appearance, layout, fixtures, fittings or equipment) unless the prior written consent of Aussie Pooch and the Licensor has been received;
- (c) **Colour** – comply with the Operations Manual and the requirements of Aussie Pooch from time to time regarding the colour of the Mobile Unit and equipment used within the Mobile Unit;
- (d) **Promoting Products** – not in any circumstances whatsoever recommend any product to Clients which competes with any Product advertised on signs on the Mobile Unit;

- (e) **Access to Mobile Unit** – allow the Licensor and Aussie Pooch access to the Mobile Unit at all times for the purpose of inspecting the condition of the Mobile Unit and so that the Licensor may affix advertising signs to the unit as the Licensor may deem fit. Subject to clause 7.4(h), if the inspection reveals any work is required to be performed on the Mobile Unit, the Representative must carry out that work within a reasonable time taking into account the need for the work to be carried out. If the Mobile Unit is unsafe then the work must be carried out immediately. Otherwise, the work must be carried out within 7 days;
- (f) **Removal of Sign** – not remove any signs affixed to the Mobile Unit or deface those signs in any manner;
- (g) **Maintenance of Signs** – promptly advise the Licensor if any signs affixed to the Mobile Unit require maintenance provided that if the Representative has complied with the terms of this Agreement the cost of maintaining the signs will be borne by the Licensor;
- (h) **Maintenance of Mobile Unit** – keep the Mobile Unit in a clean and tidy condition and professional in appearance at all times. The Representative must, at the Representative's own cost and expense, replace any of the unfixed contents of the Mobile Unit which wear out or are lost or damaged during the Term of this Agreement but the Licensor must at its own cost and expense replace all the fixtures in the Mobile Unit or the Mobile Unit itself if the same require replacement due to wear and tear not due to any act or default of the Representative;
- (i) **Roadworthy condition** - ensure the Mobile Unit is in a roadworthy condition. If maintenance needs to be carried out on the Mobile Unit to ensure it remains in a roadworthy condition, then the Representative may organise this for items under \$100. Prior approval must be obtained from the Licensor for any items over \$100. The cost for items under this sub-clause is to be paid by the Licensor; and
- (j) **Test and Tag** – ensure the electrics in the Mobile Unit are tested and tagged on a 6 monthly basis or as required by law. The cost for this is to be paid by the Licensor.

## **8. GENERAL OBLIGATIONS OF REPRESENTATIVE**

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### **8.1 General Obligations**

The Representative must:

- (a) **Minimum Performance Standard** - meet the Minimum Performance Standard set out in Schedule 5;
- (b) **Attend Training** –
  - (i) **Initial Training** - attend and satisfactorily complete initial training before the Commencement Date which will, subject to clause 22.4, be provided at the expense of the Licensor. By the end of training, the Representative must attain and display the skills of any nature whatsoever which Aussie Pooch and the Licensor, at their reasonable discretion, believe are necessary in order to successfully conduct the Business;
  - (ii) **Further Training** –
    - (1) the Representative, its employees and contractors must also participate in any further training as may be considered necessary by Aussie Pooch and the Licensor from time to time which unless otherwise agreed in writing must be conducted at the expense of the Representative who must pay:

- (A) Aussie Pooch in advance the reasonable costs of the training; and
  - (B) its own costs and costs of its contractors and employees for travel, accommodation and meals in respect of such further training together with the employees' wages, contractors' fees and other relevant allowances and entitlements, and workers compensation or similar insurance; and
- (2) if Aussie Pooch or the Licensor considers in its absolute discretion that the Representative has supplied insufficient or inadequate training to the Representative's employees or contractors then Aussie Pooch or the Licensor may give notice to the Representative requiring the employees or contractors to attend at further training in accordance with this clause and the Representative must use its best endeavours to ensure that its employees or contractors attend at and complete the training to the complete satisfaction of Aussie Pooch and the Licensor; and
- (iii) **Location of Training** - all training will be held at such location as nominated by Aussie Pooch or the Licensor (acting reasonably) and the Representative will be required to attend and satisfactorily complete the training program;
- (c) **To Perform the Services** – subject to clause 8.1(e), faithfully and diligently perform the Services during the Term and the Renewal Terms (if applicable) in the Territory;
  - (d) **Clipping Services** – despite any other term of this Agreement, not deliver any clipping Services to Clients unless the Representative provides the Licensor with evidence that the Representative has received appropriate training in clipping Services and obtained the Licensor's approval to delivery of those Services to Clients. If the Representative has not received appropriate training before the Commencement Date then the Representative must not provide clipping Services to Clients until they have undertaken training as specified by the Licensor. The Representative may at any time after 3 months from the Commencement Date if agreed by the Licensor attend clipping training as specified by the Licensor at the Representative's expense. The Representative agrees that all equipment required for clipping Services must be provided at the expense of the Representative;
  - (e) **Relief Services** – perform Services in an area outside the Territory if required by the Licensor and if the Representative has sufficient time to carry out those Services taking into account its obligations under this Agreement;
  - (f) **Prices** – charge prices to Clients in accordance with the recommended price list issued by the Licensor from time to time;
  - (g) **Support Company** – support the person, firm or company and Products which are advertised on the signs on the Mobile Unit and the mobile units of Franchisees and APM Representatives;
  - (h) **Promote Business** - subject to clause 8.13, at its own expense where necessary promote and make every effort to steadily increase its Business by advertisements, signs and other forms of publicity in the Territory as may be approved by the Licensor but any written advertisements may include only the logos, signs and symbols as are approved by the Licensor;
  - (i) **Initial 10 week marketing plan** – carry out the 10 week marketing plan as determined by the Licensor and provide weekly reports to the Licensor in the form required by the Licensor;

- (j) **Orderly Conduct** – conduct itself in an orderly and businesslike manner and in compliance with the policies and standards in the Operations Manual or as specified by the Licensor and Aussie Pooch from time to time;
- (k) **No Competition** – not during the Term or any Renewal Term either directly or indirectly to carry on any business similar to the Business in any Capacity or any business venture, competitive or in conflict with the Business, without the written consent of the Licensor;
- (l) **Comply with Laws** – obtain any consents, licences and permissions as may be necessary for the operation of the Business and the exhibition of advertising signs and other matters and at all times comply with all:
  - (i) rules, regulations, by-laws, ordinances and conditions of any government, local or other relevant authority; and
  - (ii) other Australian Standards which the Licensor and Aussie Pooch, acting reasonably, direct the Representative to comply with,
 affecting the operation of the Business;
- (m) **Contact** - be able to be contacted at all times during business hours by telephone messages and email and to answer all telephone messages and emails within the time stipulated in the message or within 12 hours, whichever is the shorter time;
- (n) **To Attend Meetings as Required** – either itself or one of its shareholders or directors or one of its partners as the case may be, attend and fully participate in all meetings, training and national conferences called by the Licensor or Aussie Pooch in the state in which the Territory is situated requiring attendance by the Representative upon the Licensor or Aussie Pooch giving to the Representative not less than 2 weeks' notice in writing or such other reasonable notice warranted by the circumstances. The Licensor or a person nominated by the Licensor will chair such meetings or training sessions and the Representative must actively participate in any training initiatives during such meetings or sessions. The cost of attending such meetings or training must be borne by the Representative which without limiting the foregoing will include the cost of travel, accommodation and meals;
- (o) **Not to Endanger Name** – not cause or permit anything to be done which may damage or endanger the Aussie Pooch name or the Intellectual Property or the title thereto or assist or suffer others to do so;
- (p) **Notice that Business Operates Under Representative** - give notice in such places as the Licensor may from time to time in writing require that the Business is operated under a Representative Agreement from the Licensor and to give such other information as the Licensor may deem necessary to inform third parties that the Licensor does not accept liability for the acts, deeds and defaults of the Representative;
- (q) **Wear Uniform** – wear the uniform approved by the Licensor and Aussie Pooch, and specified in the Operations Manual, at all times whilst performing the Services;
- (r) **Cost of Default** – pay the reasonable costs and expenses including the Licensor's and Aussie Pooch's legal costs which either of them may in any way incur on account of any breach of the provisions of this Agreement or on account of default under this Agreement by the Representative;
- (s) **No Direct Mail Orders** - not conduct any direct mail out or blanket telemarketing except within the Territory without the consent of the Licensor;

- (t) **Stationery** - use only stationery including business cards, letterheads and other forms as specified in the Operations Manual. Stationery will be at the expense of the Representative;
- (u) **Take Action** - take any action as reasonably required under any notice issued by the Licensor or Aussie Pooch. Action must be taken as quickly as possible depending on the circumstances;
- (v) **Information** - hereby authorises Aussie Pooch and the Licensor to make reasonable enquiries with the Representative's suppliers, Clients, bank and insurance supplier concerning the Representative's Business and hereby directs such persons to provide to Aussie Pooch or the Licensor such information and copies of documents as Aussie Pooch or the Licensor may reasonably request; and
- (w) **Comply with Other Agreements** - duly and fully observe and perform and comply with any and every other agreement (including leasing and hire purchase arrangements):
  - (a) to which it is a party and which relates in any way to the operation of the Business; and
  - (b) between Aussie Pooch and the Representative, or the Licensor and the Representative. Breach by the Franchisee of any other agreement between the parties will be deemed a breach of this Agreement entitling Aussie Pooch or the Licensor (as the case may be) to exercise any of its rights under this Agreement arising because of a breach by the Representative.

## 8.2 Staff, Employees and Contractors

- (a) **Engagement** - The Representative must if required, hire and train (to a standard satisfactory to the Licensor and Aussie Pooch), at the Representative's expense, a sufficient number of trained employees or contractors to properly and efficiently operate the Business as reasonably required or as specified by Aussie Pooch and the Licensor from time to time. The Representative will be exclusively responsible for all terms of employment and engagement including to:
  - (i) pay all its employees and contractors (where applicable) at least the minimum salary/wages, terms, conditions, entitlements, allowances, and statutory entitlements as set out in the relevant Industrial Instruments or common law contract of employment or engagement which the Representative is bound to observe;
  - (ii) keep all wages, employee/contractor, health and safety records as required by Aussie Pooch and the Licensor and in accordance with Industrial Instruments and Workplace Laws;
  - (iii) pay all costs associated with the employees and contractors (where applicable) including:
    - (1) workers' compensation insurance premiums;
    - (2) personal/carer's/sick, annual, long service and other leave entitlements and loadings associated with such leave; and
    - (3) fringe benefits tax, superannuation and other statutory charges;
  - (iv) deduct and remit PAYG or other income tax instalment deductions;
  - (v) remit payroll tax in respect of any statutory liability to make payroll tax payments in relation to the operation of the Business;

- (vi) if any of the employees or contractors are employed or engaged under a working visa, ensure that the terms of employment or engagement are consistent with the requirements of that class of visa and otherwise required by Workplace Laws;
  - (vii) not engage in sham contracting by ensuring that the terms of engagement with any contractor meet all applicable legal requirements and taxation rulings. If at any time such terms of engagement deem that contractor to be classed as an employee then the Representative must comply with the terms of this clause 8.2 in so far as it applies to employees;
  - (viii) ensure the employees and contractors wear the current uniforms and comply with all of the Licensor's and Aussie Pooch's requirements;
  - (ix) control and manage the employees and contractors at work in line with good business practice and all relevant laws including all Industrial Instruments and Workplace Laws and maintaining all registrations and certificates under the applicable workplace safety and worker compensations laws;
  - (x) at the Representative's cost, train and supervise the employees and contractors as required by law and as the Licensor and Aussie Pooch reasonably require; and
  - (xi) upon Aussie Pooch's or the Licensor's request, provide Aussie Pooch and the Licensor with copies of all records and information evidencing the Representative's compliance with its obligations under this clause together with all other information reasonably requested.
- (b) **Confidentiality Agreement** - The Representative must at its own cost and expense cause all employees and contractors or agents to enter into Confidentiality Agreements with Aussie Pooch and the Licensor which must be approved or reasonably required by Aussie Pooch and the Licensor prior to such employees, contractors or agents starting with the Representative.
- (c) **Indemnity** – The Representative must, to the full extent permitted by law, indemnify and keep Aussie Pooch and the Licensor indemnified in respect of any action, claim, claim for compensation, complaint, proceeding, demand, suit, cause of action, damages, remedy, reimbursement, injury, arbitration, debt, loss, costs, reasonable legal costs on the higher of a full indemnity basis and a solicitor/own-client basis, liability, verdicts, judgments and expenses, whether at law or in equity and any statute, however arising, including Industrial Instruments and Workplace Laws and whether present, future or contingent made by any employee or contractor of the Representative against Aussie Pooch or the Licensor arising directly or indirectly out of the employment, engagement or other involvement of that person or the operation of the Business, except to the extent arising from the default of the Licensor and Aussie Pooch.
- (d) **Compliance Obligation** – The Representative acknowledges the need for compliance with Industrial Instruments and Workplace Laws at all times. The Representative must comply with, and ensure its employees and contractors comply with, any and all requests of Aussie Pooch to participate in any surveys, questionnaires, reporting requirements, document reviews, training and audits as required from time to time.
- (e) **Reporting Obligation** – The Representative agrees to immediately notify Aussie Pooch and the Licensor of all notices, prosecutions and fines in respect of any breach or alleged breach of Industrial Instruments or Workplace Laws and any incidents, issues or complaints that may give rise to such notices, prosecutions or fines.
- (f) **Dress & Appearance** - The Representative must ensure that its officers, employees, contractors and agents at all times while conducting the Business maintain a high

standard of dress and personal hygiene and wear uniforms and otherwise comply with Aussie Pooch's policy of acceptable dress.

### 8.3 **Be of Good Character**

The Representative and those representing the Representative must be of good character and must not indulge in unethical conduct or acts of moral turpitude during the Term or any Renewal Term. In this regard, the Representative must comply with all legal requirements, including the requirements of the *Competition and Consumer Act 2010* (Cth), the State Fair Trading Acts and all other applicable legislation.

### 8.4 **Products**

- (a) **Acknowledgment** - The Representative acknowledges the need for control of the quality of Products and equipment used to provide Services in the course of the Business to ensure the maintenance and the high standing and repute of Aussie Pooch and the System. To this end, the Representative will at all times ensure that all its Product and equipment requirements meet the standards and specifications stated by Aussie Pooch and the Licensor.
- (b) **Exclusive Products** – The Representative must:
  - (i) use all Exclusive Products in the operation of the Business;
  - (ii) only purchase Exclusive Products from Aussie Pooch; and
  - (iii) not in any circumstances use any product which competes with an Exclusive Product.
- (c) **Non-Exclusive Products** - The Representative must only use Products in the operation of the Business which are supplied by or approved by Aussie Pooch (being Non-Exclusive Products) and the Representative must otherwise comply with the Operations Manual with regard to pet care products, plant or equipment and will submit to Aussie Pooch for approval of proposed pet care products, plant and equipment. The Representative must, wherever possible, use its best endeavours to purchase Non-Exclusive Products and equipment from Aussie Pooch provided the Non-Exclusive Product or equipment is then currently stocked by Aussie Pooch.
- (d) **Supply by Aussie Pooch** - Aussie Pooch will supply the Representative at the Representative's expense with all Products and equipment needed in the operation of the Business provided the Product or equipment is then currently stocked by Aussie Pooch. Aussie Pooch will determine the cost of the Product or equipment but Aussie Pooch must be reasonable in the amount that it charges for the Products and equipment. If the Product or equipment is not stocked by Aussie Pooch then the Representative will be informed of Aussie Pooch's Preferred Supplier.
- (e) **Other Suppliers** - If the Representative wishes to purchase any other Products which are not Non-Exclusive Products or equipment, then:
  - (i) the Representative must give Aussie Pooch any information Aussie Pooch may reasonably require regarding the supplier and the Products or equipment;
  - (ii) Aussie Pooch may require the supplier to provide Aussie Pooch with samples of the proposed Products or equipment that the Representative wishes to use;
  - (iii) the Representative must bear the costs of any tests reasonably required by Aussie Pooch to determine whether the Product or equipment meets the standards and specifications of Aussie Pooch; and

- (iv) Aussie Pooch will advise the Representative within a reasonable time whether any proposed supplier is to be added to the Preferred Supplier list and whether the product is approved for use.
- (f) **Approval** - If Aussie Pooch decides a supplier is to be added to the Preferred Supplier list then that approval may be conditional on requirements relating to frequency of delivery, standards of service and other guidelines as set by Aussie Pooch from time to time. If the person is approved, Aussie Pooch will update the Operations Manual regarding the list of Preferred Suppliers and notify the Representative of the update.
- (g) **Removal** – Aussie Pooch may at its option revoke the approval of any person to the Preferred Supplier list at any time if they no longer in the reasonable opinion of Aussie Pooch meet the guidelines as set by Aussie Pooch and update the Operations Manual regarding the list. If approved is revoked, then the Representative must cease using that supplier to supply Products or equipment.
- (h) **Promotion** - The Representative must not promote any product to a Client other than one that meets the standards and specifications of Aussie Pooch or which competes with an Exclusive Product.
- (i) **Sufficient Stock** - The Representative must at all times maintain a sufficient stock of Products to conduct the Business and to carry out its obligations under this Agreement. The Representative must pay all suppliers strictly in accordance with the trading terms offered by suppliers.
- (j) **Obsolete Stock** - If, pursuant to the terms of this Agreement, Aussie Pooch or the Licensor directs the Representative to cease using a particular Product in the Business, then from the time of notification by Aussie Pooch or the Licensor, the Representative may continue to use, sell and supply to Clients any obsolete stock purchased from before the time of such notification until that stock has all been sold (provided such stock is not defective).

## 8.5 Clients

The Representative acknowledges that it is essential that excellent service be given to Clients at all times in order to protect and enhance the Intellectual Property and the System. In particular the Representative must:

- (a) enter details of all enquiries and bookings of Clients or prospective Clients into the Client Database via the APM Online System in accordance with the timeframes and guidelines specified in the Operations Manual;
- (b) attend at all appointments arranged by the Licensor at the time that those appointments are arranged or to contact Customers to arrange appointments within 60 minutes of receiving a Client enquiry of advice from Aussie Pooch (but if such enquiry or advice is not received on a Business Day, then within no later than 24 unless other arrangements are made with the Licensor; and
- (c) give prompt courteous friendly and efficient service to all Clients. The Representative must in all dealings with Clients, customers, suppliers and the public, adhere to the strictest standards of honesty, integrity, fair dealing and ethical conduct.

## 8.6 Client complaints

The Representative must pay the reasonable costs incurred by the Licensor or other persons if costs are incurred to remedy a complaint made by a Client in reference to service of the Representative under this Agreement. The Licensor may in its unfettered discretion take such action as it considers necessary to remedy such complaints. In particular the Representative agrees:



- (a) it is the Representative's responsibility to indemnify the Licensor and Aussie Pooch under clause 12 in regard to any loss or damage that may arise due to the Representative's conduct of the Business;
- (b) any action taken by the Licensor or Aussie Pooch under this clause will be taken on behalf of the Representative and the Representative confirms its granting of authority to the Licensor or Aussie Pooch to take such action; and
- (c) if any amount is to be paid to any Client in settlement of a complaint that amount will be payable by the Representative and in no circumstances will the Licensor or Aussie Pooch be liable to pay any amount to any Client to settle any complaint in regard to the Business or the Representative's conduct of the Business.

## 8.7 Social Media

The Representative must comply with all requirements specified in the Operations Manual regarding the use of Social Media, and in particular:

- (a) the Representative must not in any circumstances post in any Social Media any adverse or negative content, statements, blogs, tweets or postings about the Business, Aussie Pooch, the Licensor, the Marks or the Intellectual Property in any way that can denigrate the Business, Aussie Pooch, the Licensor, the Marks or the Intellectual Property or which shows disloyalty to the Business, Aussie Pooch, the Licensor, the Marks or the Intellectual Property;
- (b) the parties agree that any conduct in breach of this clause can have an immediate detrimental effect on Aussie Pooch, the Licensor the Marks and the Intellectual Property and their goodwill and reputation;
- (c) if the Representative acts in breach of this clause 8.7 then to the full extent permitted by law, the Representative must indemnify Aussie Pooch and the Licensor for any loss, damage, cost or expense incurred or suffered by Aussie Pooch and the Licensor including reasonable legal costs (on the higher of a full indemnity basis and a solicitor/own-client basis), except to the extent arising from the default or Aussie Pooch or the Licensor. This indemnity is in addition to Aussie Pooch's and the Licensor's other rights against the defaulting party under this Agreement;
- (d) the Representative must on demand immediately remove any infringing post on any Social Media if directed to do so by Aussie Pooch or the Licensor and take any corrective action required by Aussie Pooch or the Licensor including posting a correction, an apology or both on any Social Media as directed by Aussie Pooch or the Licensor in their absolute discretion; and
- (e) the Representative must obtain prior approval from Aussie Pooch to all Social Media handles or usernames proposed to be used by the Representative which will in any way be associated or connection with or capable of identifying the Business. Consent under this clause may be given or refused in the absolute discretion of Aussie Pooch.

## 8.8 Online Sales

- (a) The Representative must not without the prior written consent of the Licensor and Aussie Pooch sell any Products Online. If consent is granted under this clause then the Representative must not sell any Product to any person who does not reside in the Territory.
- (b) Aussie Pooch may:
  - (i) conduct business and Advertise Online; and

- (ii) offer for sale Products Online and Aussie Pooch is not liable to the Representative for any money or benefits received by Aussie Pooch in connection with the sales of Products Online including sales within the Territory.

#### 8.9 Computer

The Representative must have access to a fully operational computer, tablet or mobile device with internet, email and ability to open all documents that is to be used at least daily to complete the required functions of the Business including accessing the compulsory APM Online System to utilise for Customer bookings. Information will be sent to the Representative via the Aussie Pooch support office to the Representative's email address which is to be provided on the Commencement Date of the Business.

#### 8.10 General Prohibitions

The Representative or any of its directors or officers must not:

- (a) be convicted of any criminal offence other than a driving offence but the driving offence must not interfere with the Representative conducting the Business;
- (b) make any material misrepresentations relating to the acquisition of the Business or engage in conduct which reflects unfavourably in a substantial way on the operation and reputation of the Business, Aussie Pooch or the Licensor;
- (c) become of unsound mind or infirm or become a drug addict or an alcoholic or habitually use drugs or intoxicating liquor; or
- (d) fail or refuse to submit any report, financial information or other information reasonably required by the Licensor or Aussie Pooch.

#### 8.11 Credit Card and EFTPOS Facilities

The Representative must have available facilities so that Customers may pay the Representative by way of credit card or EFTPOS arranged by the Representative through a reputable provider. The Representative must pay all fees associated with the provision of the credit card or EFTPOS facilities but may charge Customers the amount of any credit card fee actually incurred by the Representative in regard to the payment by the Customer.

#### 8.12 APM Online System

- (a) **Use of APM Online System** - The Representative must use the APM Online System in the format as required by Aussie Pooch in the Business on the terms of this clause 8.12. The Representative must not use any other system that has similar functionality to the APM Online System in regard to the operation of the Business.
- (b) **General Terms** – The Representative acknowledges that the APM Online System that the Representative is to use in the Business is owned by or licensed to Aussie Pooch. The Representative:
  - (i) is granted a non-transferable, non-exclusive licence to use the APM Online System only for the purposes of the Business;
  - (ii) must provide at its own expense, the computer hardware which at least meets the minimum requirements set out in the Operations Manual and must upgrade the computer hardware if it is needed to efficiently operate the APM Online System or any upgrades to the APM Online System;
  - (iii) acknowledges that the Representative is required to access the APM Online System via the cloud; and

- (iv) must pay Aussie Pooch any reasonable fee imposed by Aussie Pooch for the software licence contained in clause 8.12(a) and must pay Aussie Pooch any reasonable annual fee for the maintenance of the APM Online System.
- (c) **Access and Reports** - The Representative agrees:
- (i) to allow Aussie Pooch to access the APM Online System and any information regarding the Business stored in the APM Online System at any time and authorises Aussie Pooch and its representatives to do so;
  - (ii) it will give Aussie Pooch and/or the Licensor any reports it reasonably requires at any time to be generated using the APM Online System; and
  - (iii) to provide any computer hardware or software needed to access the APM Online System which must also be upgraded as reasonably required by Aussie Pooch at any time. The upgrade must be undertaken within such reasonable time as notified by Aussie Pooch.
- (d) **Restrictions on Use** – The Representative must not:
- (i) use the APM Online System in any manner that does or could potentially undermine the security of the APM Online System or any data or information stored on the APM Online System;
  - (ii) attempt to, interfere with, modify or disable any features, functionality or security controls of the APM Online System;
  - (iii) defeat, avoid, bypass, remove, deactivate or otherwise circumvent any protection mechanisms for the APM Online System or any data or information stored on the APM Online System;
  - (iv) copy part or all of the APM Online System or any manual issued for the APM Online System;
  - (v) modify, adapt, translate, tamper with, reverse engineer or otherwise derive source codes, underlying ideas, algorithms, structure or organisational form for the APM Online System or attempt to do any of those things;
  - (vi) use robots, spiders, scraping or other technology to access or use any information on any site where the APM Online System is located;
  - (vii) use the APM Online System for any other purpose other than the operation of the Business;
  - (viii) give, rent, lend or otherwise supply the APM Online System to any other person; or
  - (ix) sub-licence, assign or otherwise transfer its rights to use the APM Online System as set out in this Agreement.
- (e) **Access** -
- (i) Aussie Pooch will provide the Representative with Access to the APM Online System.
  - (ii) The Representative must not share Access or the means of Access with any third party and must keep it secure at all times.

- (iii) The Access will be the sole means of the Representative accessing the APM Online System.
- (iv) The Representative acknowledges that Aussie Pooch can track the Representative's use of the APM Online System and Access may be revoked:
  - (1) if the Representative shares Access or the means of Access with a third party;
  - (2) if the method of Access used by the Representative is compromised;
  - (3) if Aussie Pooch has reasonable grounds to believe that the method of Access is no longer secure in which case Aussie Pooch retains the right to invalidate Access and inform the Representative of a new method of Access. The Representative acknowledges that if this occurs then the Representative's use of the APM Online System may be temporarily interrupted; or
  - (4) if this Agreement is terminated for any reason.
- (f) **Report Unauthorised access** - The Representative must immediately notify Aussie Pooch:
  - (i) of any security flaws it discovers in the APM Online System; or
  - (ii) of any actual or suspected unauthorised access to the APM Online System using the Access.
- (g) **Copyright in APM Online System** –
  - (i) The Representative acknowledges the APM Online System may be protected by copyright owned by or licensed to Aussie Pooch and the Representative has no copyright or other intellectual property rights nor any property rights in part or all of the APM Online System.
  - (ii) The Representative must not copy the APM Online System or attempt to modify the APM Online System or related documents.
  - (iii) Aussie Pooch reserves the right to make alterations to the APM Online System without obligation either to advise the Representative of such alterations or to supply the Representative with access to the updated APM Online System unless the Representative has paid the Computer Software Fee.
- (h) **No liability** – Neither Aussie Pooch or the Licensor will be liable for any direct, indirect, consequential or incidental loss or damage or claim howsoever caused or howsoever arising out of the use, the results of use or the inability to use the APM Online System even if Aussie Pooch or the Licensor has been advised of the possibility of such loss or damage or claim or any interruption or failure of telecommunication or digital transmission links, hostile network attacks or network congestion which restricts or prohibits the use of the APM Online System by the Representative, provided Aussie Pooch or the Licensor has taken reasonable steps to address that thing, unless arising from the gross negligence of Aussie Pooch or the Licensor.
- (i) **Errors** – Aussie Pooch makes no express warranty that the APM Online System is or will be complete or free from all errors.
- (j) **Termination** – If this Agreement ends for any reason then the licence granted under clause 8.12(b)(i) will also end.

### 8.13 Advertising and Promotion

- (a) **Restrictions in Advertising** - The Representative must:
- (i) not use in any advertisement relating to the Business any sign, trade mark, design, logo, insignia or name unless it has been approved in writing by Aussie Pooch and the Licensor, acting reasonably;
  - (ii) not operate a website or conduct any Online advertising to promote the Business including advertising on the internet or on Social Media, Google or any other networking Online applications, without the prior written consent of Aussie Pooch and the Licensor and where consent is given:
    - (1) the Representative must only use content which has been approved in advance by Aussie Pooch and the Licensor (acting reasonably) and which complies with any Online advertising policy contained in the Operations Manual;
    - (2) must obtain consent from Aussie Pooch and the Licensor (acting reasonably) to each advertising Online which may at the discretion of Aussie Pooch and the Licensor be limited to specific sites;
    - (3) any changes to the advertising Online must receive the prior consent of Aussie Pooch and the Licensor (acting reasonably);
    - (4) the Representative must not engage in misleading or deceptive conduct or conduct which is likely to be misleading and deceptive. In particular the Representative will be responsible to ensure that the content is up to date, accurate and complete at all times;
    - (5) the parties agree that the giving of consent to one form of advertising does not entitle the Representative to consent in regard to any other form of advertising Online or on different sites or applications Online; and
    - (6) any intellectual property created by or arising out of the Online advertising will form part of the Intellectual Property of Aussie Pooch;
  - (iii) on demand immediately remove any advertising Online if directed to do so by Aussie Pooch or the Licensor (acting reasonably) and take any corrective action required by Aussie Pooch and the Licensor including posting a correction, an apology or both on any Social Media or other places where the advertising appears Online as directed by Aussie Pooch and the Licensor in their absolute discretion;
  - (iv) only use approved advertising material obtained from Aussie Pooch or the Licensor or which Aussie Pooch and the Licensor have approved in writing (acting reasonably);
  - (v) not engage in or commit any activity where it is likely to jeopardise the Aussie Pooch name in any way; and
  - (vi) to the full extent permitted by law, indemnify and hold indemnified Aussie Pooch against the loss or any damage to any Mark by reason of its use otherwise than as set out in this Agreement and the directions or consents of Aussie Pooch, except to the extent arising from the default of Aussie Pooch.
- (b) **Participation in Advertising Campaign** - The Representative must participate and co-operate with Aussie Pooch and the Licensor as directed from time to time by Aussie

Pooch and the Licensor in the conduct of Advertising campaigns and other promotional activities in accordance with the Operations Manual.

- (c) **Promotion of Business** - The Representative must actively advertise and promote the Business within the Territory but the Representative must first submit to Aussie Pooch and the Licensor for their approval (acting reasonably) all proposed Advertisements, the cost of any Advertisements must be borne by the Representative. In all Advertisements, the Representative must only use approved advertising material obtained from Aussie Pooch or the Licensor. The Representative must not enter into any form of rebate or sponsorship arrangement with a third party without the prior written consent of Aussie Pooch and the Licensor.
- (d) **Industry Partnerships** –
- (i) **Industry Partnerships** -The Representative acknowledges that from time to time Aussie Pooch may enter into arrangements with businesses in the industry who offer complimentary products and services to those Products and Services offered by Aussie Pooch Franchisees and APM Representatives (**Partnership Arrangements** and **Industry Partners**). Such Partnership Arrangements have the potential to be beneficial to Aussie Pooch, the System and the Representative.
  - (ii) **Application** - If Aussie Pooch enters into a Partnership Arrangement with an Industry Partner then Aussie Pooch will provide the Representative with notice containing details of the arrangement and then the provisions of this clause 8.13(d) will apply.
  - (iii) **Participation** - The Representative must actively participate with and support Industry Partners to achieve the purpose of any Partnership Arrangements as reasonably directed by Aussie Pooch from time to time. Subject to clause 8.4(b), the Representative must not promote any products or services in the Business which would conflict with the Representative's obligations under a Partnership Arrangement.
  - (iv) **Directions** - The Representative must comply with all reasonable directions and requirements of Aussie Pooch and the Licensor from time to time regarding the Partnership Arrangement and the sharing of Client information (if any) with Industry Partners.
  - (v) **Rebates** - From time to time under Partnership Arrangements, the Industry Partner may choose to pay the Representative and/or Aussie Pooch a rebate or referral payment in exchange for the Representative's promotion of the Industry Partner or the referral of the Industry Partner to the Representative's Clients. The Representative acknowledges that the terms of the Partnership Arrangement will specify the conditions under which such rebates or payments will apply, and will include Aussie Pooch's entitlement to a reasonable portion of each rebate or payment.
  - (vi) **Advertising** - If the Partnership Arrangement requires the Representative to conduct any form of promotion or marketing of the Industry Partner, then the Representative must comply with the provisions of clauses 8.13(a) and 8.13(c).
  - (vii) **Disclosure** - The Representative agrees to provide Aussie Pooch and the Licensor with copies of any information or documents reasonably requested by Aussie Pooch and the Licensor from time to time in connection with the Representative's involvement in all Partnership Arrangements.
  - (viii) **Representatives Agreement Paramount** - The Representative acknowledges that the Representative's obligations towards Products, Services and operation

of the Business under this Agreement are paramount and will at all times take precedence over the Representative's involvement in Partnership Arrangements. The Representative must not in any way allow its involvement in Partnership Arrangements to conflict with or detract from its obligations towards Aussie Pooch, the Licensor or to operate the Business in accordance with this Agreement.

- (ix) **End of Representatives Agreement** - The Representative acknowledges that at the expiry of the Term, the Representative's rights under any Partnership Agreement will immediately cease.
- (x) **End of Partnership** - The Representative acknowledges and agrees that Aussie Pooch and the Licensor make no guarantee about the duration of any Partnership Agreement or the monetary benefit which may be derived from a Partnership Arrangement. Neither Aussie Pooch or the Licensor will be liable to the Representative for any loss or expense the Representative may claim to suffer if a Partnership Agreement ends for any reason whatsoever.

## **9. INSURANCE**

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### **9.1 Obligation**

The Licensor must obtain and keep in full force and effect at all times during the Term policies of insurance covering:

- (a) property damage insurance to cover the Mobile Unit and the equipment therein; and
- (b) any other insurances as reasonably determined by the Licensor,

but all insurances must be for such amounts and covers with an insurer approved by Aussie Pooch from time to time but such approval must not be unreasonably withheld.

### **9.2 Reimburse excess**

If:

- (a) a claim is made by the Licensor on any insurance policy;
- (b) that claim arose because of an act of the Representative; and
- (c) the Licensor is required to pay an excess under its insurance policy,

then the Representative must reimburse the Licensor the amount of the excess within 7 days of a demand by the Licensor.

### **9.3 Obligation**

The Representative must obtain and keep in full force and effect at all times during the Term policies of insurance covering:

- (a) public liability insurance to the extent of \$10,000,000 which must include coverage for goods in physical and legal control and that the dog is covered in the case of an accident caused while operating and ensure The Aussie Pooch Mobile Pty Ltd and the Licensor have been noted on the policy as an interested party;
- (b) property damage insurance to cover the motor vehicle which tows the Mobile Unit (fully comprehensive is preferred);

- (c) workers compensation insurance if the Representative employs any persons in the operation of the Business; and
- (d) any other insurances as may be reasonably required by Aussie Pooch and the Licensor from time to time,

and all insurances must be for amounts and covers with an insurer approved by the Licensor from time to time but approval must not be unreasonably withheld. Failure by the Representative to pay any insurance premium on time will be a breach of this Agreement.

#### 9.4 **Observe Conditions**

The Representative must at all times observe the conditions of the policies and produce same to the Licensor or Aussie Pooch when requested to do so by the Licensor or Aussie Pooch but if the Representative at any time fails or refuses to maintain or effect any insurance coverage required by the Licensor or to furnish satisfactory evidence of insurance cover the Licensor is entitled to obtain insurance coverage on behalf of the Representative and the Representative must properly execute any applications or other forms or instruments required to obtain any such insurance and the Representative hereby appoints the Licensor's secretary the Representative's attorney to execute on its behalf any such documents. The Representative agrees to pay the Licensor on demand any reasonable costs incurred and premiums paid by the Licensor for any insurance.

#### 9.5 **No Obligation**

The Representative acknowledges that there is no obligation on the Licensor to pay any insurance premium on behalf of the Representative which is not paid by the Representative by the due date.

#### 9.6 **Income Protection**

The Representative acknowledges it is an independent contractor and not an employee and is not covered by the Licensor's work cover insurance. The Licensor recommends the Representative obtain and maintain income protection insurance and that the Representative recommend any contractors obtain and maintain income protection insurance at its own cost.

#### 9.7 **Authority**

The Representative authorises the Licensor and Aussie Pooch to obtain information direct from the insurance company as to the current status of the Representative's insurance.

### 10. **OBLIGATIONS OF LICENSOR**

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The Licensor hereby covenants and agrees with the Representative:

- (a) **Assistance to Representative** – the Representative may consult with the Licensor at usual times for business with respect to the efficient operation of the Business. The Licensor will furnish to the Representative such assistance and advice as is from time to time reasonably required in the Licensor's opinion. Operating assistance will consist of advice and guidance with respect to:
  - (i) **Operational Procedures** – methods and procedures for the sale of Products and provision of Services;
  - (ii) **Manuals** – to make available to the Representative any Operations Manual issued in the System from time to time;
  - (iii) **New Developments** - new developments and Services as are approved in the System from time to time to be offered to Clients;



- (iv) **Advertising and Promotion** - formulating and implementing Advertising and promotional programs using such merchandising, marketing and advertising research, data and advice as may from time to time be developed in the System and deemed by it to be helpful in the conduct of the Business;
  - (v) **Training** - providing any training the Licensor may deem necessary;
  - (vi) **Administration** - assisting the Representative in administration and general operating procedures for the proper operation of the Business; and
  - (vii) **Accounting** – recommending third-party support services to the Representative in regard to bookkeeping and accounting;
- (b) **Advertising and Promotion** - to at its discretion conduct advertising campaigns and other promotional activities to promote the Licensor and APM Representatives;
  - (c) **Training** – subject to clause 22.4, in further consideration of the payment of the Weekly Representative Fee, to provide an initial training program for the Representative in the management, supervision and know how necessary for the administration and conduct of the Business. All travelling, living and other expenses and costs incurred by the Representative must be fully paid by the Representative and will be at no cost or expense whatsoever to the Licensor;
  - (d) **Stationery and Equipment** - to supply to the Representative an initial supply of all sales aid, stationery, literature, signs and other sales and promotional material as the Representative may reasonably require to commence operation of the Business;
  - (e) **Ongoing Stationery** - to provide to the Representative, a reasonable supply of stationery to be used by the Representative in the operation of the Business printed with the Marks. The Representative may choose to purchase other marketing material from an approved supplier, such as magnets and key rings;
  - (f) **Refer All Enquiries** - to refer all enquiries from Clients to the Representative within 1 hour of the first enquiry from the Client (but if there are interruptions or outages to the APM Online System, then as soon as is reasonably practicable in the circumstances);
  - (g) **Further Products** - to notify the Representative of developments in Products, Services and concepts compatible with the operation of the System;
  - (h) **Provide Information** - to make available to the Representative at all reasonable times such reasonable information as the Representative may require to answer Client queries; and
  - (i) **Selling Techniques** - to use reasonable endeavours to provide initial sales aid and information relating to selling techniques together with a recommended structure for the selling price of Services along with suggested terms of payment.

## 11. OPERATIONS MANUAL

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### 11.1 Develop Manual

The Licensor and Aussie Pooch will lend to the Representative during the Term the Operations Manual in the format determined by Aussie Pooch prescribed from time to time in the System for APM Representatives and containing information relative to the obligations of the Representative under this Agreement.

## 11.2 **Manual Essential**

The Representative must strictly observe and operate its Business in accordance with all specifications, standards and operating procedures set out in the Operations Manual or otherwise communicated to the Representative in writing from time to time. Breach of any of the specifications, standards and operating procedures set out in the Operations Manual will be deemed a breach to this Agreement.

## 11.3 **Variation**

(a) The parties acknowledge that the Operations Manual may be added to and otherwise modified from time to time to reflect changes in the standards and quality of the Products, Services and operations of the Business provided however that no such addition or modification will alter the Representative's fundamental status and rights under this Agreement.

(a) The Representative must adopt any such modifications in the operation of its Business within such reasonable time as notified by Aussie Pooch and the Licensor, or if no time is specified by Aussie Pooch and the Licensor, within a reasonable time having regard to the nature of the modification.

## 11.4 **Confidential**

The Representative must keep the Representative's copy of the Operations Manual up to date with replacement pages and insertions as instructed (if the Representative maintains a hardcopy version of the Operations Manual). The Operations Manual contains proprietary information of the System and the Representative agrees to keep it and its contents confidential at all times and not to make any copies of it and to promptly return the Operations Manual to the Licensor on termination of this Agreement and permanently erase all electronic copies.

## **12. INDEMNITY OF LICENSOR AND AUSSIE POOCH**

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### 12.1 **Indemnity**

To the full extent permitted by law, the Representative must indemnify and keep indemnified the Licensor and Aussie Pooch from and against any and all loss, damage and liability (including reasonable legal expenses) arising directly or indirectly from:

- (a) any act, neglect or default of the Representative or its employees or contractors in carrying out the Services and otherwise in connection with the Business;
- (b) any other reason so long as such loss, damage, liability, fees or costs resulted from the Representative carrying out its Services and otherwise operating the Business and was not due to the default of the Licensor or Aussie Pooch;
- (c) any breach by the Representative of the terms of this Agreement or any other agreement entered into between the parties;
- (d) any infringement by the Representative of rights in the Marks and breaches to this Agreement; and
- (e) the Representative's taxes, liabilities, costs and other expenses,

except to the extent arising from the default of the Licensor and Aussie Pooch.

### 12.2 **Benefit of Covenants**

If Aussie Pooch is not the Licensor under this Agreement then the parties agree that this Agreement has also been entered into for the benefit of Aussie Pooch and that Aussie Pooch

may at any time enforce any of the Representative's obligations against the Representative in its own name without the necessity to include the Licensor as a party to that enforcement. The signing of this Agreement by the Licensor will be deemed acceptance by Aussie Pooch of the benefit of this clause.

### 12.3 **Survival**

The Licensor's and Aussie Pooch's rights at law and under this Agreement including the right to be indemnified under clause 12.1 are not affected by:

- (a) termination of this Agreement for any reason; or
- (b) any other fact, matter or thing whatsoever.

## **13. LIABILITY UNDER COMPETITION AND CONSUMER ACT**

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### 13.1 **Limitation of Liability**

The Representative acknowledges that the Licensor's and Aussie Pooch's liability for breach of any condition or warranty which may be implied under the *Competition and Consumer Act 2010* (Cth) (as amended) in connection with the supply of any goods or services by the Licensor or Aussie Pooch to the Representative will, if permitted under that Act, be limited to any one of the following, as determined by the Licensor or Aussie Pooch (as the case may be):

- (a) in the case of Products:
  - (i) the replacement of the Product or supply of equivalent product; or
  - (ii) the payment of the cost of replacing the Product or acquiring equivalent products; and
- (b) in the case of Services:
  - (i) the supplying of Services again; or
  - (ii) the payment of the cost of having the Services supplied again.

### 13.2 **Exclusions**

Except for liability set out in this clause 13, or any obligation under the said Act to indemnify the Representative, the Licensor and Aussie Pooch will not be liable for any losses, claims, costs, damages or expenses (including, but not limited to, those arising through death, injury or illness caused to any person or loss of or any damage to any property, including, but not limited to the property of the Representative) arising out of or in any way connected with the supply of goods or Services by the Licensor and Aussie Pooch, their employees or agents to the Representative, except to the extent arising from the gross negligence of the Licensor or Aussie Pooch.

## **14. RESTRAINTS**

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### 14.1 **Employment**

The Representative must not:

- (a) during the Term; and
- (b) for the period of 6 months after the end of the Term,

without the consent in writing of the Licensor in any Capacity employ or offer any person who was at any time during the period of 12 months immediately prior to the offer of employment, employed by or was an agent or sub-contractor of the Licensor or any person who was a APM Representative of the Licensor and must not directly or indirectly induce any person to leave their employment agency or sub-contract with the Licensor or any other Franchisee.

#### 14.2 **Restraint**

The Representative must not for any of the periods mentioned in this clause in any Capacity be engaged, concerned or interested in any business of the nature of the Business or provide any services which compete with all or any of the Services, or permit their name to be used in connection with any such business in the Restraint Areas during the Restraint Periods.

#### 14.3 **Sever**

If any part of this clause 14 is held or found to be void, voidable, invalid or otherwise unenforceable, it will be severed from this clause to the extent of the voidness, voidability, invalidity or unenforceability and the remainder of this clause will remain in full force and effect.

#### 14.4 **Combination**

The parties agree clause 14.2 will have effect as a number of separate clauses resulting from the combination of the commencement of clause 14.2 with:

- (a) any one or more of the situations in clause 14.2; with
- (b) any one or more of the Restraint Areas; with
- (c) any one or more of the Restraint Periods,

and if any of the resulting separate clauses is held to be void or unenforceable, it will be severed from the clause to the extent of the voidness or unenforceability and the remaining separate clauses will remain in full force and effect.

#### 14.5 **Not Induce**

Without in any way limiting clause 14, the Representative must not:

- (a) during the Term; and
- (b) for a period of 2 years from the end of the Term,

in any Capacity canvass, solicit, interfere with or entice away any person who has at any time been in the habit of being a Customer of the Business.

#### 14.6 **Reasonable**

The parties acknowledge that the restraints contained in this clause 14 are reasonable and necessary to protect the goodwill of the Licensor and Aussie Pooch.

### **15. CONFIDENTIAL INFORMATION**

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#### 15.1 **Not to Disclose**

The Representative agrees not to disclose, convey or otherwise transfer any of the Confidential Information or any trade secrets or use or attempt to use any Confidential Information without the prior consent of the Licensor except as may be provided by this Agreement or as may be required by law.

**15.2 Intellectual Property**

The Representative agrees not to disclose, convey or otherwise transfer any of the Intellectual Property or any part of the Intellectual Property in any form to any third party without the prior consent of the Licensor.

**15.3 Restrict Access**

The Representative agrees to restrict access to the Confidential Information to those directors, officers or employees of the Representative who require access to perform the Representative's obligations under this Agreement.

**15.4 Client Database**

- (a) The Representative agrees that the Client Database:
  - (i) forms part of the Confidential Information belonging to Aussie Pooch to which the Representative will gain access during the Term of this Agreement because of the association between the Licensor and the Representative; and
  - (ii) is not in the public domain and is of commercial advantage to Aussie Pooch.
- (b) The Representative must not in any circumstances copy, use, divulge or allow access to, or permit the copying or use of the Client Database to any person without Aussie Pooch's prior written consent.

**16. SECRET COMMISSIONS**

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The Representative must not in any circumstances whatsoever accept a secret commission or payment in connection with the Business.

**17. RELATIONSHIP BETWEEN THE PARTIES**

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**17.1 No Agency**

It is understood and agreed that the only relationship between the parties will be that of independent contractors and that no franchise, agency, employment or partnership is created by the parties to this Agreement.

**17.2 No Representations**

No representations will be made by either party which would create or suggest any franchise, agency, employment or partnership and neither party will have authority to act for the other in any manner so as to create obligations or debts which would be binding on the other party. No other party will be responsible for any obligation or expenses or any act or omission of the other or any employee of the other.

**18. ASSIGNMENT BY LICENSOR**

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**18.1 Right**

The Licensor has the right to transfer all or any part of its rights, interests, obligations or liabilities under this Agreement by either assignment or novation to any other person, firm or corporation who:

- (a) is financially responsible and economically capable of performing the obligations of the Licensor under this Agreement; and

- (b) expressly assumes and agrees to perform the Licensor's obligations.

#### 18.2 **Consent**

The Representative consents to any assignment or novation of all or part of the Licensor's rights, interests, obligations or liabilities under this Agreement and waives any requirements for prior notice of any assignment or novation.

#### 18.3 **Deed**

If the Licensor exercises its rights under clause 18.1 the Representative must promptly sign and return any deed, agreement or notice of assignment that may be required by the Licensor acknowledging and agreeing to the assignment by the Licensor to the third party.

#### 18.4 **Novation**

If the Licensor exercises its rights under clause 18.1 by novation to a third party then the Representative must promptly sign and return a deed or agreement of novation, that may be required and prepared by the Licensor substituting the third party for the Licensor as being entitled and responsible for the Licensor's rights, obligations and liabilities under this Agreement.

#### 18.5 **Discharge**

Nothing in this clause 18 is meant to imply that the Representative is required to sign any deed for the assignment or novation to take effect, unless that deed is required by the Licensor. If the third party signs a deed under which it takes an assignment or novation of all or part of the Licensor's rights, interests, obligations or liabilities under this Agreement then the Licensor will be relieved and discharged from its obligations under this Agreement.

#### 18.6 **Declaration**

If requested by the Licensor the Representative must provide the Licensor within 10 days a declaration which:

- (a) ratifies this Agreement and all other agreements between the Licensor and the Representative; and
- (b) certifies that this Agreement and all other agreements between the Licensor and the Representative are in full force and effect.

#### 18.7 **Merger**

Aussie Pooch may without the Representative's consent purchase, merge, acquire or affiliate with an existing competitive or non-competitive franchise network, chain or any other business and:

- (a) operate, franchise or licence those businesses to operate using the Marks and Intellectual Property of Aussie Pooch from any location; and
- (b) require the Representative, within a reasonable time, to use or cease to use any Marks, corporate colours, trade dress, decor, uniforms, designs, appearances or attributes.

### **19. ASSIGNMENT BY REPRESENTATIVE**

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The Representative will not have the right to assign its rights under this Agreement or the Business conducted under this Agreement or part with possession of the Mobile Unit at any time.

## 20. TERMINATION

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### 20.1 Immediate Termination

If the Representative:

- (a) **No Licence** - no longer holds a licence that the Representative must hold to carry on the Business;
- (b) **Company Liquidation** - being a company:
  - (i) is placed under official management;
  - (ii) enters into an arrangement with its creditors (except for the purpose of reconstruction or amalgamation);
  - (iii) has receivers or receivers and managers appointed to any of its assets; or
  - (iv) is wound up either compulsorily or voluntarily;
- (c) **Arrangement of Composition** - being a natural person:
  - (i) commits an act of bankruptcy;
  - (ii) makes an arrangement with their creditors or others; or
  - (iii) becomes of unsound mind or infirm or become a drug addict or an alcoholic or habitually use drugs or intoxicating liquor;
- (d) **Abandons Business** - voluntarily abandons the Business or the relationship created by this Agreement;
- (e) **Serious Offence** - is convicted of any criminal offence other than a driving offence provided that such driving offence will not interfere with the Representative's conduct of the Business;
- (f) **Endangers Public** - operates the Business in a way that endangers public health or safety;
- (g) **Fraud** - is fraudulent in connection with the operation of the Business;
- (h) **Execution** - has execution or distress levied upon any of their goods;
- (i) **Judgement** - has judgment obtained against them which is not set aside or satisfied within 7 days;
- (j) **Death or Incapacity** - is a natural person and dies or is permanently incapacitated and is unable to actively participate in the Business; or
- (k) **Agree to Terminate** - agrees to termination of this Agreement,

then the Licensor will be at liberty, in addition to all other rights and remedies conferred on it in law or in equity:

- (i) to sue the Representative for money due and payable under this Agreement;
- (ii) to sue the Representative for damages for breach of contract;

- (iii) to sue the Representative for specific performance of the contract;
- (iv) to terminate this Agreement and the Representative's rights under this Agreement, in which case its obligations to the Representative will cease at the date of such termination.

## 20.2 Breach

Without limiting clause 20.1, if the Representative:

- (a) **Payment** - defaults in payment of any money due and payable under this Agreement;
- (b) **Breach of obligation** - breaches a term of this Agreement;
- (c) **Assignment** - assigns or attempts or purports to assign their rights under this Agreement;
- (d) **Cheque dishonoured** - has given any cheque or instrument in payment of any money due and payable under this Agreement which is dishonoured on presentation and the Representative does not pay the amount of the dishonoured cheque and bank charges incurred by the Licensor to the Licensor by cash or bank cheque within 7 days;
- (e) **Absent without consent** - becomes incapable of conducting and/or does not operate or is otherwise absent from the Business without the written approval of the Licensor such approval not to be unreasonably withheld for a period in excess of 1 week regardless of whether such absence or non-operation is due to or on account of illness, accident or injury to the Representative;
- (f) **Fails to attain skills** - fails to attain and display the skills of any nature whatsoever which the Licensor, at its discretion, believes are necessary in order to successfully conduct the Business;
- (g) **Fails to submit reports** - fails or refuses to submit any report, financial information or other information; or
- (h) **Fails to take action** - fails to take any action required under any notice issued by the Licensor,

and the Licensor gives the Representative a written notice:

- (i) specifying the breach;
- (ii) telling the Representative what the Licensor requires to be done to remedy the breach;
- (iii) allowing the Representative a reasonable time to remedy the breach (which need not be more than 14 days); and
- (iv) stating that the Licensor proposes to terminate this Agreement because of that breach if the breach is not remedied accordingly,

and the Representative does not remedy the breach accordingly, then the Licensor will be at liberty, in addition to any other rights and remedy conferred on it in law or in equity:

- (1) to terminate this Agreement and the Representative's rights under this Agreement, in which case its obligations to the Representative will cease at the date of such termination;



- (2) to sue the Representative for money due and payable under this Agreement;
- (3) to sue the Representative for damages for breach of contract; and/or
- (4) to sue the Representative for specific performance of the contract.

## **21. TERMINATION BY REPRESENTATIVE**

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### **21.1 Breach by the Licensor**

- (a) If the Licensor breaches any of its substantial obligations contained in this Agreement in the first Term and fails to remedy such breach within 28 days of receiving the written notice specifying the breach from the Representative, the Representative may by written notice terminate this Agreement and this Agreement will be deemed terminated from the date of such notice.
- (b) Any termination of this Agreement by the Representative except in accordance with clause 21.1(a) will be deemed to be termination without proper cause and may be treated by the Licensor as a repudiation of this Agreement by the Representative enabling the Licensor to exercise its own rights of termination.

### **21.2 Termination by Notice**

Despite any other provision of this Agreement, after the expiration of the first Term (being 6 months or as agreed between the parties from the date of this Agreement) either party may, at any time without cause, by 28 days' notice in writing to the other, terminate this Agreement. During the notice period the Representative must continue to provide the Services in accordance with this Agreement.

## **22. ACTION UPON TERMINATION**

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### **22.1 Action Upon Termination**

Upon expiration of the Term for whatever reason the Representative must:

- (a) cease to enjoy all rights and privileges granted to it under this Agreement;
- (b) deliver to the Licensor any Operations Manual, unused stationery, up-to-date Client Database or lists (including bookwork and daily run sheets), vehicle signage and Mobile Unit signage, items listed on the initial invoice (clause 4 starter kit) not paid for, notes and other papers and things held by the Representative or under its control;
- (c) immediately cease to use the Marks and the Intellectual Property of the Licensor;
- (d) not retain any copy of the Client Database and must not in any circumstances use, disclose or divulge the contents of the Client Database in any manner;
- (e) immediately deliver the Mobile Unit and physical assets (**Physical Assets**) to the Licensor in good working order and clean and tidy condition. If the Representative does not deliver up the Physical Assets to the Licensor within 2 Business Days of the date of termination then the Representative consents to the Licensor or its representative entering the property of the Representative or any other location where the Physical Assets are stored and removing and taking possession of the Physical Assets. In exercising its rights under this clause, the Licensor must cause as little damage as possible to the property of the Representative;
- (f) cease to carry out the Services and must not thereafter in any manner or for any purpose directly or indirectly use any of the Intellectual Property, procedures, techniques or

materials acquired by the Representative by virtue of the relationship established by this Agreement;

- (g) cease using the APM Online System;
- (h) not be relieved of its obligations to pay any monies due to the Licensor or any other person pursuant to this Agreement on any account whatsoever;
- (i) terminate any registration or record or public entry of the Representative which indicates any association with the Licensor or Aussie Pooch;
- (j) in regard to Online material:
  - (i) at the option of the Licensor either transfer to the Licensor at the expense of the Representative or take down or remove from any Online site or location any material placed there by the Representative;
  - (ii) if the Representative fails to comply with its obligation under this clause the Representative must provide the Licensor with all passwords, user names or other necessary details to enable the Licensor to carry out the Representative's obligations under this clause;
  - (iii) if required by the Licensor all Online user generated content must be transferred to the Licensor; and
  - (iv) transfer to the Licensor all Social Media accounts and handles related to the Business, or provide to the Licensor all username and passcodes to allow the Licensor to take control over same; and
- (k) to the full extent permitted by law, the Representative indemnifies and must keep the Licensor and Aussie Pooch indemnified in regard to any loss, damage, expense, claim (including reasonable legal fees on the higher of a full indemnity basis and a solicitor own/client basis) that may be incurred arising out of or in connection with the Representative's failure to comply with its obligations under this clause, except to the extent arising from the default of the Licensor or Aussie Pooch.

## 22.2 **No Goodwill**

The parties agree that on termination of this Agreement for any reason, the Representative will not be entitled to any payment for goodwill in regard to Customer services provided during the Term.

## 22.3 **No Loss of Rights**

Termination of this Agreement for whatever reason will be without prejudice to the rights of either party against the other and such termination will not relieve either party of any of its obligations to the other existing at the time of termination or terminate those obligations of either party which, by their nature, survive the termination of this Agreement.

## 22.4 **Refund of Bond**

Provided that:

- (a) the Representative satisfactorily completes the initial training program provided by the Licensor prior to the Commencement Date;
- (b) the Representative completes the initial marketing strategies as set out in clause 29 to the satisfaction of the Licensor;

- (c) this Agreement is not terminated during the initial Term of this Agreement; and
- (d) the Representative complies with their obligations under clause 22.1 on or before the termination date,

then as soon as possible after the date of termination the Licensor must refund the Representative the amount of the Bond less:

- (i) any amount then due and owing to the Licensor under the terms of this Agreement;
- (ii) such amount as may be necessary to reimburse the Licensor for the cost of rectification of the Mobile Unit if the Representative has not complied with the terms of this Agreement;
- (iii) any amount payable to the paging service; and
- (iv) any amount owing to a Preferred Supplier or Aussie Pooch,

and provided that, if the amount of the Bond is insufficient to pay the total amounts due under clauses 22.4(i) to 22.4(iv) then nothing in this clause will be taken to relieve the Representative from the obligation to pay the Licensor or any other party to whom payment is due, the amount due in excess of the Bond.

## **23. NO WAIVER**

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No delay or omission to exercise any right, power or remedy accruing to the Licensor upon any default under this Agreement will impair any such right, power or remedy of the Licensor nor will it be construed to be a waiver of any continuing breach or default or an acquiescence therein or of or in any similar breach or default thereafter occurring.

## **24. RIGHT TO CURE DEFECTS**

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In addition to all other remedies granted, if the Representative defaults in performing any of its obligations or breaches any term or condition of this Agreement, the Licensor may at its election immediately or at any time, without waiving any claim for breach and without notice to the Representative, cure the default on behalf of the Representative and the reasonable cost to the Licensor will be payable on demand by the Representative to the Licensor.

## **25. FORCE MAJEURE**

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### **25.1 Inability to Supply**

If the Licensor or Aussie Pooch is unable:

- (a) by reason of any industrial dispute;
- (b) by reason of the failure of any person to supply any goods or services to the Licensor or Aussie Pooch;
- (c) by reason of law, riot, government restrictions, civil commotion, pandemic or act of nature; or
- (d) by reason of any cause beyond the control of the Licensor or Aussie Pooch,

to deliver any services or supply any goods, then the Licensor and/or Aussie Pooch will not be under any liability for any loss or damage suffered by the Representative (including consequential

loss or damage) and the Licensor may give notice in writing to the Representative to terminate this Agreement or extend the time for performance of its obligations under this Agreement.

**25.2 No repudiation**

The Representative acknowledges that the failure of the Licensor or Aussie Pooch to deliver Services or supply goods under this Agreement because of anything set out in this clause 25 will not entitle the Representative to treat this Agreement as repudiated.

**26. NOTICES**

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**26.1 Language**

A party must give any notice required in the English language and in writing.

**26.2 Address**

A party may address a notice to the other party at its address set out in this Agreement and may serve the notice at that address or an address or email provided.

**26.3 Manner**

A party may deliver a notice by hand, post or email transmission.

**26.4 Time**

If before 4:00pm local time in the place of delivery, a party delivers a notice by hand the notice will be taken to be given on the day of delivery or transmission and in any other case on the next Business Day.

**26.5 Post**

If the party gives notice by post the notice will be taken as given on the second Business Day in the place of delivery after the notice is posted.

**26.6 Email**

A notice may be sent in electronic form by email to that person's email address and will be deemed given and received on the first day on which it could have been read by the addressee but if the notice is sent after 5:00pm (local time in the place of receipt) on a Business Day or a day that is not a Business Day, the notice is taken to have been received on the next Business Day.

**26.7 Change of Address**

The parties may give notice of another address (within Australia) or email to the other party and the new address will be the address for service of the party for the purpose of this clause.

**27. GOVERNING LAW**

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The parties agree that this Agreement will be governed by the law in force in the state or territory in which the Business is operated and agree to submit to the non-exclusive jurisdiction of the courts of that state or territory.

## **28. ENTIRE AGREEMENT AND SEVERANCE**

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### **28.1 Entire Agreement**

This Agreement represents the entire agreement between the parties and supersedes all prior representations, agreements, statements and understandings between the parties.

### **28.2 Any provision void**

If any term (or part of a term) of this Agreement is determined to be void by any court of competent jurisdiction that determination will not affect any other term of this Agreement and the other terms will remain in full force and effect.

### **28.3 Parties intention**

It is the intention of the parties that any if any term of this Agreement is capable of two meanings, one which would render it void and one which would render it valid, the term will have the meaning that renders it valid.

### **28.4 Variation**

(a) No variation to this Agreement will be valid unless it is in writing signed by all parties unless the variation is needed to comply with a change in a law or regulation, which affects a term of this Agreement.

(b) If a variation is needed to comply with a change in a law or regulation, which affects a term of this Agreement, the Licensor will immediately notify the Representative in writing with the reason for the amendment. The Representative must not unreasonably withhold its consent to making the required amendment to the extent necessary.

### **28.5 Comply with Competition and Consumer Act**

The parties to this Agreement must do all things as are necessary to comply with the *Competition and Consumer Act 2010* (Cth). If any part of this Agreement does not comply with the said Act then the Licensor will notify the Representative in writing. The Representative must not unreasonably withhold its consent to this Agreement being amended accordingly provided that such amendment does not defeat the substance of this Agreement in which event this Agreement will come to an end. For the purposes of this clause the words "the substance of this Agreement" will mean the capacity of the Licensor to grant the Licence and the ability of the Representative to lawfully conduct the Business.

### **28.6 Counterparts**

This Agreement may consist of a number of counterparts, including to the full extent permitted by law counterparts signed and/or exchanged electronically, and if so the counterparts taken together constitute one and the same instrument.

## **29. REPRESENTATIVE INITIAL MARKETING**

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### **29.1 Application**

This clause only applies if it is stated to apply in Schedule 6.

### **29.2 Compulsory**

It is one of the Representative's principal responsibilities under this Agreement to build the Business to its maximum potential by providing the maximum amount of Services possible in the Territory.

### 29.3 **Additional definition**

The following is an additional definition to those contained in clause 1.1:

**Initial Marketing Strategies** means the compulsory marketing strategies to be carried out by the Representative during the first 10 weeks from the Commencement Date which will contain both compulsory marketing strategies and optional marketing strategies. The Licensor will hand the Representative a list of the initial marketing strategies on the commencement of training. These take nothing but time and energy and compliment the advertising and marketing launch provided during the initial Term.

### 29.4 **Acknowledgment**

The Representative acknowledges that the Initial Marketing Strategies have been formulated as part of the System to assist the Representative to commence operation of the Business and it is in the best interest of the Representative to complete all the Initial Marketing Strategies and to maintain marketing of the Business throughout the Term and any Renewal Terms.

### 29.5 **Implement Strategies**

The Representative must at its own expense implement the Initial Marketing Strategies from week 1 of the Commencement Date, complete all the Initial Marketing Strategies (minimum 10 weekly reports completed satisfactorily) in the manner set out in the Operations Manual and maintain marketing throughout the whole of the Term.

## 30. **INCENTIVE TO ENTER INTO FRANCHISE**

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### 30.1 **Application**

This clause only applies if it is stated to apply in Schedule 7.

### 30.2 **Incentive**

If the Representative enters into a Franchise Agreement with Aussie Pooch or an Aussie Pooch regional master franchisee within the time frames stipulated below then the Licensor agrees to give the Representative one of the discounts outlined below:

- (a) if the Representative purchases a Franchise from the Licensor within 3 months of the Commencement Date of this Agreement a discount of \$1,500 will be deducted off the purchase price;
- (b) if the Representative purchases a Franchise from the Licensor within 6 months of the Commencement Date of this Agreement a discount of \$1,000 will be deducted off the purchase price; or
- (c) if the Representative purchases a Franchise from the Licensor within 12 months of the Commencement Date of this Agreement a discount of \$500 will be deducted off the purchase price.

30.3 **Termination of this Agreement** - Once a Franchise Agreement is entered into this Representatives Agreement will be deemed to be terminated as and from the date of commencement of the Franchise Agreement.

## 31. **SPECIAL CONDITIONS**

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The special conditions, if any, set out in Schedule 9 will form part of this Agreement and will prevail to the extent of any inconsistency with the other provisions of this Agreement.

**SCHEDULES**

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**SCHEDULE 1**

**Name and Address of Licensor and Representative**

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**Licensor**

**Choose either Aussie Pooch or the Franchisee the Representative is operating for.**

**Representative**

**SCHEDULE 2**

**Territory Copy form 79 representative serviced area proposal**

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Area known as – (permitted name)

Aussie Pooch Mobile \_\_\_\_\_ (List largest suburb from the postcode and the amount of dwellings)

The permitted name must be checked to ensure it is not being used by someone else. We cannot have two areas with the same name.

This is used to complete WOOF eDiary, Social Media, local website and other online listings)

It is acknowledged this Reps area is made up of multiple territories. While multiple territories operate as one, then one permitted name can be used as above.

Consisting of the postcodes, suburbs and dwellings.

Postcode	Suburb	Dwelling	Postcode	Suburb	Dwelling

**Appointed initial mobile unit**

Trailer number and rego

**SCHEDULE 3**

**Term (Clause 2)**

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**Commencement Date**

The date the Representative starts operation of the business after completion of training.

### Date of end of Term

6 months after the Commencement Date. (Full Time)

\_\_\_ months after the commencement Date (Part Time)

This may be a specific date if someone is operating part time to help a franchisee that may be sick etc.

### Renewal Term

Recurring periods of 6 months from the completion of the initial Term. (Full Time) **Subject to the Representative meeting the minimum performance standard criteria outline in Schedule 5**

Recurring periods of \_\_\_ months from the completion of the initial term or as described here.

This may have no recurring period if **someone is operating part time to help a franchisee that may be sick etc.**

## SCHEDULE 4

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### Payments (clause 4)

1. **Starter Kit Fee** – Approximately \$500 including delivery or other sum you agree to

**Refer to Clause 4 Payment:** - For the Representative **starter kit fee** in the amount set out in Item 1 of Schedule 4 for the items listed on the initial invoice (shown as paid for on that invoice) and water efficiency registration where applicable. There will be items provided for the Representative's use on this invoice (listed at no charge to the Representative on this invoice) that the Representative must maintain or replace and keep in good working order and upon leaving these items must be returned or replaced in good working order to Aussie Pooch or the amounts for these items will be deducted from the Bond. The cost of these will be calculated at the price on the operator e-commerce site at time of finishing.

2. **Bond**

**\$**        or as agreed

3. **Mobile Unit Hire - Weekly Representative Fee**

25% per week of Gross Income plus GST **or it may be a fixed fee plus percentage.**

4. **Monthly Call Centre Cost**

**Discuss which option best suits the applicable area and advise the office. If in doubt it is recommended that the Representative takes the option of the 20 call plan.**

This will be invoiced from either the Licensor, Aussie Pooch or to an outsourced company as advised from time to time.

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<b>Options</b>	<b>15 Call Plan</b>	<b>20 Call Plan</b>	<b>30 Call Plan</b>
<b>*Monthly Fee</b>	\$47.07 Inc 15 Calls	\$54.29 Inc 20 Calls	\$73.34 Inc 30 Calls
<b>*Calls Thereafter</b>	\$2.37	\$2.26	\$2.14
<b>Website SMS charges are averaged over all Operators and charged monthly through the Telephone Network Contribution.</b>			
<b>Invoiced on the 1<sup>st</sup> of each month in advance and overcalls are charged in arrears for the previous month approximately mid-month</b>			

### **Changing Options**

The Representative may, from time to time make changes to the paging service option.

If the Representative wishes to change the plan option, the Representative must advise Aussie Pooch office by the 7<sup>th</sup> of the month prior to the month of change.

Any overcalls from the previous month will be charged at the previous month's plan.

This may change from time to time.

### **5. Telephone/Network Contribution**

For the cost for the [1300 369 369](tel:1300369369) number, calls coming into this, data and the SMS messages coming from the Aussie Pooch website direct to the Representative. Approximately \$9 - \$14 per month or as otherwise determined by Aussie Pooch taking into the account the actual cost and a reasonable admin fee.

This will be invoiced directly from Aussie Pooch on the 1<sup>st</sup> of every month in advance.

### **6. Excess fee if insurance claim was to be made**

\$750 (approximate)

Insurances Licensor covers for the Representative: Comprehensive on the Mobile Unit. The representative must have their own public liability Insurance.

### **7. Website/Social Media Fee**

A payment of \$13-\$18 per month in advance by the Representative to Aussie Pooch for Website/Social Media and the reasonable admin in carrying this out and to also enable the Representative to access reasonable ongoing training and support in this area or as agreed between the parties from time to time.

The Website/Social Media Fee will be invoiced directly from Aussie Pooch on the 1<sup>st</sup> of every month and will be payable by the Representative in advance.

### **8. APM Online System Fee**

A monthly payment of \$36-\$41 for the cost of utilising the APM Computer Software program along with the cost of hosting this cloud based program.

This will be invoiced directly from Aussie Pooch on the 1<sup>st</sup> of every month in advance.

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**SCHEDULE 5**


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**Minimum Performance Standard (Clause 8.1(a))**


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**Full time**

There is an expectation that the Representative will build the Business to a minimum income per week Gross Income plus GST, to be achieved within 6 months from the Commencement Date and maintained as a minimum throughout the Term.

If the Representative has acquired an existing Business with a Gross Income plus GST over or equal to the Minimum Performance Standard per week then the Representative's Minimum Performance Standard would be equal to the existing Business' average weekly payment.

Minimum Performance Standard

Minimum Performance Standard: \$1,000.00 per week\* regularly by 3 months with it increasing to

Minimum Performance Standard: \$1,484.00 per week\* regularly by 6 months

minimum or agreed at \$\_\_\_\_\_ per week Gross Income plus GST,

**ATTENTION – Be sure that the Minimum you set here is equal to what you are required to do under your Minimum Annual Payment. Note the Minimum Performance Standard is worked out by taking GST from your Minimum Annual Payment.**

**Ask you support manager for help in this area.**

**Part time**

There is an expectation that the Representative will build the Business to a minimum Gross Income plus GST per week, to be achieved within 6 months from the Commencement Date and maintained as a minimum throughout the Term.

If the Representative has acquired an existing Business with a Gross Income plus GST over or equal to the Minimum Performance Standard per week then the Representative's Minimum Performance Standard would be equal to the existing Business' average weekly payment.

Minimum Performance Standard      \$ \_\_\_ per week

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**SCHEDULE 6**


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**Representative Initial marketing (clause 29)**


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Does the Aussie Pooch Mobile Representative's initial marketing apply? **YES IN ALL CASES**

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**SCHEDULE 7**


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**Incentive to Enter Into Franchise (Clause 30)**


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Does the incentive to enter into Franchise Agreement apply to this Agreement? **YES/NO**

As a guide for the Representative, a Franchise would be approximately 5,000 dwellings.

The Representative should refer to clause 30 in regard to the incentive that will be given if the Representative enters into a Franchise Agreement and the time during which that incentive will be offered.

## SCHEDULE 8

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### Special conditions (Clause 31)

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#### SC1 **Clipping**

Aussie Pooch's primary system is the provision of a dog washing service. This is expanded to include clipping and other services. Initially, unless the Representative has prior clipping experience, the Representative will commence the Business with dog washing, grooming and trimming and other services. The Representative will only be given permission to offer a clipping service after the following criteria is met or as agreed from time to time (for example, if prior clipping experience has been demonstrated and Aussie Pooch has assessed and approved this experience).

##### SC1.1 **Criteria required for clipping approval**

- (a) The Representative is required to build their Business with having regular washing Clients to an average of 20 dogs minimum per week for 4 consecutive weeks before the Representative can do a clipping course and commence offering clipping Services.
- (b) The Representative must complete the Aussie Pooch Mobile clipping course and assessment prior to providing a clipping Service and if they have already gained clipping experience they must provide evidence of this as set out in the clipping course.
- (c) If the Representative has commenced in an existing area where more than 20 dogs per week are being washed or the area has grown to 20 dogs per week within the first 8 weeks, the Representative must have been operating as an Aussie Pooch Mobile Representative for approximately 8 weeks before the Representative may provide a clipping Service unless they have prior clipping experience and have completed the clipping course. All Representatives are required to complete the Aussie Pooch Mobile clipping course, and if the Representative has prior experience then the Representative must review and carry out anything required in the course and show evidence to Aussie Pooch as stated in the course of the Representative's prior experience in order to be approved.

#### SC2 **Additional Territory**

It is noted that additional territory may be requested to be serviced from time to time as relief Services. **Clause 14** applies to any additional territory that a Representative may service.

#### **SC3 Clipping Course (Not applicable in all cases)**

Two (2) months after the Commencement Date the Representative may be offered an opportunity to complete a clipping course.

The value of the course is \$\_\_\_\_\_ and is payable if the Representative's Agreement is terminated by either party within 18 months of the Commencement Date.

If the Representative's Agreement is not terminated by either party within the first 18 months from the Commencement Date then there will be no charge for the clipping course.

#### SC3 (or SC4 if clipping course above is included) **Incentive to purchase**

Should the \_\_\_\_\_ Area franchise be purchased by the representative on or before the \_\_\_\_\_ (insert date) a discount of the equivalent of \$\_\_\_\_\_ per week, (multiplied by the number of weeks from the week commencing the \_\_\_\_\_ (insert date) to the start date of the franchise

agreement) will be deducted from the purchase price of the Franchise, quoted as \$\_\_\_\_\_ (Inc GST), provided that the representative does not breach payment clause 4 of this agreement at any time during the term of this agreement and all money owed to the licensor is paid in full.

**SIGNED** by the parties as an agreement.

**Choose A Aussie Pooch as Licensor or B Franchisee as Licensor**

**A SIGNED** by **THE AUSSIE POOCH MOBILE PTY LTD** in accordance with section 127 of the *Corporations Act 2001* (Cth) by **PAUL ANTHONY WALTERS** as its Sole Director/Secretary: )  
.....  
Signature of Sole Director/Secretary

If licensor is a person:]

**B SIGNED** by the Licensor in the presence of: )  
)  
)  
)  
.....  
Signature of Witness ) Signature  
.....  
Full Name of Witness Full Name

[If licensor is a company:]

**B SIGNED** by **[INSERT COMPANY NAME]** as )  
Licensor in accordance with section 127 of the )  
*Corporations Act 2001* (Cth) by: )  
)  
)  
.....  
Signature of Director Signature of Director/Secretary  
.....  
Full Name of Director Full Name of Director/Secretary

**SIGNED** by the Representative

Document needs to be witnessed for all signatures of Representative .....  
Signature of Representative

in the presence of: .....  
Name of Representative in full

.....  
Signature of Witness

.....  
Full Name of Witness

This will be signed in all situations

# RESTRAINT DEED – REPRESENTATIVE

This Deed is made the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

**BETWEEN:** The person whose name and address appears in Item 1 of the Schedule  
**(Licensor)**

**AND:** The individuals whose name and address appears in Item 2 of the Schedule  
**(Representative)**

## INTRODUCTION

- A. The parties have entered into or intend to enter into the Representatives Agreement.
- B. Clause 14 of the Representatives Agreement contains the definitions of the Restraint Areas and Restraint Periods.
- C. Clause 14 of the Representatives Agreement also contains the restraint conditions.
- D. In order to impress upon the Representative the importance of the restraint contained in the Representatives Agreement, Aussie Pooch requires the Representative to sign this Deed

## TERMS

### 1. DEFINITIONS AND INTERPRETATION

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All terms defined and interpreted in the Representatives Agreement will have the same meaning in this Deed, and defined words will begin with a capital letter in this Deed and will, unless some other meaning is plainly intended, mean the following:

**Aussie Pooch** means The Aussie Pooch Mobile Pty Ltd ACN 056 734 528 a company incorporated according to law and having its registered office at 4/13 Brewers Street, Burpengary, 4505 in the State of Queensland.

**Capacity** means in any capacity whatsoever and includes:

- (a) alone;
- (b) jointly with or on behalf of any other person, firm or corporation or as an employee, independent contractor, partner, joint venturer or agent;
- (c) as an officer of any person, firm or corporation;
- (d) as a shareholder of any corporation; or
- (e) as trustee of any trust.

**Deed** means this Restraint Deed - Representative and its schedules.

**Representatives Agreement** means the agreement entered into between the Licensor and the Representative on or about the date of this Deed under which the Representative is granted the right to conduct a Business using the System in the Territory.

**Restraint Areas** means:

- (a) within a radius of 50km of the centre of the Territory; or if that is unenforceable
- (b) within a radius of 10km of the centre of the Territory; or if that is unenforceable
- (c) within a radius of 5km of the centre of the Territory; or if that is unenforceable
- (d) within the Territory.

**Restraint Periods** means:

- (a) for a period of 4 years commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (b) for a period of 3 years commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (c) for a period of 2 years commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (d) for a period of 1 year commencing on the date the Term of the Representatives Agreement ends for whatever reason; or if that is unenforceable
- (e) for a period of 6 months commencing on the date the Term of the Representatives Agreement ends for whatever reason.

## **2. RESTRAINTS**

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### **2.1 Employment**

The Representative must not:

- (a) during the Term; and
- (b) for the period of 6 months after the end of the Term,

without the consent in writing of Aussie Pooch and the Licensor in any Capacity employ or offer any person who was at any time during the period of 12 months immediately prior to the offer of employment, employed by or was an agent or sub-contractor of Aussie Pooch or any person who was a Franchisee or APM Representative of Aussie Pooch or the Licensor and must not directly or indirectly induce any person to leave their employment agency or sub-contract with Aussie Pooch or any other Franchisee or APM Representative.

### **2.2 Restraint**

The Representative must not for any of the periods mentioned in this clause in any Capacity be engaged, concerned or interested in any business of the nature of the Business or provide any Services which compete with all or any of the Services, or permit their name to be used in connection with any such business in the Restraint Areas during the Restraint Periods.

### **2.3 Sever**

If any part of this clause 2 is held or found to be void, voidable, invalid or unenforceable, it will be severed from this clause to the extent of the voidness voidability, invalidity or unenforceability and the remainder of this clause will remain in full force and effect.

## 2.4 **Combination**

The parties agree clause 2.2 will have effect as a number of separate clauses resulting from the combination of the commencement of clause 2.2 with:

- (a) any one or more of the situations in clause 2.2; with
- (b) any one or more of the Restraint Areas; with
- (c) any one or more of the Restraint Periods,

and if any of the resulting separate clauses is held to be void or unenforceable, it will be severed from the clause to the extent of the voidness or unenforceability and the remaining separate clauses will remain in full force and effect.

## 2.5 **Not Induce**

Without in any way limiting clause 2, the Representative must not:

- (a) during the Term; and
- (b) for a period of 2 years from the end of the Term,

in any Capacity canvass, solicit, interfere with or entice away any person who has at any time been in the habit of being a Customer of the Business.

## 2.6 **Reasonable**

The parties acknowledge that the restraints contained in this clause 2 are reasonable and necessary to protect the goodwill of Aussie Pooch and the Licensor.

## 3. **INJUNCTIVE RELIEF**

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### 3.1 **Injunction**

If there is a breach or threatened breach of the terms of this Deed and the Representatives Agreement by the Representative then the Representative acknowledges that Aussie Pooch and the Licensor will be entitled without in any way detracting from any other rights available to Aussie Pooch or the Licensor, to apply for an immediate injunction at the cost and expense of the Representative restraining the Representative from committing any breach or threatened breach or further breach of this Deed and the Representatives Agreement without Aussie Pooch or the Licensor having any obligation to show or prove any actual damage sustained by Aussie Pooch or the Licensor.

### 3.2 **Benefit of Covenants**

If Aussie Pooch is not the Licensor under the Representatives Agreement then the parties agree that this Deed has also been entered into for the benefit of Aussie Pooch and that Aussie Pooch may at any time enforce any of the Representative's obligations against the Representative in its own name without the necessity to include the Licensor as a party to that enforcement. The signing of this Deed by the Licensor will be deemed acceptance by Aussie Pooch of the benefit of this clause.

**SCHEDULE**

**ITEM 1 Name and address of Licensor**

**ITEM 2 Name and address of Representative**

**SIGNED** by the parties as a deed.

**Choose A Aussie Pooch as Licensor or B Franchisee as Licensor**

**A SIGNED** by **THE AUSSIE POOCH MOBILE PTY LTD** in accordance with section 127 of the *Corporations Act 2001* (Cth) by **PAUL ANTHONY WALTERS** as its Sole Director/Secretary: )  
.....  
Signature of Sole Director/Secretary

[If licensor is a person:]

**B SIGNED SEALED AND DELIVERED** by the Licensor in the presence of: )  
.....  
Signature

.....  
Full Name  
Full Name of Witness

[If licensor is a company:]

**B SIGNED** by **[INSERT COMPANY NAME]** as Licensor in accordance with section 127 of the *Corporations Act 2001* (Cth) by: )  
.....  
Signature of Director/Secretary

.....  
Full Name of Director/Secretary

**SIGNED SEALED AND DELIVERED** by the Representative  
.....



Document needs to be witnessed for all signatures of Representative

Signature of Representative

in the presence of:

.....

Name of Representative in Full

.....  
Signature of Witness

.....  
Full Name of Witness  
This will be signed in all situations

**THE AUSSIE POOCH MOBILE Pty Ltd**  
**"MOBILE HYDROBATH"**



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Master Document Summary

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**Subject :**

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**Revision**

- 1.1 Created from Walker Smith & Breen document POOCH.REP.AGR-280197-3. Added new front page March 00.
- 1.2 Changed date from 19?? To 20?? On front page of Walker Smith & Breen's original document with liquid paper.
- 1.3 Renewed with file emailed from Biggs and Biggs.
- 1.4 Changed address.
- 1.5 Updated signing page
- 1.6 Added to Intellectual Property the goodwill of APM, Name and Reputation.
- 1.7 Added Reps agreement bonus scheme and Special Conditions attachments.
- 1.8 Added Telephone Contribution to terms, payment (clause 4) and schedule 6. Added Telephone Fund (clause 6). Updated stock list in schedule 3.
- 1.9 24/8/10 Major rewrite to match many clauses in the Franchise agreement, added clauses re option to purchase and initial marketing bonus, added Minimum performance clause, added notices can be emailed, updated payment clauses, set schedule out so it was clear what was expected, special conditions clause added, weekly rep fee added \$165 for advertising for 6 months.  
Overall rewrite to suit our System, this had not had an overview for a number of years.  
**This one document now is suited to everyone!**
- 2.0-Added Aussie Pooch name and Directors name to signing page (25)
- 2.1 Clause 30.2 (c) referred to Clause 36 and was meant to refer to Clause 30 so it was changed
- 2.2 Clipping added to special conditions and starter kit changed to \$330.
- 2.3 Changed Clause 2.3 (a) to re Schedule 2 not Schedule 4 as 2 was incorrect.
- 2.4 Reduced the online advertising contribution from \$165 per 6 months to \$65 per 6 months
- 2.5 **Clause 30 – Incentive** to enter into a franchise. guaranteed income Aussie Pooch would generally pay out to a Franchisee Deduction of \$1500 allowed.  
Took out advertising launch will be deducted and added the following clause...  
advertising launch for a Representative has been carried out. A fee here of \$2000 will be added to the Franchise cost to cover the costs of work already carried out.
- 2.6 Clause 14 Restraint 2,3,4 years restraint (This now matches the franchise agreement)

Added deed of restraint for Rep to sign. Updated signing page, SC. Clipping: agreed from time to time e.g. Prior clipping experience is demonstrated and Aussie Pooch has assessed, bond clause 4 section updated to include return of items criteria for refund of bond. Schedule 4 Starter kit to include what needs to be returned.

### 2.7 Schedule 4 item 3 deleted in this section

The On Line Advertising is billed in May and November every year.

This amount will be taken from the Bond if the Representative terminates this Agreement

The On Line Advertising payment will start on the date the Renewal Term begins and the Representative must pay a prorated amount up to the date the next On Line Advertising payment is due. prior to this account being invoiced..

### 2.8 Changes

Clause 22 Action upon termination – Change as stated here - **Refund of Bond** – Provided that this Agreement is not terminated during the initial term of this Agreement and that the clause 22.1 has been actioned on or before the termination date and **clause 29 Initial marketing strategies have been completed satisfactorily** then as soon as possible after the date of termination the Licensor shall refund the Representative the amount of the bond less:

Clause 29.3 Added - These take nothing but time and energy and compliment the advertising and marketing launch provided during your initial term.

Clause 29.5 Rep initial Marketing Bonus. Deleted bonus in all cases but left requirement to do marketing in all cases.

Clause 29.5 reworded slightly to include marketing reports weekly for 10 weeks.

Clause 29.6 Taken out bonus all together – deleted.

Schedule 6 YES in all cases

Schedule 4 changed monthly pager cost from \$40 to \$50 a month and calls from \$1.50 to \$2 each. Also added that it is subject to change and may be charged from APM.

### 2.9 Changes –

**Bond \$500 or as agreed**

### 3.0 Changes -

**Schedule 5** – Min Annual Payment –Reworded to have State MAP listed - **Monthly Pager Options** (Schedule) altered to show three options.

### 3.1 changes

Janice's added payment clauses – clause 4.5 and item 7 of schedule 4, added clause relating to credit providers clause 5.9, updated reference from Trade Practices Act to Competition and Consumer Act and fixed numbering

**3.2Changes** Format changes, special conditions – Additional territory

Telephone contribution reworded in schedule

Additional ad levy – reworded \$10 a month not \$65 per 6 months

Term of rep position changed from 3 months to 6 months. Added section in schedule to allow for a part timer plus someone helping out for a specific period.

3.3 mark fix various typos throughout document

3.4 Schedule 4 Payment item 7 restructured so credit card details are filled out in all cases.

changed definition of Payments from "Franchisee" to Representative

added " permitted under the Competition and Consumer Act" to clause 13.1

changed clause 21.2 to read 6 months not 3

**3.5 Feb 2014** clause 22.3 Refund of Bond - added the Representative complies with their obligations under clause 21.2 (giving 2 weeks' notice)

All figures updated to INCLUDE GST. MPS figures left at gross income plus GST per week.

Added to clause 4.6 that payments must be paid only via cash, direct deposit or credit card. Removed clause 4.11 regarding Dishonoured cheques.

Added clause 8.5 re Credit card and eftpos facilities.

Added clause 22.3(e – rep complies with their obligations under 21.2

Added notes to Schedule 2 and 3 regarding territory and largest dwelling count suburb.

**3.6 June 2014** Added notes to Schedule 2 and 3 regarding territory and largest dwelling count suburb.

**3.7 July 2014** Updated insurance clause 9, social media clause 8.3, Notes to schedule 2 added second largest dwelling count suburb.

**3.8 September** \$150-\$250 (approximate) Insurances Licensor covers for you: Comprehensive on the Mobile Unit

**3.9 November** 4.2d Mobile Unit - Took out reference to advertising fund, added will provide brochures Definition Telephone/network contribution

4.2 Website/social media admin fee, 4.3d took out reference to adv fund  
 6 Updated Telephone/Network contribution, 12.1c added and breaches to this agreement  
 Schedule 4 Payment added to 3. \$11 per month website/social media fee 4. Updated Telephone/Network,  
 Schedule 5. Minimum Performance Standard: \$700 per week\* regularly by 3 months with it increasing to Minimum Performance Standard: \$900 per week\* regularly by 6 months  
**4.0 May 2015** Changed starter kit fee to \$365  
**4.1 July 2015** Added authority for Val to sign if Chris is away (all signing pages)  
**4.2 October 2015** Added to the following terms- 1.1, 2.2, 8.3, 8.4, 8.6, 12.1, 12.3 and 22.1  
**4.3 March 2016** Added computer software being compulsory. Added website/social media as a standard monthly fee.  
**4.4 August 2016:**  
 Clause 1.1 added definitions APM Online System, APM Online System Fee and Access, Client Database, Website, amended definitions of Computer Software Fee and Confidential Information.  
 Clause 5.2 amended to refer to software  
 Clause 8.1(g) Branded Products and 8.10 APM Online System added  
 Clause 8.7 amended to refer to APM Online System  
 Clause 15.4 Client Database added  
 Clause 22.1(b) amended to refer to Client Database  
 Clause 22.1(c) and (f) added  
 Clause 26 amended to delete reference to fax.  
 Schedule 8 Special conditions – changed clipping to 8 weeks and additional territory to be for Representative (previously stated Franchisee)  
 Schedule 7 changed dwellings from 10,000 to 5,000.

#### **4.5 May 2017**

Added to services - walking and massage.  
 Added clauses to 8.1(m) re staff. Added 8.1 z information clause and 8.2 Indemnity. Changed clause 3 title to Liability under competition and consumer act. Added to clause 30.2a re amount set out on proposal. Updated permitted name details in sch 2. Updated min performance standard.  
 Changed signing from Valda Marshall to Paul Walters.

#### **4.6 November 2018**

Updated advertising to include promotions or sponsorships.  
 Added Exclusive Products and Non-Exclusive Products and updated clause 8.4in ref to these.  
 Added Industrial Instruments  
 Updated entire agreement to comply with Privacy Laws and Workplace Laws.  
 Added clause 4.8(b) re method of payments  
 Added clause 4.14 PPSA  
 Added clause 5.6(b) financial statements  
 Added clause 7.4b and c re changes to mobile unit and colour  
 Updated clause 8.1 general obligations to include further training and location  
 Added clause 8.2 re staff and employees  
 Updated clause 8.5 re client enquiry timeframes  
 Added clause 8.13 re advertising and promotion  
 Updated rebate and lapse of rebate in clause 30.2  
 Updated SC1 clipping  
 Removed credit card details from schedule

#### **4.7 September 2019**

Added clause 4.9 payment by estimate.  
 Added clause 5.8b re personal information.  
 Added clause 5.11 full transparency.  
 Added clause 8.2a(vii).  
 Increased minimum performance standard by CPI.

#### **4.8 July 2020**

Updated excess fee and online system fee.  
 Updated signatory name.

#### **4.9 November 2020**

Changed pager to Call Centre throughout agreement  
 Updated restraint areas and periods

Added minimum performance standard to renewal term.

**5.0 October 2021**

Increased minimum performance standard by CPI.

**5.1 February 2022**

21.2 – replaced 14 days with 28

Schedule 4 – changed starter kit fee; bond amount taken out to be inserted depending on amount

Schedule 5 – increased minimum performance

Schedule 8 – added SC3 clipping course (not applicable in all cases)

**5.2 April 2022**

Updated logo,

Definitions and interpretation - updated Personal Information, added APM Representative, added Business Day, added Capacity, added Commencement Date, added Restraint Areas, added Restraint Periods,

Updated 3.1 - Renewal Term,

Updated 5 - Records and Inspection,

Updated 8 - General obligations of a Representative

Updated 9 - Insurance

Updated 11 - Operations Manual

Updated 12 - Indemnity of Licensor and Aussie Pooch,

Updated 13 - Liability Under Competition and Consumer Act,

Updated 14 - Restraints

Updated 20 - Termination - changed 20.1 events of termination to immediate termination, added Death or Incapacity, amended Breach.

Updated 21 - Termination by Representative,

Updated 22 - Action Upon Termination,

Updated 27 - Governing Law,

Updated 28 - Entire Agreement and Severance - added Counterparts

Updated 30 - Incentive to Enter into Franchise - added Definitions,

Schedule 4 – Updated excess fee from \$250-\$500 (approximate) to \$750 (approximate)

Restraint Deed - added Capacity to definitions,

**5.3 October 2022**

Updated incentive to purchase franchise clause 30

Added the special condition option incentive to purchase

Updated fees including Telephone network, social media and online system fee

**5.4 July 2023**

Updated Schedule 4 – Monthly call centre costs

**5.5 July 2023**

Updated MAP with 2022/23 CPI increase

**5.6 September 2023**

Updated Restraint Definition

**5.7 January 2024**

Multiple changes made throughout the document to comply with recommendations from our solicitor as a result of the report released in November 2023 by the ACCC on unfair contract terms.