

## **RULES FOR VISITING THE DEALER CENTER**

*Dear visitors, please read the Rules for Visiting the Dealer Center. You are kindly requested to follow the Rules so that your stay in the Dealer Center is safe and ultimately comfortable. The Dealer Center has a video surveillance system that records visitors and what they do to ensure the order and the safety of the visitors.*

These Rules for Visiting the Dealer Center Autocenter Bavaria regulate the overall conduct for all visitors in the premises and/or the territory of the Dealer Center to ensure a safe and comfortable stay. **YOU ARE KINDLY REQUESTED TO:**

1. Enter the premises of the Dealer Center only through designated and equipped entrances/exits and stay only during the working hours of the Dealer Center;
2. Follow warning signs, indicators, markings, instructions or other signages while visiting the Dealer Center;
3. Take personal care of your health/life and the safety of your belongings. Be sure not to leave your personal belongings in the premises and/or the territory of the Dealer Center or in a show car. The administration is not responsible for any items left;
4. Behave so as not to pose a threat to yourself and those around you, not to cause damage, not to violate any rights and legal interests;
5. Be sure to watch your minor children avoid any negligent actions causing harm to the health of a child, damage to property of the Dealer Center and/or to belongings of its employees, visitors and other persons.
6. Consider and follow the instructions of the administration, guards, authorized persons of the Dealer Center that ensure the public safety; leave the territory of the Dealer Center if so requested by the administration and/or a guard or in the event the fire alarm or other hazard signals activate;
7. Follow the fire safety, anti-terrorist, public and sanitary safety requirements, and other requirements provided by the security laws of the Republic of Kazakhstan;
8. Inform immediately the Dealer Center employees and/or guards about any actions and/or incidents and/or circumstances that are causing / have caused harm to the health, life or belongings of a visitor (visitors) and other persons;
9. Smoke in designated places of the Dealer Center only;
10. Be sure to put your vehicle in the parking area of the Dealer Center in compliance with the requirements and restrictions of available signs. Leave bikes and scooters in designated places only;
11. Follow the road traffic rules. Be sure not to leave your vehicle in the parking area of the Dealer Center for longer than provided by the Dealer Center's working hours. The administration has the right to report to police officers about violators of the road traffic rules.

**YOU ARE NOT ALLOWED TO:**

1. Pose a threat to your health, life or safety and to the health, life or safety of those around you;
2. Leave your minor children unattended;
3. Create conflict situations, initiate disputes, fights, other unlawful actions, be involved in any of them, show aggression towards other people, commit acts of violence, show disrespect and insult towards other visitors or employees of the Dealer Center;
4. Run, jump or climb any undesignated structures (partitions, walls, barriers, etc.);
5. Roller skates or ride scooters, bikes, skateboards, hoverboards, segways and other roller and wheel devices as this is not safe;
6. Damage and/or break or otherwise spoil property of the Dealer Center or belongings of other visitors;
7. Enter service spaces or any premises closed for the Dealer Center visitors;
8. Toss and leave garbage in the premises and the territory of the Dealer Center;
9. Bring and drink alcohol and low-alcohol beverages, use any drugs, psychotropic or any similar substances and precursors, which are restricted by the laws of the Republic of Kazakhstan in effect, to/in the territory of the Dealer Center;
10. Roam and/or scrounge in the territory of the Dealer Center;
11. Enter the premises of the Dealer Center with any pets, except for guide dogs and pets in special pet carriers;
12. Bring items that can cause a fire or explosion (combustible and explosive substances, explosives, ammunition, etc.), except where such items were purchased in the Dealer Center;
13. Offer cosmetics, souvenirs, drinks, foods, clothes, promotional items and other commercial products for sale and/or render any services, except for services and goods that are rendered/sold with the consent of the Dealer Center administration;
14. Hand out any promo leaflets, brochures, booklets and/or other information/promotion materials in the premises or the territory of the Dealer Center without specific written authorization from the Dealer Center administration;
15. Organize any gatherings, meetings and/or other similar activities in the territory of the Dealer Center;
16. Organize any promotions, polls, collection of signatures and/or other events or carry out other activities unless they are approved by the Dealer Center administration in writing beforehand.
17. Close yourself (including by locking doors) inside cars owned by the Dealer Center, start engines in show cars that are in the premises of the Dealer Center;
18. Take amateur photos and/or videos as well as record audio of employees and other visitors of the Dealer Center without prior written consent of the Dealer Center administration and without consents of such employees and visitors,

except when such photos and/or videos are taken as per the manufacturer service standards (including when a car is being released).

Our visitors are allowed to take photos and/or videos of products (cars, spare parts, accessories, etc.), price lists, booklets, catalogs, brochures and similar materials in the premises and the territory of the Dealer Center for personal purposes only, subject to compliance with the restrictions set by the laws of the Republic of Kazakhstan in effect;

19. Visit and/or stay in the repair zone without being accompanied by the Dealer Center employees and without being briefed on safety;
20. Make payments for any purchased products (cars, spare parts, service fluids, etc.), rendered services (performed works) out of the cash office of the Dealer Center;
21. Reward any employee (employees) of the Dealer Center with money (in any form), securities, loans, services, payment for entertainment, rest, transport and other costs;
22. Park vehicles in pick-up and drop-off points or places designated for other purposes.

#### ACTIONS TO BE TAKEN IN THE EVENT OF ACCIDENTS AND EMERGENCIES

1. The premises of the Dealer Center have fire alarm systems, automatic fire-fighting systems and audio systems (hereinafter – the “Systems”) that transmit audio messages, i.e., information on how the Dealer Center visitors and/or other third parties should behave if there is an accident or emergency in the Dealer Center.
2. It is strictly prohibited to turn off, shadow or otherwise restrict the operation of the Systems. If you notice that any of the Systems is damaged, immediately inform the Dealer Center employees or guards.
3. If an emergency occurs in the Dealer Center, for example, in the event of a fire or explosion in the premises of the Dealer Center, natural disasters or catastrophes (strong wind), sabotage or an act of terrorism, follow instructions of the Dealer Center guards, the police, the fire and rescue service, and of other services or employees of the Dealer Center administration.
4. If you notice a fire source or smoke, immediately inform the Dealer Center employees or guards and the fire and rescue service.
5. If you find any suspicious items left unattended, explosive, chemical or radioactive substances, immediately inform the Dealer Center employees or guards. A place of hazard should be enclosed and no actions should be taken to localize or deactivate until the Dealer Center guards and/or other service arrive.
6. The Dealer Center administration has the right to immediately, without prior notice, close the Dealer Center (or any part of it) if there is a threat to the safety, health, life or belongings of the Dealer Center employees and visitors, including

a fire, explosion, gas leakage or another hazard, to avoid possible damage and harm.

### RULES FOR VISITING THE DEALER CENTER DURING A QUARANTINE

1. We recommend that you visit the Dealer Center without an accompanying person unless you need any special assistance.
2. Please refrain from visiting the Dealer Center if you have any flu symptoms and/or a fever.
3. For your safety and the prevention of COVID-19, we recommend that you keep social distance and wear masks at all times when visiting the Dealer Center.
4. You are also requested to avoid handshakes. You can disinfect your hands with a sanitizer and have your temperature checked at the entrance to the Dealer Center.

### FINAL PROVISIONS

1. These Rules for Visiting the Dealer Center are binding conditions of public contracts concluded with the Dealer Center (sales, service (repair), spare parts supply contracts, etc.) and apply to all visitors of the Dealer Centers.
2. By visiting the Dealer Center, a visitor agrees with, accepts and undertakes to strictly follow these Rules.
3. The Dealer Center guards have the right to inform/warn of a violation of the Rules for Visiting the Dealer Center, ask visitors to leave the Dealer Center, and take other necessary and lawful actions to ensure the safety of the Dealer Center employees and visitors and/or other persons, and the safety of their health, life and belongings. Responsibility shall be as prescribed by law for violations of public order and the Rules for Visiting the Dealer Center.
4. Any visitor can read these Rules for Visiting the Dealer Center on the company's official website, in the customer area, at the reception desk or in the delivery area of the Dealer Center.