

TERMS & CONDITIONS WIRA CALTEX CAMPAIGN (“CAMPAIGN”) (UPDATED 01 NOV 2024)

IMPORTANT: PLEASE READ THESE TERMS AND CONDITIONS (“TERMS AND CONDITIONS”) BEFORE ENTERING THIS CAMPAIGN. THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU AND CHEVRON MALAYSIA LIMITED (“CHEVRON”) ESTABLISHING THE TERMS AND CONDITIONS UNDER WHICH YOU ARE ENTITLED TO PARTICIPATE IN THIS CAMPAIGN. BY ENTERING THIS CAMPAIGN, YOU CONFIRM THAT YOU HAVE READ AND UNDERSTOOD, AND AGREE TO ABIDE BY, THESE TERMS AND CONDITIONS.

1. Organizer

1.1. The WIRA CALTEX Campaign (“Campaign”) is organized by Chevron Malaysia Limited (“Chevron” or the “Organizer”) via the Project Coordinator - IINFIN SME Sdn Bhd (“IINFIN”).

1.2. The Campaign is segmented into two areas: -

1.2.1. QUIZ (“Quiz”) - a quiz-based contest for all registered station staff.

1.2.2. LUBRICANTS INCENTIVE PROGRAM (“Lubricants Incentive Program”) - an incentive program to reward all registered station staff who sell a selected range of lubricant products at their station.

2. Eligibility

2.1. General Eligibility Requirements

2.1.1. All Caltex station staff who are employed by Caltex Stations in Malaysia either on a full time or part time basis during the Campaign period.

2.1.2. Registration of existing and future staff will be through the WIRA CALTEX website - <https://wiracaltex.com> whereby they will be classified as **Station Staff**; and

2.1.3. All registered and eligible Station Staff (“Eligible Participant”) will be required to abide by the Terms and Conditions of the Campaign.

2.1.4. Participation of the Quiz will be on the portal - <https://wira.retailbuzz.com.my/> until further notice by the Organizer.

2.1.5. Participation of the Lubricants Incentive Program will be on the portal <https://wiracaltex.com>.

2.1.6. Any amendments or removal of personnel or incentive claim submissions can be affected by the station by using **Form B - Amend Delete Authorization Form** as provided under **APPENDIX B**.

2.1.7. For ease of correspondences between the Project Coordinator and stations, the Project Coordinator shall contact individuals listed as **Station Management** within the WIRA CALTEX station. Should there be no registered **Station Management** individual for a particular station, the Project Coordinator shall then contact the registered **Station Owner / Investor** listed in the WIRA CALTEX station.

2.2. Not eligible

2.2.1. The following staff/individuals are not eligible for participation in the Campaign:

2.2.1.1. All staff/individuals classified as **Station Owner / Investor** and **Station Management** within the WIRA CALTEX system.

2.2.1.2. All **Station Owner / Investor** (for example - Shareholder, Director, Retail Partner, etc.) or **Station Management** (for example - Area Manager, Station Manager, Station Assistant Manager, etc.) are not eligible to register and/or participate as **Station Staff**. Should the Organizer discover such infringement, the said **Station Staff** profile will automatically be deleted without notice.

- 2.2.1.3. **Station Staff** who have resigned before the announcement of Quiz winners for each quarter on <https://www.retailbuzz.com.my> and/or <https://wiracaltex.com>.

3. How To Participate in WIRA CALTEX

3.1. QUIZ

- 3.1.1. Eligible Participants need to login and answer questions that appear on the portal - <https://wira.retailbuzz.com.my/> until further notice by the Organizer.
- 3.1.2. The WIRA CALTEX Quiz contests are conducted each quarter. The starting and end date of the Campaign will be listed on the portal - <https://wira.retailbuzz.com.my/>
- 3.1.3. Questions will appear from Monday to Friday during the Campaign period. Questions will be updated daily from Monday to Friday and valid from 12:00am (00:00 hours) until 11:59pm (23:59 hours).
- 3.1.4. One (1) Point will be given for each question answered correctly. No points will be given for incorrect answers.
- 3.1.5. At the end of each quarter, the top ten (10) Eligible Participants with the most points will be declared the winners for the quarter.
- 3.1.6. Winners will receive the following: -
- | | |
|-----------------|--|
| 1st Prize | - RM200 gift voucher, certificate and 1st prize badge, feature story in Caltex Retail Buzz |
| 2nd Prize | - RM150 gift voucher, certificate and top 10 prize badge |
| 3rd Prize | - RM100 gift voucher, certificate and top 10 prize badge |
| 4th Prize | - RM50 gift voucher, certificate and top 10 prize badge |
| 5th Prize | - RM30 gift voucher, certificate and top 10 prize badge |
| Consolation(x5) | - RM20 gift voucher, certificate and top 10 prize badge |
- 3.1.7. All winners will be contacted via the official WIRA CALTEX WhatsApp Number at +6010-8441779.
- 3.1.8. In the event of a tie for any of the top 5 positions, the Eligible Participants will be contacted by Chevron or the Project Coordinator where: -
- 3.1.8.1. The Eligible Participants in each tier will need to participate in a Tie Breaker Session on the Mentimeter portal (www.mentimeter.com) on a designated date and time set by Chevron.
- 3.1.8.2. Non or late participation in the Tie Breaker Session on the Mentimeter portal will automatically disqualify the affected Eligible Participant from being a potential prize winner for that quarter's WIRA CALTEX Campaign.
- 3.1.8.3. The Eligible Participants in each tier will be given five (5) multiple choice questions in English and Bahasa Melayu on the screen. Points will be given by the system based on how quick the Eligible Participants answer the questions correctly.
- 3.1.8.4. The winner's sequence will be determined based on the number of points accumulated after all five (5) questions have been answered on the Mentimeter portal.
- 3.1.8.5. The Project Coordinator will through the WIRA CALTEX WhatsApp Number inform the Eligible Participants participating in the Tie Breaker Session on how many winners will be selected from the particular Tie Breaker Session.
- 3.1.8.6. Each quarter will only have a maximum of ten (10) winners as prescribed in Clause 3.1.6.
- 3.1.9. The Project Coordinator will courier the WIRA CALTEX winners' prizes to the retail partner or the relevant station management personnel for distribution to the

winning staff at their station.

- 3.1.10. All prizes are given on an "As Is" basis and are not exchangeable, transferable, in part or in full.
- 3.1.11. List of winners will also be posted on the Retail Buzz portal - <https://wira.retailbuzz.com.my> and WIRA CALTEX portal - <https://wiracaltex.com>.
- 3.1.12. Eligible Participants will be disqualified from the Quiz contest if they are discovered to allow other people to use their ID to answer on their behalf.

3.2. LUBRICANTS INCENTIVE PROGRAM

- 3.2.1. Eligible Participants who have sold selected Caltex lubricant products at their station are eligible to receive incentives based on the sales of selected products. The list of eligible products and its corresponding incentive will be sent by Chevron via email to all eligible Caltex stations in Malaysia. Any amendments to the list of eligible products may be updated by Chevron via email from time to time.
- 3.2.2. Eligible Participants are required to submit all incentive claims that are verified by any **Station Owner / Investor** or **Station Management** personnel in the Lubricants Incentive Program section within the WIRA CALTEX portal - <https://wiracaltex.com>.
- 3.2.3. Eligible Participants are required to provide all required information listed in the incentive form, including products sold, quantity sold per product, image of the sales receipt and details from the said sales receipt.
- 3.2.4. Only one (1) sales receipt image with its relevant information is allowed for each incentive claim. Any additional sales receipt shall be submitted as a separate incentive claim.
- 3.2.5. The deadline for the submission and verification of all eligible sales receipts in the WIRA CALTEX system is the 7th day of each calendar month for the preceding month's sales receipts. For illustration: - all sales receipts for the month of January have to be submitted and verified by the 7th of February.
- 3.2.6. Sales receipts submitted and/or verified after the deadline for that month shall be deemed ineligible / expired for any incentive claims, unless approved by Chevron.
- 3.2.7. The **Station Owner / Investor** or **Station Management** who verifies the submission of incentive claim shall be responsible for the authentication and verification of the information inserted in the incentive claim.
- 3.2.8. Discovery of any fraudulent incentive claims will result in the Organizer, without prejudice, instituting an investigation where actions taken may include the debiting of the station's account to recover monies paid.
- 3.2.9. By having **Station Staff** participating in the Lubricants Incentive Program, the station agrees that the necessary actions are taken to always ensure: -
 - 3.2.9.1. the validity of individuals registered under **Station Owner / Investor** or **Station Management** categories within the WIRA CALTEX system.
 - 3.2.9.2. the authenticity and accuracy of **Form A - Caltex Lubricants Monthly Sales Report** for their station as provided under **APPENDIX A**. The station agrees that the signed and stamped Form A shall be submitted by the 7th day of each calendar month for the preceding month's sales to the Project Coordinator at the official WIRA CALTEX Support Line number +6010-8441779. For illustration: - the Caltex Lubricants Sales Report for the month of January has to be submitted by the 7th of February.
- 3.2.10. Any late or incomplete submissions of Form A or Form B may result in a delay of the incentive claims process or a delay in the approval of the necessary amendments / deletion of individuals within the WIRA CALTEX system.
- 3.2.11. The Project Coordinator will generate for Chevron **Report 2A - Total Sales and**

Incentives Submitted to cross check against the **Form A - Caltex Lubricants Monthly Sales Report** submitted by each station for each calendar month.

- 3.2.12. In the event the Total Sales (Quantity/Incentive Total in RM) reported in **Report 2A - Total Sales and Incentives Submitted (Station)** is more than **Form A - Caltex Lubricants Monthly Sales Report** for a particular calendar month, the Project Coordinator will provide a copy of Report 2A to the Station Management to validate. If required, Station Management shall then provide an amended Form A or provide the necessary Form B to ensure Total Incentive Claims (in RM) is equal or less than the Total Sales (Quantity/Incentive Total in RM) reported in Report 2A. Discrepancies such as this may result in a delay of the incentive claims process.
- 3.2.13. Where required, all sales receipts submitted are subject to final verification and approval by Chevron. Processing of incentive claims by the Organizer may take approximately two (2) months. The Projector Coordinator will endeavor to keep the Station Management updated when payments are released by the Organizer.
- 3.2.14. All incentives will be paid by the Organizer via a credit memo to stations. It is the responsibility of the Station Management to make payment to their Station Staff based on the Organizer's payment memo within five (5) working days upon receipt of the amount from the Organizer.
- 3.2.15. Eligible Participants may be disqualified from the Lubricants Incentive Program if they are found to have intentionally done the following in the view of the Organizer:
 -
 - 3.2.15.1. Submitting a known voided sales receipt for incentive claims.
 - 3.2.15.2. Collaborating with one or more parties to manipulate the submission and approval of incentive claims to deceive the Organizer.

4. General Terms and Conditions for the Campaign

- 4.1. All correspondences regarding the Campaign will be conducted through the official WIRA CALTEX Support Line number at +6010-8441779
- 4.2. IMPORTANT NOTE: Any communication to the Eligible Participants of this Campaign will not contain any request to disclose financial, credit card or bank account details. If in doubt, please contact IINFIN at +6010-8441779 to verify the authenticity of the communication.
- 4.3. By participating in this Campaign, the Eligible Participant expressly agrees and consents to:
 - 4.3.1. be bound by these terms and conditions and the decisions of the Organizers concerning this Campaign;
 - 4.3.2. grant to Chevron and IINFIN and its authorized advertising or media agencies all consents and waivers necessary for the Eligible Participant's name, likeness and personal data generated from this Campaign to be used for publicity, marketing and advertising purposes worldwide, without limitation and without compensation, in any manner whatsoever in any part of the world as Chevron or IINFIN shall in its sole discretion deem fit;
 - 4.3.3. allow Chevron and IINFIN to disclose to any third party the Eligible Participant's personal data for any and all purposes in relation to this Campaign and any other related business activity;
 - 4.3.4. hold harmless and indemnify Chevron and IINFIN from any loss or damage suffered during delivery of prizes.
- 4.4. The records of participation maintained by IINFIN shall be final and conclusive.
- 4.5. Chevron's decision on all matters relating to this Campaign shall be final, conclusive and

binding and it shall not be obliged to give any reasons or enter into any correspondence with any person(s) on any matter concerning this Campaign.

- 4.6. Chevron reserves the right to disqualify the submissions if the Participants do not comply with any of the terms and conditions herein.
 - 4.7. These terms and conditions shall be governed by the laws of Malaysia, and Eligible Participants shall be deemed to have agreed to submit to the exclusive jurisdiction of the Malaysian Courts.
 - 4.8. Chevron reserves the rights at its absolute discretion to change, vary, delete or add to any of these terms and conditions without prior notice.
 - 4.9. Chevron, IINFIN and/or their affiliated companies, parents, subsidiaries, advertising and promotional agencies, and all their respective officers, directors, employees, representatives and agents will not be held responsible or liable for any personal injury or mishap or damage to property caused by the Eligible Participants' participation in this Campaign and shall be indemnified against any injuries, losses or damages of any kind to any person, including death, or property, resulting in whole or in part, directly or indirectly, from the Eligible Participants' participation in this Campaign.
 - 4.10. These Terms and Conditions, as may be amended from time to time, shall prevail over any provisions or representations contained in any other promotional material or advertising of this Campaign.
 - 4.11. Chevron reserves the right to cancel, terminate, suspend or replace this Campaign (or any part thereof) with or without any prior notice and shall not be liable for any claim or compensation in respect of such cancellation, termination, suspension or replacement.
 - 4.12. In no event will Chevron and/or IINFIN be liable for any loss or damages including without limitations, loss of income, profits or good will, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party including Participants and third parties howsoever arising whether in contract, tort, negligence or otherwise, in connection with this Campaign and/or use of the prizes by the winner, even if Chevron has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
 - 4.13. The total and aggregate liabilities of Chevron and IINFIN, to the extent not excluded in these Terms and Conditions, shall be limited to RM100 only.
5. Personal Data Protection Act 2010 ("PDPA"):
- 5.1. By entering this Campaign, all Eligible Participants consent to the use of their Personal Data by the Organizers for the running of this Campaign, for any publicity of the Campaign in any form and through any media, and to receive notices on future promotions and marketing campaigns by Chevron.
 - 5.2. The Eligible Participant acknowledges that IINFIN and Chevron are authorized to process his/her personal data provided pursuant to this Campaign in accordance with their respective data privacy policies. For Chevron's data privacy policy, please refer to <https://www.caltex.com/my/privacy-statement-and-personal-data-protection.html>
 - 5.3. Any failure by the Eligible Participant to disclose the personal data required may result in disqualification from the Campaign.

APPENDIX A: FORM A - CALTEX LUBRICANTS MONTHLY SALES REPORT

FORM A
Caltex Lubricants Monthly Sales Report



Month Date

Station Name

Submitted by: Name (Authorised Personnel) Mobile No. (Authorised Personnel)

IMPORTANT :
 - Authorised Personnel must be an existing registered person in the Wira Caltex database in either **Station Owner / Investor** or **Station Management** category to enable us to validate the form.
 - Submission deadline for Form A and the submission and approval of all eligible sales receipts in the WIRA CALTEX system is the 7th day of each calendar month for the preceding month's sales receipts. (Example: - all sales receipts for the month of January have to be submitted and approved by the 7th of February.)

| No. | SKU No. | Item Name | Quantity Sold |
|--------------------------|-----------|--|---------------|
| Passenger Car Oil | | | |
| 1 | 500002LPL | Hav ProDS Fully Synthetic LE 5W-40 (4L) | |
| 2 | 500002NJL | Hav ProDS Fully Synthetic LE 5W-40 (1L) | |
| 3 | 500295LPL | Hav ProDS Fully Synthetic ECO 5 5W-30 (4L) | |
| 4 | 500295NJL | Hav ProDS Fully Synthetic ECO 5 5W-30 (1L) | |
| 5 | 500292LPL | Hav ProDS Fully Syn ECO 5 0W20 (4L) | |
| 6 | 500292LXR | Hav ProDS Fully Syn ECO 5 0W20 (3L) | |
| 7 | 500252LPL | Hav Fully Syn 5W30 (4L) | |
| 8 | 502900LPL | Hav Fully Syn 5W40 (4L) | |
| 9 | 500005NJK | Havoline Synthetic Blend SAE 10W40 (1L) | |
| 10 | 500005LPL | Havoline Synthetic Blend SAE 10W40 (4L) | |
| 11 | 500201LPL | Havoline Synthetic Blend SAE 5W30 (4L) | |
| 12 | 500009LPL | Havoline Formula [SN] SAE 15W40 (4L) | |
| 13 | 500016LPL | Havoline Motor Oil [SJ] SAE 20W50 (4L) | |
| Diesel Engine Oil | | | |
| 14 | 500832NJL | Delo Sports FS Advance SAE 5W40 (CK4) (1L) | |
| 15 | 500575ZYL | Delo Sports Synblend SAE 15W40 (6L+1L) | |
| 16 | 500575NJL | Delo Sports Synblend SAE 15W40 (1L) | |

| No. | SKU No. | Item Name | Quantity Sold |
|----------------------------|-----------|--|---------------|
| Diesel Engine Oil | | | |
| 17 | 500579NJL | Delo Sports Synblend SAE 10W30 (1L) | |
| 18 | 500634LGL | Delo 400 MGX SAE 15W40 (5L) (CJ4) | |
| Ancillary range | | | |
| 19 | 510134NJL | Texamatic 1888 (1L) | |
| 20 | 510662OIE | Brake and Clutch Fluid DOT 3 (0.5L) | |
| 21 | 510663OIE | Brake and Clutch Fluid DOT 4 (0.5L) | |
| 22 | 510563NJD | Havoline XLC Concentrate (1L) | |
| Fuel System Cleaner | | | |
| 23 | 510722UVL | Techron Concentrate Plus (TCP) (355ML) | |
| 24 | 510728PJE | Techron Diesel Concentrate (TDC) (473ML) | |
| Motorcycle Oil | | | |
| 25 | 500725NJL | Havoline Super 4T Semi-Syn SAE 10W-40 (1L) SN, MA2 | |
| 26 | 500727NJL | Havoline Super 4T SAE 15W-40 (1L) SN, MA2 | |
| Performance SKU | | | |
| 27 | 510726PML | Techron Concentrate Plus - MCO (75ML) | |
| 27 | 510726PML | Techron Concentrate Plus - MCO (75ML) | |

Signature (Authorised Personnel)

Station Rubber Stamp / Chop:

- Submission Method:**
1. Take a photo of this completed sales report and WhatsApp to the WIRA CALTEX Support Line (+60108441779)
 2. File the hardcopy of this sales report at your station for future references

APPENDIX B: FORM B - AMEND DELETE AUTHORIZATION FORM

FORM B

Amend / Delete Authorisation Form



Date:

Station Name:

Requester Name:

Mobile No.:

IMPORTANT :
Requester must be an existing registered person in the Wira Caltex database in either **Station Owner / Investor** or **Station Management** category to enable us to validate the form.

Information in Database

Registered Name In System (Current)

Registered Mobile Number (Current)

Please (✓) where required :-

NEW INFORMATION:

Amend Name (New)

Amend Mobile Number (New)

Amend Station (New)

Amend Category (New)

Add Station (New)
(for Station Owner / Investor & Station Management only)

Delete Registered Name In System (example - resignation of Station Management personnel)

Delete Incentive Claim Submission

| | |
|---------------------|--|
| Date of Submission: | |
| Receipt Number: | |
| Receipt Amount: RM | |

Others - please specify _____

Requester Signature:

Station Rubber Stamp / Chop:

Submission Method:

1. Take a photo of this completed form and WhatsApp to the WIRA CALTEX Support Line (+60108441779)
2. File the hardcopy of this form at your station for future references
3. Upon completion of the request, WIRA CALTEX Support Line will update requester via WhatsApp