



## YOUNG LIVING SINGAPORE Leadership Academy 2024 Terms and Conditions

### Program Details

The Young Living Singapore Leadership Academy 2024 ("Program") is organized by Young Living Singapore Pte Ltd. located at 111 Somerset Road #05-18 TripleOne Somerset, Singapore 238165 ("Young Living"). The Program is intended to incentivize, motivate and reward high-performing Brand Partners. It does not replace other qualifications or compensation under the Young Living Compensation Plan.

The Program begins on May 1, 2024, at 12:01 a.m. Singapore Standard Time (SST) and ends on August 31, 2024, at 11:59 p.m. SST ("Qualification Period"). Young Living's method of timekeeping is the official time clock for the Program and is final and undisputable. Qualifiers will be selected after the Qualification Period, based on the pre-determined criteria listed below and the membership rank of each eligible Young Living Brand Partner (BP). Rank is based on the ranking system outlined in the Young Living Compensation Plan. By participating in the Program, each Participant agrees to abide and be bound by these terms and conditions. Participants further agree to abide by and be bound by all decisions of Young Living which shall be final and binding, without right of appeal, in all matters relating to the Program and award(s), including without limitation, eligibility and/or disqualification of entries.

### Eligibility

The Program is open to active eligible Young Living Singapore Brand Partners (also referred to herein as "Participants") who are in good standing with Young Living; are 18 years of age or older as of May 1, 2024; and meet the following THREE (3) criteria:

1. Have a primary billing address listed on their Brand Partner Account as Singapore.

2. Must be an active Brand Partner: Active is defined as having made a purchase of at least 50PV in the last 12 months, and are in compliance with all of the terms of their Young Living Brand Partner Agreement and meet the active requirements outlined in the Young Living Policies and Procedures.
3. Have an achieved rank of Executive or above as of March 31, 2024.

## How to Opt-in

To participate in this Program, Brand Partners must fill in the Opt-in form, available at <https://bit.ly/leadershipacademyoptin>. The Opt-in form will be available from April 6, 2024 at 12:01 a.m. SST to April 30, 2024, at 11:59 p.m. SST. Young Living will not accept any late submissions. Brand Partners will be informed of their eligibility via email within two weeks after the opt-in period.

## How to Win

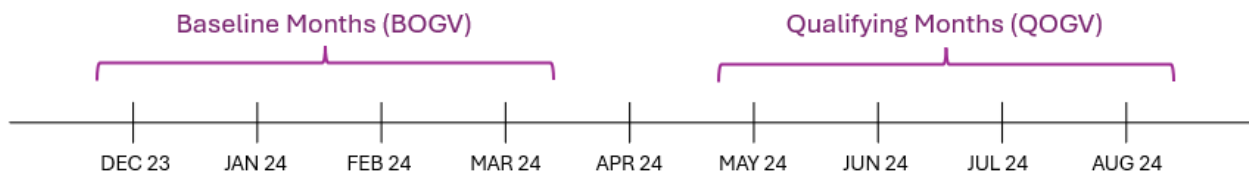
Participants who fulfill all three requirements per their competing rank (criterion 1 to –3 as listed below) during the qualification period, will be qualified for the Prize. A Participant's competing rank is based on the Brand Partner's paid rank as of March 2024.

## Baseline vs. Qualifying OGV

Baseline OGV (December 2023 + January 2024 + February 2024 + March 2024) as BOGV

VS

Qualifying OGV (May 2024 + June 2024 + July 2024 + August 2024) as QOGV



## Criterion 1: Personal Productivity

- i. Personally maintain a minimum of 100 PV each month.
- ii. Minimum of eight (8) New Personal Enrollments/Reactivations\* in Young Living Singapore:
- iii. Minimum of five (5) New Personal Enrollments/Reactivations\* from those enrolled in section (ii) above, to place a SECOND (2<sup>nd</sup>) purchase with a minimum of 100PV (Essential Rewards/Shop Order) outside of enrollment month.

*\*Reactivation is defined as a Young Living Singapore Brand Partner who has been inactive for at least 24 months, reactivating his/her existing account as Young Living Singapore Brand Partner with minimum 100PV Premium Experience Bundle or Customised Enrollment Order, within the Qualification Period.*

## Criterion 2: Business Growth (OGV Growth)

Participant's Competing Rank	Executive	Silver	Gold	Platinum	Diamond and above
OGV Growth = $\{(QOGV - BOGV)/BOGV\}$	30% OGV growth	15% OGV growth	5% OGV growth	2% OGV growth	1% OGV growth
Criteria Exclusion for Participants with BOGV	<b>BOGV &lt;16K,</b> min QOGV >= 20.8K	<b>BOGV &lt;40K,</b> min QOGV >= 46K	<b>BOGV &lt;140K,</b> min QOGV >= 147K	<b>BOGV &lt;400K,</b> min QOGV >= 408K	<b>BOGV &lt;1M,</b> min QOGV >= 1.01M
	<b>BOGV &gt;56K,</b> OGV growth 16.8K	<b>BOGV &gt;180K,</b> OGV growth 27K	<b>BOGV &gt;600K,</b> OGV growth 30K	<b>BOGV &gt;1.5M,</b> OGV growth 30K	<b>BOGV &gt;3M,</b> OGV growth 30K

### Example

EXAMPLE: **Silver A**

Total Baseline OGV (accumulated from December 2023 to March 2024) = 52,000 OGV

- Target OGV Growth Goal for Silver =  $52,000 * 15\% = 7,800$  OGV
- Target QOGV (accumulated from May 2024 to –August 2024) =  $52,000 + 7,800 = 59,800$  OGV

EXAMPLE: **Silver B**

Total Baseline OGV (accumulated from December 2023 to March 2024) = 38,000 OGV (less than BOGV of 40,000)

- Target QOGV (accumulated from May 2024 to August 2024) = Min QOGV  $\geq$  46,000 (Criteria exclusion)
- Target OGV Growth Goal  $\geq$  46,000 - 38,000  $\geq$  8,000

### Criterion 3: Team Management

	Executive	Silver	Gold	Platinum	Diamond and above
Team Management (Personally Enrolled Brand Partner to Uprank or D2U)	Uprank 1 personal enrollment in Singapore to Executive and maintain 1 month within qualification period		Uprank 2 personal enrollments in Singapore to Executive and maintain 1 month within qualification period	Uprank 3 personal enrollments in Singapore to Executive or uprank 1 personal enrollment in Singapore to Silver and maintain 1 month within qualification period	

Downline to Uprank (“D2U”)

- D2U can be a Personally Enrolled Brand Partner with an achieved rank of Executive or Silver who re-rank to their achieved rank within the qualification period. D2U who re-rank to their achieved rank of Executive or Silver must not be paid as Executive or Silver from October 2023 to April 2024.
- Rank up required number of Personally Enrolled Brand Partners in Singapore to Executive or Silver within the qualifying period.
- Personally Enrolled Brand Partners who ranked up within the qualifying period must maintain their new rank for at least 1 more month (not inclusive of the rank up month) within the qualifying period.
- Personally Enrolled Brand Partners who ranked up in August 2024 need to maintain their new rank in September 2024.

## Individual Tracker

From May 20, 2024, 12:01 a.m. Singapore Standard Time (SST) to August 31, 2024, 11:59 p.m. SST (“Qualification Period”), the individual tracker will be updated daily in the Virtual Office, under “Leadership Academy” Tracker. Final results are scheduled to be published on Young Living Singapore social media channels by October 31, 2024.

## Minimum Winning Criteria

Participants who fulfill all the three requirements per their competing rank (Criterion 1 to –3 as listed in “How To Win’ section above) during the qualification period, will be qualified for the Trip :

1. Personal Productivity
2. Business Growth (OGV Growth)
3. Team Management

### **PRIZE:**

Winners will receive:

1. 4 day/3 night trip for one to Bali (includes days of travel); inclusive of flight ticket and single accommodation
2. Leadership training
3. Exclusive YL branded products and souvenirs

## General Rewards Conditions

Young Living Singapore is not responsible for, and the Qualifiers will not receive the difference, if any, between the actual value of a reward(s) at the time of award and the approximate retail value (ARV) stated in these terms and conditions or in any program-related correspondence or materials.

All forms of taxation whether direct or indirect and whether levied by reference to income, profits, gains,

prizes, net wealth or other reference (including income and withholding taxes), as well as all penalties relating thereto, whenever and wherever imposed, if any, as well as any other costs and expenses associated with reward(s) acceptance and use not specified herein as being provided are the achiever's responsibility, regardless of whether the reward is used in whole or in part.

In no event will Young Living be responsible for awarding more than the reward(s) stated herein. In the event there are not enough eligible participants to award all rewards, Young Living Singapore reserves the right to award only the number of reward(s) as there are eligible participants. Any reward(s) not awarded after the Qualification Period may remain unawarded. Reward restrictions/conditions stated herein are not all-inclusive. Reward(s) are not transferrable or redeemable for cash, except that Young Living Singapore reserves the right, at Young Living Singapore's sole discretion, to substitute a reward (or portion thereof) for a reward of equivalent value. Reward(s) are "AS IS" and WITHOUT WARRANTY OF ANY KIND, expressed or implied, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Any guarantees and warranties on a reward are subject to the respective owner's terms and conditions, and the reward Qualifier agrees to look solely to the respective owner for any such warranty or guarantee claim.

All expenses not indicated herein as part of a Reward are the sole responsibility of the Qualifier. A Reward will be forfeited if: 1) the qualifier is not available to travel on the dates specified for the trip; or 2) the Qualifier does not have the required travel documents for the scheduled date for the trip. Travel insurance is mandatory for each Qualifier. Each Qualifier is fully responsible for obtaining any travel insurance (and any other form of insurance) and hereby acknowledges that Young Living does not obtain and will not obtain or provide travel insurance or any other type of insurance. Qualifiers are willing to accept the terms and conditions of all airlines and other third-party service providers used in connection with the Rewards. Young Living is not responsible if tickets, etc., are stolen, lost or transferred by a Reward qualifier and will not be replaced or rescheduled if they lose transportation for any reason. Exact dates and locations are subject to change at Young Living's discretion.

All qualifiers must set off together on the same itinerary and have all required travel documents. Airfare is non-refundable and non-transferable and is not valid for upgrades and/or frequent flyer miles. Qualifiers will not receive cash or any other form of compensation if the current travel costs are less than the ARVs indicated in these Official Rules. Young Living Singapore shall not be liable for any cancellation, delay, diversion or substitutions or any other fact or omission in any way by airlines or other carriers or any other person providing any of these required services and accommodation. No refunds or compensation will be made in the event of cancellation or delay of any flight except young Living's discretion.

During the Qualification Period, Participants may be audited on a regular basis to monitor compliance with Young Living Singapore's Policies and Procedures applicable to the participants' jurisdiction ("Young Living's Policies and Procedures"), including but not limited to, those sections pertaining to advertising and campaigns. Any violation of Young Living Singapore's Policies and Procedures may result in correction in points or will disqualify the Participant from the Program in its entirety.

## **Notification and Reward Acceptance**

The Qualifiers will be selected after the end of the Program Period or before October 31, 2024. The qualifiers' names will be available on Young Living social media channels once selection and qualification goals have been completed, verified and audited.

On or before October 31, 2024, emails will be sent to the Qualifiers who are eligible for the rewards containing acceptance links where the qualifiers must accept or decline the rewards and complete a registration form by November 5, 2024. Failure to respond to the acceptance email via the link within this period will be considered as a reward rejection. This rejection cannot be reversed and in a similar way, acceptance of the prizes will be final. If a Qualifier rejects the rewards, he/she will no longer be eligible for any reward(s).

## **Trip Arrangement**

Young Living Singapore will make the flight reservations exclusively through our designated travel agent due to the intricacies and associated risks of flight booking. Self-booking of flights and accommodations for this trip is strictly prohibited and is not eligible for reimbursement.

Travel costs incurred between a Qualifier's home and the destination are at the Qualifier's own expense.

Luggage fees and other expenses are also solely the responsibility of the Qualifiers.

Requests for trip extensions or deviations will be managed by our designated travel agent. It is important to note that deviations will incur an additional fee and may involve a price difference in tickets (subject to availability). Any extension or deviation of the trip is only allowed after the official event dates but

contingent on availability and will incur an extra cost borne by the Qualifier. Airport transfers for those extending or deviating from the original flight schedule will not be provided by Young Living. Any additional fees or expenses incurred for extensions or deviations due to Qualifier-related circumstances will be the sole responsibility of the Qualifier.

In the event that a Qualifier misses their scheduled flight due to reasons beyond Young Living's control, it is imperative to note that Young Living will not be responsible for rebooking or covering any associated costs. Any additional fees or expenses incurred for rearranging flights due to Qualifier-related circumstances will be the sole responsibility of the Qualifier.

All personal expenses incurred at the event are the responsibility of the Qualifiers. Qualifiers will be required to provide their own personal credit card or debit card to cover their own incidental expenses. Incidentals are not included in the prizes for the Program.

## **Cancellation and Refunds; Force Majeure**

Young Living Singapore will not be liable or held responsible if cancellation of the Program occurs due to any circumstance outside of its control, including but not limited to extreme weather, natural disasters, strikes, picket lines, boycott efforts, fires, floods, accidents, war (whether or not declared), revolution, riots, insurrections, acts of God, acts of government (including, without limitation, any agency or department of the government or local authorities of Singapore), acts of the public enemy, scarcity or rationing of gasoline or other fuel or vital products, inability to obtain materials or labor, global health warnings, epidemics or pandemics, or other causes that are beyond the reasonable control of Young Living Singapore. In the case of such events, Young Living Singapore reserves the right, at its sole and absolute discretion, to substitute the rewards with prizes of equivalent value.

Qualifiers who qualify for the prizes and cancel their participation in the trip will not receive a refund for the value of the reward(s). Young Living may request Qualifiers who have canceled their participation, at the company's discretion, to reimburse Young Living for costs related to the cancellation of their trip. Young Living will not compensate, in cash or in kind, Qualifiers who are unable to participate in the trip after their acceptance.

If the Qualifier is tested COVID-19 positive before or during the trip and is not able to attend the trip



itinerary, they will only be covered by their own travel insurance and, if any, must follow the Singapore's or local governments' protocol for people who tested COVID-19 positive. Young Living will not compensate, in cash or in kind, Qualifiers who are unable to participate in the trip in this case.

## License

Young Living Singapore and its authorized agents will collect, use, and disclose the personal information you provide when you participate in the Program for the purposes of administering the Program and award fulfillment. By participating in the Program and accepting a prize, the respective Participant consents to the use of his/her name, address (city of residence), voice, statements relating to the Program and Young Living Singapore, and photographs or other likeness, without further compensation, notification or permission in any publicity or advertising carried out by Young Living Singapore or any related entities in any media without territorial or time limitation, except where prohibited by law.

## Limitations of Liability

Young Living and its affiliates, subsidiaries or parent company are not responsible for any inaccuracies in the information that may be used in the Program, for any error technical or human errors that may occur in the processing of entries, including data entered by participants, any communication failures such as technical errors related to computers, telephones, cables and unavailable networks or connections of servers, related technical failures, or other failures related to the computer, software, or viruses or incomplete, late, or misdirected entries. Any compromise with the fair and appropriate conduct of the Program related to a computer virus or similar type of technical impairment that may affect the appropriate impartiality, security and administration of the Program may result in the termination or modification of the Program or any part thereof at Young Living's sole discretion. Young Living reserves the right, at its sole discretion, to void any entry by Participants whom Young Living deems to have breached or harmed the administration, security, impartiality, or proper development of the Program or that does not act in an honorable manner or that acts with the intent to threaten or harass any other person. By participating in the Program, Participants waive all rights to claim punitive, incidental, and consequential damages, attorneys' fees, or any damages other than actual costs or losses that may arise as a result of participation in the Program, acceptance, possession and/or use of any prize. Participants shall defend, indemnify, and hold harmless Young Living from any action, suit, damages, costs or expenses (including

reasonable attorney fees) arising from or in connection with any claim that the information or material provided to Young Living hereinunder which infringes any copyright, trademark, industrial designs, patent or any other intellectual property rights of any third party. All causes of action arising out of or relating to the Program, or any prize awarded shall be resolved individually, without recourse to any form of class action. Some jurisdictions may not allow certain limitations of damages or liability to seek damages through class actions, therefore some of these restrictions may not apply.

## Other Rules and Regulations

Each reward Qualifier will be responsible for all applicable taxes on his or her prize, whether or not the prize is used, unless he or she refuses to accept a prize at the time it is presented. Where applicable, the achiever will have the fair market value of the accepted prize reported on an applicable tax form. If aspects of the reward(s) change that are beyond the control of Young Living Singapore, or if for any reason, all or any part of the prize is or becomes unavailable, neither Young Living Singapore, nor any other Program partners furnishing prizes, will be liable or responsible for any such changes, and Young Living Singapore reserves the right to substitute a prize of equivalent value, at Young Living Singapore's sole and absolute discretion, if for any reason all or any portion of a prize, as described herein, are or become unavailable. No transfer of a prize to a third party is permitted. By accepting a prize, prize achievers agree that Young Living Singapore shall not be liable for any injuries, damages, or losses of any kind resulting from or in connection with the award, acceptance, possession, or use of the Prize or any aspects or parts thereof.

Young Living Singapore will be the final arbiter of all rule interpretations and qualification determinations and such decisions will be final. If necessary, to clarify questions in the rules or interpretations thereof, Young Living Singapore may amend these rules by publishing a new version of the rules. Where applicable, rewards will be reported as income on the achiever's annual tax form. Reward achievers will be responsible for paying all taxes on any prizes and/or subsidies granted by Young Living Singapore. Young Living Singapore reserves the right to suspend or terminate the Program, without notice, for any reason or no reason, in its sole discretion. Employees of Young Living Singapore and its associated entities and their spouses and immediate family members are not eligible to participate in the Program. The Program is void where prohibited by law. All Participants who qualify will be subject to auditing or verification of their point totals. By participating in the Program, the Participants (i) acknowledge compliance with these Program terms and conditions, including all eligibility requirements, (ii) warrant that any information you provide in connection with the Program is true and accurate, (iii) agree to abide and be bound by the decisions of Young Living Singapore, which shall be final and binding in all matters relating to the Program,

and (iv) agree and consent to the collection, use and processing of their personal data pursuant to the applicable laws prescribed in accordance with the terms under these terms and conditions. Participants who have not complied with these Program terms and conditions are subject to disqualification. The Program is subject to all applicable federal, state, provincial, and municipal laws. All issues and questions concerning the construction, validity, interpretation, and enforceability of these terms and conditions, or the rights and obligations of Participants and Young Living Singapore in connection with the Program, shall be governed by, and construed in accordance with, the substantive laws of Singapore, without regard to conflicts of law principles. The participants consent to the jurisdiction and venue of the courts of Singapore. In the event of any conflict with any Program details contained in these terms and conditions and Program details contained in other Program materials (including, without limitation, any point of sale, online or print advertising), the details of the Program as set forth in these terms and conditions shall prevail. Young Living's failure to, or decision not to enforce any provision in these terms and conditions will not constitute a waiver of that or any other provision. In the event that any provision is determined to be invalid or otherwise unenforceable or illegal, these terms and conditions shall otherwise remain in effect and shall be construed in accordance with their terms as if the invalid or illegal provision were not contained herein.