

Service Level Agreement (SLA)

for OSAGAU AG
by
LUX KRAINA LLC

Effective Date: 01-01-2023

Document Owner: OSAGAU AG

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed by	Signature	Approval Date
LUX KRAINA LLC	Service Provider	Iurii Ageiev, General Director		01-01-2023
OSAGAU AG	Customer	Piotr Piwnik, Chairman of the Board of Directors		01-01-2023

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Customer


Service Provider

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between LUX KRAINA LLC and OSAGAU AG for the provisioning of operational services required to support and sustain the daily business conducted by OSAGAU AG.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent services to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for services provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

Service Provider: LUX KRAINA LLC (“Provider”)

Customer: OSAGAU AG (“Customer”)


Customer


Service Provider

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: OSAGAU AG

Review Period: Yearly

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- Money transfers execution
- Invoices, Accounts Payable and Receivable handling
- OPS
- Sales (oil products/hedging) and Purchases
- Hedging services
- Legal services / advisory
- KYC procedures

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all service costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related issues.


Customer

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Service Provider

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Immediate responding to all required actions.
- Immediate execution of all orders.
- Appropriate notification to Customer for all activity.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

5.5. Service Costs

Monthly fee for the rendered services is 5`000 USD. Fee is payable on the basis of invoice issued by Service Provider within 15 calendar days after the date of issue

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 24 hours during the business week


Customer


Service Provider

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.


Customer


Service Provider