

SERVICE LEVEL METRICS AGREEMENT

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Between Polar Dynamics Robotics, Inc. and Northern Ice Logistics, Inc.

Effective Date: January 15, 2024

1. DEFINITIONS

1 "Agreement" means this Service Level Metrics Agreement.

2 "AMR Units" means the BlueCore(TM)-enabled autonomous mobile robots.

3 "Operating Environment" means Northern Ice's temperature-controlled warehouse.

4 "Service Levels" means the performance metrics and standards defined in the Service Level Agreement.

5 "System Uptime" means the percentage of time AMR Units are operational and available for use.

2. SCOPE

1 This Agreement establishes the service level metrics and performance standards for the use of BlueCore(TM) AMR Units at the following facilities:

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Facility A: 2300 Frozen Way, Minneapolis, MN 55401

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Facility B: 450 Cold Storage Drive, Green Bay, WI 54304

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Facility C: 1875 Arctic Boulevard, Des Moines, IA 50309

2 Performance metrics apply to all BlueCore(TM)-enabled AMR Units at the facilities listed above.

3. SERVICE LEVEL METRICS

1 System Uptime

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Minimum 98.5% monthly System Uptime

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Calculated excluding scheduled maintenance windows

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Measured continuously through BlueCore(TM) monitoring system

2 Navigation Accuracy

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Maximum deviation of 2.5cm from programmed paths

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99.9% successful completion of assigned routes

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Less than 0.1% navigation errors per 1,000 operating hours

3 Temperature Performance

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Continuous operation at -30 C without performance degradation

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Maximum 15-minute recovery time following thermal shock events

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Battery efficiency minimum 85% of rated capacity at -25 C

4 Payload Handling

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99.8% successful completion of pick/place operations

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Maximum load deviation of 1kg from specified weight

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Zero product damage incidents due to handling errors

4. MEASUREMENT AND REPORTING

1 Performance Monitoring

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Real-time monitoring through BlueCore(TM) Analytics Platform

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Daily automated performance reports

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Monthly comprehensive service level analysis

2 Reporting Schedule

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Daily: Basic performance metrics

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Weekly: Detailed operational statistics

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Monthly: Comprehensive SLA compliance report

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Quarterly: Trend analysis and optimization recommendations

5. REMEDIATION AND PENALTIES

1 Service Level Failures

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First Instance: Written notification and 72-hour remediation period

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Second Instance: 5% service credit on monthly fees

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Third Instance: 10% service credit on monthly fees

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Persistent Failures: Right to terminate under Master Services Agreement

2 Exception Conditions

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Force majeure events

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Scheduled maintenance windows

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Customer-caused disruptions

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Power or network infrastructure failures

6. CONTINUOUS IMPROVEMENT

1 Quarterly Review

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Performance trend analysis

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Identification of optimization opportunities

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Update of metrics based on operational data

2 Annual Adjustment

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Review and revision of service levels

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Implementation of technology improvements

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Adjustment of metrics based on industry standards

7. TERM AND MODIFICATION

1 This Agreement shall remain in effect for the duration of the Master

2 Modifications require mutual written consent of both parties.

8. GOVERNING LAW

1 This Agreement shall be governed by and construed in accordance

EXECUTION

IN WITNESS WHEREOF, the parties have executed this Service Level Agreement as of the Effective Date.

POLAR DYNAMICS ROBOTICS, INC.

By: _

Name: Victoria Wells

Title: Chief Financial Officer

Date: January 15, 2024

NORTHERN ICE LOGISTICS, INC.

By: _

Name: [Authorized Signatory]

Title: [Title]

Date: -10 -

