SERVICE LEVEL AGREEMENT

DeepShield Maritime Security Services Agreement

Port of Rotterdam Authority - DeepShield Systems, Inc.

Agreement Period: January 1, 2023 - December 31, 2025

THIS SERVICE LEVEL AGREEMENT (the "Agreement") is made and entered into as of January 1, 2023 (the "Effective Date"), by and between:

DeepShield Systems, Inc., a Delaware corporation with its principal place of business at 2100 Cybersecurity Drive, Boston, MA 02110 ("DeepShield" or "Service Provider")

and

Havenbedrijf Rotterdam N.V. (Port of Rotterdam Authority), established at World Port Center, Wilhelminakade 909, 3072 AP Rotterdam, The Netherlands ("Customer")

1. DEFINITIONS

1. "Services" means the industrial cybersecurity and operational technology (OT) protection services provided by DeepShield's Maritime Security Platform.

2. "Critical Infrastructure" means the port's operational technology systems, including but not limited to SCADA networks, vessel traffic management systems, terminal automation systems, and related maritime control infrastructure.

3. "Security Incident" means any unauthorized access, breach, or cyber threat affecting the Customer's Critical Infrastructure.

4. "Response Time" means the period between incident detection and initiation of DeepShield's response protocols.

2. SCOPE OF SERVICES

1. DeepShield shall provide:

a) 24/7 real-time monitoring of Customer's Critical Infrastructure

b) AI-driven threat detection and analysis

c) Automated incident response for identified threats

d) Maritime-specific security protocols for vessel interfaces

e) Quarterly security assessment reports

f) Dedicated incident response team support

2. Geographic Coverage: All port facilities within the Rotterdam port area (12,500 hectares).

3. SERVICE LEVELS

1. System Availability

- Minimum system uptime: 99.99%
- Planned maintenance windows: Maximum 4 hours per quarter
- Emergency maintenance: 2-hour advance notice required

2. Incident Response Times

- Critical Incidents: 15 minutes
- High Priority: 30 minutes
- Medium Priority: 2 hours
- Low Priority: 24 hours

3. Performance Metrics

- False positive rate: <0.1%
- Threat detection rate: >99.9%
- System latency: <50 milliseconds

4. CUSTOMER RESPONSIBILITIES

1. Customer shall:

a) Provide necessary access to Critical Infrastructure

b) Maintain baseline security controls

c) Designate security liaison personnel

d) Report suspected security incidents promptly

e) Participate in quarterly security reviews

5. COMPLIANCE AND REPORTING

1. DeepShield shall maintain compliance with:

- ISO 27001:2013
- IEC 62443
- ENISA Maritime Security Guidelines
- Netherlands National Cyber Security Centre requirements

2. Monthly Reports shall include:

- System performance metrics
- Security incident summary
- Threat intelligence updates
- Compliance status
- Improvement recommendations

6. FEES AND PAYMENT

1. Base Service Fee: 2,500,000 per annum

2. Additional Services: As per Appendix A pricing schedule

3. Payment Terms: Quarterly in advance

4. Annual Fee Adjustment: Maximum 3% increase

7. CONFIDENTIALITY

1. All security-related information, incident data, and system configurations shall be treated as strictly confidential.

2. Data Protection: All processing shall comply with GDPR and relevant Dutch data protection laws.

8. TERM AND TERMINATION

1. Initial Term: January 1, 2023 - December 31, 2025

2. Renewal: Automatic 1-year renewal unless terminated

3. Termination Notice: 180 days written notice required

9. LIMITATION OF LIABILITY

1. DeepShield's maximum liability shall not exceed the annual service fees paid.

2. Exclusions: Gross negligence, willful misconduct, or breach of confidentiality obligations.

10. GOVERNING LAW

1. This Agreement shall be governed by the laws of the Netherlands.

2. Exclusive jurisdiction: Rotterdam District Court.

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

DEEPSHIELD SYSTEMS, INC.

By:

Name: Dr. Marcus Chen

Title: Chief Executive Officer

Date: December 15, 2022

PORT OF ROTTERDAM AUTHORITY

By:

Name: [Authorized Signatory]

Title: Chief Information Security Officer

Date: December 15, 2022