

SERVICE LEVEL AGREEMENT

Maritime Terminal Security Services

THIS SERVICE LEVEL AGREEMENT (the "Agreement") is made and entered into as of January 15, 2024 (the "Effective Date")

BETWEEN:

DeepShield Systems, Inc., a Delaware corporation with its principal place of business at 2100 Cybersecurity Drive, Wilmington, DE 19801 ("Service Provider")

AND:

Saudi Arabian Oil Company (Saudi Aramco), a company organized under the laws of Saudi Arabia, with its principal place of business at P.O. Box 5000, Dhahran 31311, Kingdom of Saudi Arabia ("Customer")

1. DEFINITIONS

1 "Maritime Terminal" means Customer's maritime oil terminal facilities located at Ras Tanura, Kingdom of Saudi Arabia.

2 "Security Services" means the industrial control system (ICS) security monitoring, threat detection, and incident response services provided by Service Provider.

3 "Service Level Requirements" means the performance metrics and standards defined in Section 3.

4 "System" means Service Provider's proprietary DeepShield Maritime(TM) security platform.

2. SCOPE OF SERVICES

1 Service Provider shall:

- (a) Deploy and maintain the System at the Maritime Terminal;
- (b) Provide 24/7 real-time monitoring of OT networks and control systems;
- (c) Conduct continuous threat detection and anomaly analysis;
- (d) Implement automated incident response protocols;
- (e) Generate monthly security assessment reports;

(f) Maintain secure backup and recovery capabilities.

2 Service Coverage Areas:

- Terminal automation systems
- Loading/unloading control systems
- Pipeline monitoring systems
- Storage tank gauging systems
- Emergency shutdown systems
- Terminal access control systems

3. SERVICE LEVEL REQUIREMENTS

1 System Availability

- Minimum 99.99% uptime
- Maximum 4 minutes unplanned downtime per month
- Scheduled maintenance limited to 2 hours per month

2 Incident Response Times

- Critical alerts: 5 minutes
- High priority alerts: 15 minutes
- Medium priority alerts: 30 minutes
- Low priority alerts: 2 hours

3 Performance Metrics

- False positive rate < 0.1%
- Threat detection rate > 99.9%
- Average alert processing time < 30 seconds
- Monthly security score > 95%

4. MONITORING AND REPORTING

1 Service Provider shall provide:

- (a) Real-time dashboard access
- (b) Daily security status reports

- (c) Weekly performance metrics
- (d) Monthly comprehensive analysis
- (e) Quarterly executive briefings

2 All reports shall be delivered via secure encrypted channels.

5. COMPLIANCE AND STANDARDS

1 Service Provider shall maintain compliance with:

- ISO 27001:2022
- IEC 62443
- NIST Cybersecurity Framework
- Saudi National Cybersecurity Authority (NCA) standards

6. FEES AND PAYMENT

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

2 Additional Services: As per Appendix A pricing schedule

3 Payment Terms: Quarterly in advance

4 Currency: United States Dollars

7. TERM AND TERMINATION

1 Initial Term: Three (3) years from Effective Date

2 Renewal: Automatic one-year renewals unless terminated

3 Termination Notice: 180 days written notice required

8. CONFIDENTIALITY

1 All security data, reports, and system information shall be treated as strictly confidential.

2 Data retention and destruction per Saudi Aramco Information Security Policy.

9. LIABILITY AND INDEMNIFICATION

1 Service Provider's liability limited to direct damages

2 Maximum liability cap: USD 10,000,000

3 Cyber insurance requirement: USD 20,000,000

10. GOVERNING LAW

1 This Agreement shall be governed by the laws of the Kingdom of Saudi Arabia.

2 Disputes subject to arbitration in Dubai, UAE.

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: _

Saudi Arabian Oil Company

By: _

Name: _

Title: _

Date: _