

SERVICE LEVEL AGREEMENT

NORDIC PHARMACEUTICAL STORAGE FACILITIES

THIS SERVICE LEVEL AGREEMENT (the "Agreement") is made and entered into as of February 1, 2024 (the "Effective Date"), by and between:

POLAR DYNAMICS ROBOTICS, INC., a Delaware corporation with its principal place of business at 4200 Arctic Way, Suite 300, Boston, Massachusetts 02210 ("Service Provider")

and

NORDIC PHARMACEUTICAL STORAGE AB, a Swedish corporation with its principal place of business at Kylv gen 15, SE-171 65 Solna, Sweden ("Customer")

1. DEFINITIONS

1 "Autonomous Mobile Robot System" or "AMR System" means Service Provider's IceNav-enabled autonomous mobile robots and associated control systems deployed at Customer's facilities.

2 "Cold Storage Environment" means Customer's temperature-controlled storage areas maintained at temperatures between -30 C and +5 C.

3 "Operating Hours" means 24 hours per day, 7 days per week, excluding scheduled maintenance windows.

4 "System Availability" means the percentage of Operating Hours during which the AMR System is fully functional and available for use.

5 "Response Time" means the elapsed time between Service Provider's receipt of a service request and initial response by qualified technical personnel.

2. SERVICES

1 Service Provider shall provide the following services:

- a) Deployment and operation of AMR Systems within Customer's Cold Storage Environment
- b) Real-time monitoring and diagnostics of AMR System performance
- c) Preventive maintenance and system updates

- d) Technical support and emergency response
- e) Performance optimization and reporting

2 Service Provider shall maintain the following minimum staffing levels:

- a) One (1) dedicated on-site robotics engineer during all Operating Hours
- b) Remote support team available 24/7
- c) Emergency response team capable of on-site arrival within 4 hours

3. SERVICE LEVELS

1 System Availability

- Minimum System Availability: 99.5% during Operating Hours
- Maximum continuous downtime: 2 hours
- Scheduled maintenance windows: Limited to 4 hours per month during off-peak hours

2 Performance Metrics

- Navigation accuracy: 5cm in all operating conditions
- Pick/place success rate: 99.9%
- Battery runtime: Minimum 12 hours continuous operation
- Charging time: Maximum 45 minutes

3 Response Times

- Critical issues: 15 minutes
- High priority issues: 1 hour
- Standard issues: 4 hours
- Non-critical issues: 24 hours

4. MONITORING AND REPORTING

1 Service Provider shall provide:

- a) Real-time system status dashboard
- b) Daily performance reports
- c) Weekly utilization analysis
- d) Monthly SLA compliance reports

e) Quarterly system optimization recommendations

2 All reports shall be delivered electronically via secure portal access.

5. SERVICE CREDITS

1 System Availability Credits:

- Below 99.5%: 5% of monthly fee
- Below 99.0%: 10% of monthly fee
- Below 98.0%: 20% of monthly fee

2 Response Time Credits:

- \$500 per incident exceeding critical response time
- \$250 per incident exceeding high priority response time
- \$100 per incident exceeding standard response time

6. MAINTENANCE AND SUPPORT

1 Preventive Maintenance

- Weekly system diagnostics
- Monthly mechanical inspections
- Quarterly comprehensive service
- Semi-annual software updates

2 Technical Support

- 24/7 help desk access
- Remote diagnostics and troubleshooting
- On-site technical support
- Software and firmware updates

7. CUSTOMER RESPONSIBILITIES

1 Customer shall:

- a) Maintain facility environmental conditions within specified parameters
- b) Provide necessary facility access and security clearances

- c) Ensure proper power supply and charging station availability
- d) Maintain network connectivity meeting minimum specifications
- e) Report issues promptly through designated channels

8. TERM AND TERMINATION

1 Initial Term: 36 months from the Effective Date

2 Renewal: Automatic 12-month renewal unless terminated with 90 days' notice

3 Termination for Cause: Either party may terminate for material breach with 30 days' written notice if breach remains uncured

9. LIMITATION OF LIABILITY

1 Service Provider's aggregate liability under this Agreement shall not exceed the total fees paid in the 12 months preceding the claim.

2 Neither party shall be liable for indirect, consequential, or punitive damages.

10. CONFIDENTIALITY

1 Each party shall protect the other's confidential information with the same degree of care as its own confidential information, but no less than reasonable care.

11. GOVERNING LAW

1 This Agreement shall be governed by the laws of the Commonwealth of Massachusetts, without regard to conflicts of law principles.

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

POLAR DYNAMICS ROBOTICS, INC.

By:

Name: Katherine Wells

Title: Chief Financial Officer

Date:

NORDIC PHARMACEUTICAL STORAGE AB

By:

Name:

Title:

Date: