SIMPLE AGRI SUPPORT LEVEL AGREEMENT

1. Agreement overview

This agreement represents a Service Level Agreement (SLA) between Simple Agri Corp and customer for the provisioning of IT services required to support and sustain the functional and technical service of Simple Agri's web platform, mobile application and hosting. This agreement outlines the parameters of all IT services covered as they are mutually understood by both companies –Simple Agri and customer-. This agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals and objectives

The purpose of this agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the customer by the service provider Simple Agri. The goal of this agreement is to obtain mutual agreement for IT service provision between the service provider Simple Agri and the customer.

The objectives of this agreement are to:

- Provide clear roles and responsibilities
- Present clear, concise and measurable description of service provision to the customer

3. Stakeholders

The following service provider Simple Agri and customer will be used as the basis of the agreement and represents the primary stakeholders associated with this SLA:

- **IT SERVICE PROVIDER:** Simple Agri

- **IT CUSTOMER:** Fyffes

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** (Simple Agri) 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:** Simple Agri
- **Review Period:** 12 months

5. Service Agreement

The following detailed service parameters are responsibility of Simple Agri in the ongoing support of this agreement.

5.1 Service Scope

The following service are covered by this agreement:

- WEB platform
- Mobile app
- Hosting service

All Simple Agri customers will have as part of its monthly subscription service a functional and technical support through a monitored help desk or e-mail support system. Tickets must be issued by customer on the help desk or by writing an e-mail to the following address: **support@simpleagri.zendesk.com**. If required, the client will also have access to:

- Remote assistance using communications platform (Google meets)
- Manned telephone support (Only when necessary)
- Planned or emergency onsite assistance (Extra cost apply)

Support Service	Functional	Téchnical
Bugs on standard functionalities of the platform or mobile app		●
Functional processes issues on web or mobile platform	●	
Server performance problems		●
Back up requirements (Limited to 1 per month)		●
Bugs or issues on Simple Agri's reports (Excel or GIS)		●

5.2 Fyffes' Responsibilities

Customers responsibilities in support of this agreement include:

- Payment for all support costs at the agreed interval (Onsite assistance)
- Reasonable availability of customer's representatives when resolving a service-related incident or request.

The customer must report to the support team any type of incident, bug or issue found in the web platform, mobile app or server performance. The customer must follow the following steps to access support service:

- Each case must be reported either to **support@simpleagri.zendesk.com** or directly on the help desk (**https://simpleagri.zendesk.com/**).
- **The help desk will be the only official channel where support cases will be issued.** The support case or e-mail must include the following information to be filed, accepted and reviewed by the support team:

  o Subject line must specify the type of issue: functional or technical
  o E-mail body must include:

    ▪ Customer name

    ▪ Country

    ▪ System name

    ▪ Username of the user reporting the case

    ▪ A detailed description of the case explaining step by step what was done on the mobile app or web platform by the user.
  o Attached images of the found error.

5.3 Simple Agri's Responsibilities

Service provider responsibilities in support of this agreement include:

- Meeting response times associated with service-related incidents in English or Spanish.
- All case numbers will have a unique ID for tracking.
- An e-mail notification will be sent to the client with each case reception number and status according to the level of support classified by the support team.
- Every ticket issued on the help desk will have a unique case number with a specific status according to the level of support required for the incident.

- Appropriate notification to customers for all scheduled maintenance.
- Changes to support service will be communicated and documentation will be updated to the customer with at least 1 month of anticipation.

5.3 Service Management

The following sections provide relevant details on service availability, monitoring of in-scope services and related components:

- **Levels of Support-** Three levels of support will be managed and categorized by the consultant who receives the e-mail support or ticket.

1. **Low –** Low priority. These types of cases don't affect key processes or procedures of the company.
2. **Medium-** Medium priority. These types of cases begin to affect key processes or procedures of the company and there are functional issues found on the platform or mobile app.
3. **High-** High severity. These types of cases affect key processes or procedures of the company and can bring consequences. Functional and technical issues are found on the platform or mobile app. These cases are treated with a high priority. If the issue requires more time to be solved than the one stipulated on this document no penalty will be applied.

Considerations:

- E-mail support or tickets will be received by the support team and each case will have a minimum time of response and a maximum time of processing.
- The support team will have the responsibility to classify or categorize the level of support of the ticket as well as to send it to the area in charge of solving the issue (developers area), who will be responsible for giving a solution to the case and report it to the consultancy team for internal testing.
- Once the issue is resolved the support team will close the case or ticket and notify the client.

5.4 Service Availability

Support Level	Working Hours	Service Availability
Low	8:00 a.m.- 12:00 p.m. 2:00 p.m.- 6:00 p.m.	Monday to Friday
Medium	8:00 a.m.- 12:00 p.m. 2:00 p.m.- 6:00 p.m.	Monday to Friday
High	8:00 a.m.- 12:00 p.m. 2:00 p.m.- 6:00 p.m.	Monday to Friday

Support cases will be received on the help desk 24/7. However, each case only will be filed, accepted and reviewed on Colombia working hours (GMT - 5:00) service availability shown on the table above.

In support of servicces outlined in this agreement, the service provider will respond the service related incidents and/or request submitted by the customer within the following time frames:

Support Level	Response Time (Max.)	Processing Time (Max.)
2 = High	8 business hours	3 business days
3 = Medium	12 business hours	5 business days
4 = Low	16 business hours	8 business days

5.5 Restrictions

a. Support cases will be filed and reviewed in order of arrival and according to the complexity of the issue presented.

b. All support issues will be treated according to the service availability table (Clause 5.4.).

c. If a support case is created by a customer during a Colombian holiday, the case will be reviewed the following business day.

d. Issues categorized as high could take more than a working day to be solved when an immediate solution is not viable to be given from the developer's area due to the complexity of the issue presented. No penalties, charges or offset will be applicable against Simple Agri with regards to these types of issues.

e. Functional, technical or performance issues will only be filed, reviewed and answered through the help desk (Official channel).

f. Support service doesn't include cases related with hardware defects, or other causes outside the control of Simple Agri.

g. Any training required for the customers' users won't be part of the support service.

h. Simple Agri does not give support to third parties systems.

i. The Simple Agri support team is not authorized to do any changes or modifications on the customers database or doing any testing on reported issues in the PRD environment. Only for special cases and directly required by one of the parties (Simple Agri or customer), with a written authorization of the client the support team will proceed to access this environment in order to provide a specific support service.

j. Any support case related with new requirements from the customer will be classified as a GAP and redirected to the commercial area to be treated.

k. When there is a pending response from a client with more than 2 business days the case will be closed by the support team. If the customer wants to reopen the case, he/she will have to create a new issue in the help desk.

6. Complaints

Complaints made by the client can be made due to:
- Issues haven't been solved on the agreed time.
- There is no satisfaction in the answer given on the case or issue.

7. Hosting

- **Hosting:** hosting service will be provided by AWS in the United States of America.
- **Service Availability:** the hosting service will be available 24/7.
- **Back-up:** there will be a daily database back-up system running at 7:00 p.m. Colombia time. This database buck-up will be stored in AWS vault systems and the client will have access to a copy either because it no longer requires the services of Simple Agri or because it is needed for a support service such as a recovery of the database.
- Database Buck-ups are **non-incremental**, therefore to release space from the server an archiving process of the database must be done under the client's written authorization indicating the type and amount of information to be archived and erased from the database in both testing and productive environments.
- **Database recovery service:** the database recovery service will take between 3 to 5 hours. Extra charges will be billed to the customer if it requires a database buck-up for internal purposes of the company.