

Service Description (RM Services)

This document lists the Services (alongside with the service levels) OSG provides to the Customer when the Customer signed an Agreement on the provision of storage and records management services ("RM Agreement"). The content of this document is incorporated into RM Agreement and is an integral part of the RM Agreement as referenced by it.

I. DOCUMENT MANAGEMENT AND MEDIA STORAGE SERVICES

STORAGE SERVICES:

Storage: OSG stores the Data carriers handed over by the Customer in its Facility. Since the Documents are always placed into Boxes, OSG charges the storage fee per Box or Media carrier. OSG charges the monthly storage fee starting from the first day of the month when the Data carrier is registered, until the last day of the month in which the Data carrier is handed back to the Customer following its deregistration and/or destroyed. OSG reserves the place for Data carriers retrieved by the Customer, therefore, the storage fee shall be charged even when the respective item is temporarily retrieved. When calculating the monthly storage fee OSG applies the fee specified in the Price list which is calculated based on the quantity of Data carriers stored on each Account/Subaccount on the last day of the reporting month. Monthly storage fee is charged separately for each city and for each Customer Account/Subaccount. OSG applies the minimum storage fee to each Account if the total storage fee for a certain Account based on the fee for each Data carrier is less than the minimum fee specified in the Price list. Storage volume growth or reduction might automatically result in transition from one storage fee to another, if indicated in the Price list. If such growth of the storage volume occurs, the cheaper fee applies to the whole volume registered on each Customer's Account/Subaccount.

i-Archive: The web application featuring different access levels and tariffs for identifying, locating, verifying the Data carriers' status as well as for processing and executing orders, generating reports, etc. If the Customer agreed to use i-Archive by indicating it in the Access form, the fee is charged on a monthly basis per user, regardless of the actual use of i-Archive by the Customer. The «Limited» tariff enables the Customer to place available orders for services. The «Standard» tariff enables the Customer to place available orders for services, and to work with the Customer data. The «Business» tariff enables the Customer to place orders for available services and to work with the data using the Customer's individual settings.

e-Archive: The software solution featuring different access levels and tariffs for working with the Customer's Documents. If the Customer agreed to use e-Archive by indicating it in the Access form, the fee is charged on a monthly basis regardless of the actual use of e-Archive by the Customer. The «Read» tariff enables the Customer to view the uploaded Images and corresponding indexes. The «Full» tariff enables the Customer to place available orders for services and work with Customer's Documents. The «Pro» tariff enables the Customer in addition to the features included in the "Full" tariff to independently upload Images and index them.

Data storage in e-Archive: OSG stores the Customer's data in e-Archive automatically charging the fee per 1 Gb as specified in the Price list, and applying the minimum fee if the total cost of the service based on the GB fee is less than the minimum fee specified in the Price list.

SUPPLEMENTARY SERVICES

Data carrier registration: The registration procedure involves the placement of OSG Barcode on the Data carriers, their registration in OSG electronic system and storing in OSG Facility. Tariffing is applied automatically when OSG accepts new Customer Data carriers, as well as when the search for unregistered Files in a Box is being ordered by the Customer.

The Box/Folders assembly and delivery by OSG: Boxes and covers or Folders assembly and delivery to the Customer, but no more than 15 boxes per one Service order.

Customer's Documents packing/repacking into OSG Boxes/Folders: Assembling the Boxes and covers and packaging Customer's Folders/Documents in OSG Boxes not exceeding 15 kilograms when placing for storage at OSG. The cover must fit tightly on top of the Box. If the Boxes are damaged in OSG's Facility or when delivered to the Customer, repackaging is performed at OSG's expense, provided that the Box's life cycle did not expire. If the boxes are damaged when their life cycle is over or while the Boxes are in the Customer's possession, repackaging is performed at the Customer's expense. The life cycle of the Boxes is 24 months. When OSG provides the service at the Customer's location it applies a minimum fee if the aggregate service fee is less than the minimum fee identified in the Price list.

Compiling the Customer's Box content description registry: Upon Customer's separate order, OSG will prepare a description registry containing the descriptive information listed on the spine of folders, file boxes, archive folders, title pages of folders/Briefcases; on Customer's description sheets placed in the Boxes with unsorted content or registering any information from any individual Documents. OSG does not examine and has no knowledge of the real contents, type and value of such individual Documents. OSG shall charge the fee per every data line. One data line cannot exceed 250 characters. If the Box contains a scattering of Documents/Folders without a description, then the description registry will indicate "scattering" in all positions of the list. Once prepared, the description registry will be sent to the email address of the Authorized user or any other person indicated in the Customer's order. When OSG provides the service at the Customer's location, a minimum fee is applied if the total sum of the line-based fee is less than the minimum fee specified in the Price list.

Compiling the Data carrier barcode matching registry: Upon Customer's order, OSG compiles a Barcode matching registry where the Customer's unique barcodes correspond to OSG barcodes assigned to the Data carriers provided that the Customer's barcodes are readable by OSG data collection terminal and unique. OSG charges a service fee based on each item (line) in the registry that does not exceed 15 characters per barcode. The registry is uploaded to the i-Archive or, at the request of the Customer's Authorized user, is sent to the Customer by email. When OSG provides the service at the Customer's location, a minimum fee is applied if the total sum of the line-based compilation fee is less than the minimum fee specified in the Price list.

Uploading the Customer's list of contents to i-Archive: If the Customer provides OSG with a documents' description or Data carriers barcode matching registry in OSG standard form in MS Excel compatible format, OSG uploads the specified registry in i-Archive. In case the Customer provides a registry in any other form (e.g. a paper document) additional services may be required as well (compiling box content description registry or compiling the data carrier barcode matching registry). When these services are required, uploading the registry to i-Archive is included into the respective services fees.

Retrieval of the registered Data Carrier: This service includes the physical identification of the requested registered Data carrier stored in the Facility, and its temporary retrieval from the Facility for the purpose of providing it to the Customer, or to providing any further Services.

OSG storage system provides for anonymous, distributed and dynamic location of the Data carriers in the Facility, therefore, the retrieval service is always provided automatically when the completion of Customer's order requires prior locating the Data carriers in the Facility, and pulling them from the shelves, e.g. when standard, rush or electronic delivery is ordered, when Boxes are delivered to the audit room, when the Data carriers are handed over to the Customer, when the Data carriers are destroyed, when Data carriers are deregistered, repacked etc. The retrieval fee is not included in other service fees and shall be paid by the Customer separately in addition to the fees for other services. In order to find the requested Folder, the Customer should indicate in the Order form the barcode of the Box that contains the ordered File, and the barcode of the File or a unique identifier of the File. When the Customer orders the registered File the Customer shall pay the File and Box retrieval service.

If the Box containing the File requested by the Customer is sealed, then OSG cannot provide the File retrieval service. In this case, the Customer only pays for the Box retrieval fee.

If Customer stores its Documents as a scattering of documents, or if there are unsystematic documents in the Box that complicates the search, therefore, OSG has the right to refuse to provide the service or, upon agreement with the Customer, change the fee or deadlines for the Service.

Daily retrieval limit per Customer's Account/Subaccount that does not require additional approval from OSG is:

Retrieval of Boxes– 75 Boxes

Retrieval of Files – 75 Files

Retrieval of Media - 50 Media

Urgent retrieval of registered Data carrier by the Customer: This Service includes the urgent retrieval of registered Data carriers (based on barcodes), and handing them over to the Customer's courier within the Facility. The service is provided within 1 hour (during normal working hours: from 9 to 18 local time) for up to 6 Data carriers per 1 business day. When ordering the service for File or Media carrier, in addition to the urgent File/Media carrier retrieval fee, the urgent Box/Briefcase retrieval fee shall also be charged.

Retrieval of unregistered Data Carrier: This service includes the physical identification of the requested unregistered Data carrier stored in the Facility, and its temporary retrieval from the Facility for the purpose of providing it to the Customer, or to providing any further Services. When the Customer orders a File, apart from paying the Folder retrieval fee, the Customer shall also pay the Box retrieval fee. Where the Customer orders a File that was not registered in OSG internal system, apart from paying the Box and File retrieval fee, the Customer shall also pay the File Registration service and the barcode fee. Daily retrieval limit per Customer's Account/Subaccount is 50 Files.

Delivery/Pick up: delivery service covers the physical delivery (transportation) of Data carriers to the Customer within 3 working days following the day on which the delivery order was received. Whenever the Customer orders the delivery/pick up of some Data carriers, OSG shall charge the delivery fee per order per trip, plus the transportation fee per each Data carrier.

In case of Media carriers delivery, the Parties may agree on a scheduled delivery, which means that the Customer sets a regular and recurring Media carriers delivery schedule.

Data carriers shall be delivered to/from the Customer's authorized persons in the Access form, or to/from any other address indicated by the Customer, within the boundary of the city in which OSG stores the Data carriers. The delivery/pick-up fee for a trip outside the above specified area identified in the Price list separately, and additional charge will be incurred beyond the fee applicable for delivery/pick within the specified territory.

OSG reserves the right to charge a double fee for demurrage for 15 or more minutes during delivery or pickup of any Data carriers. OSG reserves the right to use the third party transportation services for delivery. If the Customer places an order with OSG for delivery when OSG has not yet completed the services ordered by the Customer earlier (e.g., prior registration, pickup, etc.), such order shall not be accepted and shall be resubmitted by the Customer later.

If the order is canceled by the Customer on the day of its execution, the cost of the services is subject to payment by the Customer in full.

Daily delivery/pick up limit per Customer's Account/Subaccount that does not require additional approval from OSG is:

Delivery/pick up of Boxes - 75 Boxes

Delivery/pick up of Shred bags - 40 Shred bags

Delivery/pick up of sets of boxes - 500 sets of boxes (supplementary goods)

Delivery/pick up of carton containers - 15 carton containers

Transportation: Service for moving the Customer's Data carriers to/from OSG Archive and transferring them to the Customer's Authorized user or to another person specified in the Order form. The Customer pays the transportation fee for each Data carrier, as well as the fee for delivery/pick up. In case of transportation of Files inside a Box OSG charges transportation fee on a Box level.

Providing the Images: This Service entails scanning of the Customer's Documents in 300 DPI black-and-white, A4 format paper with 80 g/m2 density, in the form of loose (scattered) sheets one by one, and the transmission of the scanned Images to the Customer digitally via e-Archive until 18:00 of the next working day after the Customer's order is placed. The scanned images are provided using a link sent to the email address of the Customer's Authorized user. The service orders received until 17:00 on working days shall be completed until 18:00 on the next working day. Orders received after 17:00 on working days shall be treated as if the order was received on the next working day.

When scanning the documents that are meant to be stored together (inseparable documents) or bound together in any way, the procedure for providing this Service and the Service fee are additionally agreed by the Parties.

Return to storage: This service includes the previously retrieved Data carriers' acceptance and placement in the Facility.

While providing its services, OSG registers barcodes on the Data carriers thereby making their exact location identifiable. If the barcodes are removed or spoiled, new registration is required to complete the return.

Reregistration of Data carriers: This service involves re-registration of Data carriers in OSG electronic system from one Account to another account, or from one contract to another contract. The service is provided at the Customer's request.

Access to the audit room: In those regions where the OSG Facilities are equipped with audit rooms, OSG provides to Customer with an audit room in order to work with the Data carriers on-site. OSG applies an hourly fee and an incomplete hour is considered as a full hour. This Service is only available on working days between 09:00 and 18:00 - at the time agreed with OSG and based on the Customer's order placed not less than 1 (one) working day before the access.

Deregistration of Data carriers: Includes the final removal of the stored Data carriers from the Facility to the Customer, after which the obligations of the Parties related to storage of the transferred Data carriers are OSG's obligation to provide storage space for the deregistered Data carriers and Customer's obligation to pay for storage cease. Taking into account that this Service requires the provision of additional Services beyond retrieval (e.g. deletion of information from OSG electronic system, preparation of electronic closing report, repeated revision of barcodes on the Data carriers ordered for retrieval, maintenance works necessary for ensuring accurate and up to date electronic inventory) the Customer pays deregistration fee in addition to the retrieval service fee. Release (handover) of the assets to the Customer will be the sufficient proof of provision of deregistration services. Deregistration fee is charged regardless of whether deregistration takes place during the term or upon expiry/termination of the Service Agreement.

SECURE DESTRUCTION SERVICES

Container rental: The Customer may rent OSG 80-liter containers in order to collect waste paper on-site. The containers remain the sole property of OSG. OSG charges a monthly rental fee per item as indicated in the Price list. The container is provided in closed form along with a shred bag and without a key. Delivery and pickup of the container is charged separately. Before placing any waste paper in the container the Customer shall check whether the documents contained therein can be legally destroyed and whether the retention period have elapsed. The Customer understands that OSG has no influence over the placement of waste paper into the containers, has no opportunity to examine the contents of such waste paper and does not return to the Customer the waste paper accepted from the Customer for destruction.

Container content destruction: Upon Customer's order or in accordance with the pre-agreed schedule, OSG collects the filled shred bags placed into the chipboard container, installs a new carton container or an empty shred bag, transports the filled containers/bags to OSG Facilities, and destroys their contents (the Customer's documents) in a secure and safe manner. OSG does not return the waste paper accepted from the Customer for destruction to the Customer. The container must be sealed with 1 seal provided by the OSG.

Customer's Data carriers' destruction: Upon Customer's order, OSG destroys the Customer's Data carriers registered in OSG electronic system by way of secondary recycling. Shredding eliminates the possibility of Data carriers being restored. Prior to destruction, OSG sends a preliminary destruction protocol to the Customer, where OSG lists the Folders/Boxes ordered for destruction. The protocol must be signed by the Customer and returned to OSG in the original and by e-mail zakaz_kz@ironmountain.com, within 14 (fourteen) days after being received by the Customer. If the Customer does not return the signed pre-order during the above mentioned period, OSG cancels the destruction request. Upon completing the destruction procedure, OSG shall issue a document called the "Certificate of Destruction" in the standard form identified in the User Manual. Retrieval and deregistration services are required to provide the destruction service, but they are not included into the destruction service fee and shall be charged separately. If the Customer orders the destruction service and the Boxes are not in storage (retrieved by the Customer), the return service must be ordered first. Delivery to the destruction facility will also be charged separately. The service includes loading and unloading operations by OSG. When OSG destroys the Customer's Data carriers, the Customer shall pay the Data carriers storage fee for the month in which they are destroyed. In case of Documents destruction, the Customer shall also pay to OSG the fee for the Boxes destroyed, unless the Customer has already paid their purchase price. The Customer's documents stored in the Box are destroyed with the Box and the price is charged by weight. OSG provides the Customer with a video recording of the destruction procedure or allows the presence of the Customer's representative during the destruction procedure (without permission to take photos or videos) at the Customer's request and for the separate fee indicated in the Price-list.

Weight destruction: Upon Customer's separate order, OSG destroys the Customer's non-registered, bulk paper waste, and such destruction is charged per kg. OSG does not return the waste paper accepted from the Customer for destruction to the Customer. The Customer refuses to dispose of the waste paper resulting from the destruction, and OSG has the right to dispose of it at its own discretion. The pickup is carried out within the administrative border of the city where the shredding Facility is located, and includes loading and unloading by OSG. OSG also applies a minimum fee for this service if the total fee for the service based on the weight is less than the minimum fee specified in the Price list. Delivery fee applies separately. OSG provides the Customer with a video recording of the destruction procedure or allows the

presence of the Customer's representative during the destruction procedure at the Customer's order and for the additional fee specified in the Price list (without permission to take photos or videos).

Video recording of the destruction process: at the additional Customer's request OSG provides video recording of the destruction process via an FTP server at the price specified in the Price list. The storage period on the server is 30 days from the date of sending the download link to the Customer.

3. RELATED GOODS

Box: A standard OSG box which is used for storage of the Customer's Documents. The box includes a lid and a barcode sticker. OSG is entitled to refuse to store the Customer's Documents that are not packed in the OSG standard archival boxes, or if the boxes do not have covers. Box dimensions (internal): 31.5 cm x 39.5 cm x 27.5 cm. The weight of the box containing the Customer's Documents shall not exceed 15 kilograms. If the weight exceeds 15 kilograms, OSG reserves the right to repack their contents into two OSG archival boxes at the Customer's expense. OSG provides cardboard boxes, separate box covers and barcode stickers to the Customer at the price specified in the Price-list. OSG also provides the Customer with the Box assembly services for delivery by the OSG courier service at the price specified in the Price list. The life cycle of the Boxes is 24 months.

Folder: a file folder for archiving Customer's Documents provided by OSG at the price specified in the Price list. The capacity of a standard OSG box is 5 folders. Folder colors are red, blue, yellow, white (if available). For the storage service to be provided the Folders are to be placed in the OSG boxes.

Barcode sticker: a sticker with graphical information containing a unique code placed on the Data carriers for identification in OSG electronic system. OSG provides Barcode stickers for the Boxes and Folders to the Customer for the fee specified in the Price list. OSG does not use the barcodes provided by the Customer.

Seal: a plastic device designed to lock the Box and to protect the content of the Box additionally, provided by OSG for the fee specified in the Price list.

Shred container: a 80-liter carton container provided in assembled form, with seals designed to collect the Customer's documents for subsequent destruction. Assembly of the carton container and installation of seals is included in the fee for the carton container.

Shred bag: a specialized removable storage device installed in a chipboard container to collect the Customer's waste documents for further destruction.

Briefcase: a container for storage of the Customer's Media at OSG Facilities. Briefcases are only rented to the Customer for the fee specified in the Price list. Briefcases remain the exclusive property of OSG. The capacity of the SC Briefcase is up to 5 cassettes, and the SCE Briefcase is up to 20 cassettes.

II. SERVICES FOR CONVERTING THE CUSTOMER'S DOCUMENTS INTO DIGITAL FORMAT

Documents preparation for scanning: This Service includes the removal of clips, bindings, brackets from the Documents, sticking barcodes, adding separators in order to make them apt for scanning. The Service fee and other terms are additionally agreed upon by the Parties.

Scanning of unbound Documents: The document scanning one by one with the purpose of creating an electronic archive of Images. The fee includes the allocation of Documents into their original Folders, and to OSG Boxes in compliance with the original order (sequence), but does not include stapling or clipping the Documents together. The Service fee and other terms are additionally agreed upon by the Parties.

Scanning of bound Documents: Flatbed or planetary scanning of Documents with the purpose of creating an electronic archive of Images. The fee includes the allocation of Documents into their original Folders, and to OSG boxes in compliance with the original order (sequence). The service fee and other terms are additionally agreed upon by the Parties.

Stapling and packaging Documents after scanning: stapling the Document's pages by staples or paperclips for the documents that were unbound as a preparation for scanning. The Service fee and other terms are additionally agreed upon by the Parties.

Manual indexing of Documents: The manual extraction of Document attributes (type, number, date, etc.) to create an index database of scanned Images of Documents, which is later used for unambiguous search of Documents in OSG or the Customer's systems, or to create a registry/inventory of Images. The Service fee and other terms are additionally agreed upon by the Parties.

Automated Document indexing: Means the automated extraction of Document attributes (type, number, date, etc.), using OCR, ICR, and neural network technologies, to create an index database of scanned Images, which is then used for unambiguous Document search in the OSG or Customer systems, or to create a registry/inventory of scanned Images. The Service fee and other terms are additionally agreed upon by the Parties.

Document verification after automated indexing: The manual correction and fixing of index data after automated extraction of Document attributes. The Service fee and other terms are additionally agreed upon by the Parties.

Data transfer via sFTP server: OSG can transmit scanned and/or indexed Images to the Customer via OSG sFTP server as a one-time service or via online streaming. The service fee includes storing data on the server for up to 30 calendar days. Data transfer capacity is up to 20 GB.

Setup/development of the software: OSG can provide the Customer with the services for integrating OSG software with the Customer's systems via the API, as well as services for updating/developing new functionality of OSG software. The Service fee and other terms are additionally agreed upon by the Parties.

III. ARCHIVAL DOCUMENT PROCESSING AND SUPPLEMENTARY SERVICES*

Ordering documents of permanent and temporary (over 10 years) storage period: determination of the document's retention period by studying them in detail; forming a case from a scattering of documents and re-forming the case which includes the systematization of sheets in the case in compliance with the legislation of the Republic of Kazakhstan; putting archive ciphers, stamps, gluing the case inventory in the case, paginating the case content.

Examination of scientific and practical value with a page view: Documents are studied based on the value criteria to determine the document retention period with a page view and selection of documents with a constant storage period and with a storage period of 75 years from the files formed at the end of the records management year.

Examination of value without page-by-page view: determination of storage life by the method of specific assessment of the functional importance of documents in the workflow structure. This type of work is carried out with documents of temporary storage periods (up to 10 years) with a current accounting and executive function (primary accounting documents, etc.).

Document systematization: organizing folders/files/documents inside the case by placing them in a logical order after the value examination, scientific and technical processing and artwork within the fund.

Forming a case from a scattering of Documents: grouping Documents into cases and systematizing Documents within the case.

Compiling the case registry for archival processing: compiling an accounting document containing a systematic list of storage units intended for the content disclosure and accounting purposes.

Compiling an internal registry: compiling a document that is included in the case for the purpose of accounting the case documents, disclosure of their structure and content.

Allocation for destruction of documents with expired storage periods and compiling an act of allocation for destruction: identification in the process of examination of the scientific and practical value of Documents with expired storage periods and compilation of a list of Documents with the expired storage period in a form established by law.

Representing Customer's interests when transmitting Documents to the state archive: interaction with state archival authorities, preparation of relevant documents, coordination of work with EPC (expert verification commission), accompanying the process of transferring Documents for state storage until the receipt of supporting documents from the state archival authority.

Representing the interests of the Client when coordinating work on EPC: interaction with state archival authorities in Almaty and Nur-Sultan cities, preparation of the relevant documents, coordination of work on scientific and technical processing of documents with EPC (expert verification commission), obtaining certified documents

Preparing a historical record for the archival fund: preparing a record that shall provide information on the history of the office of origin and the archival fund and a brief description of the structure and content of archival Documents and scientific reference system of the archive.

Preparing a preface for the registry: preparing a document that shall provide information on the history of the fund organizer, the history of the archival fund, the structure and content of archival documents (the most typical in archival units in terms of record classification and content are identified) and reference system for the registry.

Records archive comprehensive binding: documents marked for permanent storage as well as personnel files that constitute the case are bound using four punctures in a hard cardboard cover or bound with the possibility of unobscured reading of the text in all of the documents, dates, visas and resolutions on them. Metal clips (pins, paper clips) must be removed from the cases.

Paginating the case: identifying the sheets that constitute a case to determine whether the case is complete.

Setting archive ciphers and stamps: an archive cipher and a case stamp are put down on the cover of the case. The cipher and the stamp list the following information: the fund number, registry number, and the serial number of the case according to the registry. The archive cipher is put down after approval of the case registry.

Designing the case covers: putting special stamps on file covers and applying the main case attributes on its cover by handwriting.

Design the case spines: applying the names of cases in a certain order to the case spine by handwriting or using special devices.

Moving cases in the process of ordering: physical records movement from their storage location at the Customer's office to the location where the archival processing is performed.

Compiling an inventory in Excel format - a census of all documents at the Customer's request either on the shelves of the Customer's archive or in OSG boxes with assigning their own numbers which is reflected in the inventory along with the file name to make it easier and faster to find it in the Archive

Inventory - reconciliation of the existing inventory with the assignment of an inventory number, affixing inventory numbers in the provided Customer's register or compiling an Excel file with the inventory register.
