



SERVICE LEVEL AGREEMENT

This service level agreement here in after referred to the "Agreement", is made as of 19 November 2025, by and between:

- 1) TRINITY NYAKABINGO MINE LTD a company incorporated in Rwanda, with the head office at Northern province, Rulindo, Shyorongi, PO BOX 749, KIGALI RWANDA, represented by its General Manager, Justin Uwiringiyimana, hereinafter referred to as the "Company"

and

- 2) Ishami RK Ltd (Villar Kigali) ("Service Provider"), a company registered in Rwanda, with the registered office at KK 30 Ave, Kigali Rwanda Tin:118740662 represented by Cynthia Rupari Managing Director

1. Purpose

This Agreement sets forth the terms under which Villar Kigali will provide venue and event services for the 2025 Leadership End-Year Dinner hosted by Trinity Nyakabingo Mine Ltd.

2. Definitions

For purposes of this Agreement: 'Event' refers to the 2025 Leadership End-Year Dinner; 'Services' refers to venue, catering, and related support; 'Force Majeure' refers to events beyond reasonable control.

3. Event details

- Event Name: 2025 Leadership End-Year Dinner
- Date & Time: 12 December 2025, 6:00 PM until late
- Venue: Villar Kigali
- Expected Guests: 40
- Purchase Order: PO0000003513

4. Service provider obligations

- Venue setup, sound, lighting, catering, logistics, and support as per agreed standards.
- Backup power, professional staff, and compliance with safety regulations are mandatory.
- Ensure continuous availability of drinks throughout the event and prevent any shortages.
- Ensure timelines for food service and drinks replenishment upon request.
- Enough service staff per guest ratio.
- Food hygiene ensured
- Assign a dedicated event manager as point of contact.
- Real-time issue resolution protocol during the event.
- Backup plan for catering delays or equipment failure.
- Alternative arrangements for unexpected increase in guests.

5. Client obligations

- Provide guest list, dietary requirements, and event materials at least 7 days prior.

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- Attend pre-event walkthrough.
- Provide dietary restrictions and seating plan.
- Ensure deposit and balance payments are made on time.
- Adhere to venue rules and regulations.
- Ensure guests respect property and safety guidelines.

6. Term & Termination

This Agreement remains in effect until completion of obligations. Either Party may terminate with written notice for breach or non-performance.

7. Confidentiality

Both Parties agree to maintain confidentiality of all proprietary or sensitive information disclosed during the term of this Agreement.

8. Liability & Insurance

Service Provider is responsible for safety of staff and equipment; Client responsible for guest-related damages. Compliance with safety and health regulations required.

9. Indemnity

Each Party indemnifies the other against claims arising from its own negligence or breach.

10. Limitation of liability

Neither Party shall be liable for indirect, incidental, or consequential damages.

11. Payment terms

50% deposit payable before event date; remaining 50% within 30 days of invoice receipt.

Invoices excluding all Taxes and reflecting the Contract Number, accompanied with the Management Report for Work Undertaken and the Work Completion Certificate, Annexure "E", must be addressed to:

Trinity Nyakabingo Mine Ltd
Northern Province
Shyorongi, Rulindo,
Rwanda
For attention:
The Financial Manager:
Jean Claude Habyarimana,
jeanclaude.habyarimana@trinity-metals.com
and copied to the Company's Representative: Lydia Uwera,
lydia.uwera@trinity-metals.com

12. Governing law and Dispute resolution

This Agreement shall be governed by and construed in accordance with the laws of the Republic of Rwanda. Disputes shall be resolved amicably; failing which, the competent courts of Rwanda shall have exclusive jurisdiction.

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13. Entire Agreement & Amendments

This document represents the full agreement. Amendments must be in writing and signed by both Parties.

14. Contact Details

- Client Contact person: Lydia Uwera, Phone:0780592201, Email: lydia.uwera@trinity-metals.com
- Service Provider Contact person: Cynthia Rupari, Phone: 0788777667 Email: cynthia@vultextel.com

15. Annexes

Menu details and technical specifications attached as Annexes.

AGREEMENT ACCEPTANCE

For and on behalf of the Company	TRINITY NYAKABINGO	For and on behalf of the Contractor
Name <u>JUSTIN U</u>		Name <u>Cynthia Rupari</u>
Signature		Signature
Title <u>GM - NYAKABINGO</u>		Title <u>Managing Director</u>
(Who warrants that they are duly authorised)		Who warrants that they are duly authorised)
Name <u>Josiah Sindi</u>		
Signature		
Title <u>Group supply chain manager</u>		
(Who warrants that they are duly authorised)		