

SERVICE AGREEMENT No. 03

Almaty

August 28, 2025

Joint Stock Company “ALT University named after Mukhamedzhan Tynyshpaev”, hereinafter referred to as the “Customer”, represented by the Chairperson of the Management Board, President-Rector Zharmagambetova Meruert Sovetovna, acting on the basis of the Charter, on the one part, and

Limited Liability Partnership “Nurlab Medical Clinic No.1”, hereinafter referred to as the “Contractor”, represented by Director Zhumakozhaeva Magirash Mustafayevna, acting on the basis of the Charter, on the other part,

jointly referred to as the “Parties”, and individually as a “Party”, have entered into this Service Agreement (hereinafter referred to as the “Agreement”) as follows:

1. Subject of the Agreement

1.1 The Contractor undertakes to provide the Customer with services in accordance with Appendix No. 1 to this Agreement (hereinafter referred to as the “Services”), and the Customer undertakes to accept and pay for the Services under the terms of this Agreement.

1.2 The following documents constitute an integral part of this Agreement:

this Agreement;

the list of procured services (Appendix No. 1).

2. Contract Price and Payment Terms

2.1 The subject of this Agreement is the provision by the Contractor of medical services to the Customer’s students within the framework of the Guaranteed Volume of Free Medical Care (GVFMC) and Mandatory Social Health Insurance (MSHI), in accordance with Appendix No. 1, from the date of signing the Agreement.

2.2 The scope and cost of the Services are specified in Appendix No. 1 to this Agreement.

2.3 Documents required prior to payment:

signed Agreement;

certificate (act) of completed services;

invoice issued by the Contractor.

3. Rights and Obligations of the Parties

3.1 The Contractor undertakes to:

Ensure full and proper performance of obligations under this Agreement, including: provision of qualified doctors and nurses for continuous medical services to students and staff registered with “Nurlab Medical Clinic No.1” at medical units and student dormitories of the University, including:

- 1 general practitioner,
- 3 nurses,
- gynecologist and midwife according to schedule;

24-hour duty of one nurse for first medical aid starting from September 1, 2025;

provision of services of general practitioners, specialized doctors, and psychologists with on-site visits for medical assistance, preventive examinations, open days, and public events;

informational and educational activities involving psychologists, social workers, and medical personnel in accordance with the approved schedule;

issuance of medical certificates, including sanitary record books (paid) and Form 075 free of charge for students under 18;

operation of a 24-hour call center for consultations and appointment scheduling; equipping medical stations with necessary supplies, including first-aid kits and consumables;

provision of emergency medical assistance to students and staff at any time; medical support during sports events and admissions campaigns;

mandatory medical support during UNT, CT, sports, off-site events, and services for students of the Institute of Military Affairs;

provision of vaccines and contraceptives to on-campus medical units;

deployment of a mobile fluorography unit and medical examinations according to schedule.

Not disclose technical documentation or information without the Customer’s prior written consent, except to personnel involved in fulfilling this Agreement, and only to the extent necessary.

Not use documentation or information for purposes other than execution of this Agreement without written consent.

Provide information on performance progress upon the Customer’s first request.

3.2 The Customer undertakes to:

Ensure access for the Contractor’s specialists to provide the Services;

Accept and pay for the Services in accordance with this Agreement;

Not use this Agreement to fulfill obligations to third parties (subcontracting).

3.3

In case of unsatisfactory laboratory test results, the Parties shall enter into a supplementary agreement and conduct repeated testing with doubled samples, additional control of production processes, materials, sanitary conditions, and notify the authorized body.

4. Compliance Verification

4.1 The Customer or its representatives may inspect the Services for compliance with the requirements specified in Appendix No. 1.

4.2 Services must meet or exceed the standards specified in this Agreement.

4.3 If non-compliance is caused by the Contractor, deficiencies shall be remedied at no additional cost to the Customer.

4.4 These provisions do not release the Contractor from other obligations under the Agreement.

5. Provision of Services and Documentation

5.1 Services shall be provided within the timelines specified in Appendix No. 1.

5.2 For settlements, the Contractor shall submit:

service completion acts in duplicate with cost details;

invoice indicating quantities, unit prices, and total amount.

5.3 Service period: according to appendices and applications with 7 days' prior notice.

5.4 Place of service provision: Almaty.

5.5 Services are deemed rendered upon full delivery in compliance with the Agreement.

6. Warranty

6.1 The Contractor guarantees uninterrupted, timely, and high-quality Services.

6.2 Errors and deficiencies shall be corrected free of charge.

6.3 The Customer shall promptly notify the Contractor in writing of any claims.

6.4 The Customer guarantees absence of conflict of interest and related-party relationships.

7. Confidentiality

7.1 Any information obtained during execution of this Agreement is confidential. 7.2 Parties shall protect confidential information from unauthorized disclosure. 7.3 Disclosure to third parties requires prior written consent.

7.4 Confidentiality obligations remain in force for 3 years after termination.

7.5 Disclosure to employees is permitted as required for official duties.

8. Liability

8.1 In case of delay by the Contractor, the Customer may suspend its obligations, paying only for services actually rendered.

8.2 Any changes affecting price or timelines require a supplementary agreement. 8.3 Assignment of obligations is prohibited without written consent.

8.4 Parties are liable in accordance with the laws of the Republic of Kazakhstan. 9. Term and Termination

9.1 The Agreement is valid from September 1, 2025 to March 1, 2026.

9.2 The Customer may unilaterally terminate the Agreement in case of bankruptcy or insolvency of the Contractor.

9.3 Upon termination, the Contractor may claim payment only for actual expenses incurred.

9.4 The Agreement may be terminated for failure to meet deadlines.

9.5 The Agreement may be terminated by mutual consent.

10. Force Majeure

10.1 Parties are not liable for non-performance due to force majeure.

10.2 No penalties apply for delays caused by force majeure.

10.3 Force majeure includes war, natural disasters, and similar events.

10.4 The affected Party shall promptly notify the other Party.

11. Dispute Resolution

11.1 Disputes shall be resolved through negotiations.

11.2 If unresolved within 21 days, disputes shall be settled under the laws of the Republic of Kazakhstan.

12. Notices

12.1 Notices shall be sent by letter, telegram, telex, or fax with original follow-up.

12.2 Notices take effect upon delivery or on the specified effective date.

13. Miscellaneous

13.1 Amendments are valid only in writing and signed by authorized representatives.

13.2 Assignment requires written consent.

13.3 The Agreement is executed in Kazakh and Russian, both having equal legal force. 13.4 Matters not regulated are governed by the laws of the Republic of Kazakhstan.