



! GOLDQUEST GLOBAL HR SERVICES PRIVATE LIMITED !
! No-293/154/172, IndiQube-Gamma ! 4th Floor !
! Outer Ring Road Kadubeesanahalli, ! Marathahalli !
! Bangalore ! Karnataka ! Pincode - 560103 !

Services Agreement

THIS AGREEMENT (“**Agreement**”) is made and entered into this **17th day of November 2023** for the term ending on **16th day of November 2025**.

GoldQuest Global HR Services Private Limited, registered in India and located at **No-293/154/172, IndiQube-Gamma, 4th Floor, Outer Ring Road Kadubeesanahalli, Marathahalli, Bangalore, Karnataka, India, Pincode - 560103**, [HEREINAFTER CALLED **THE AGENCY / GOLDQUEST GLOBAL**] which expression shall unless repugnant to the meaning or context thereof be deemed to mean and include its successors in interest and permitted assigns) of the **FIRST PART**.

AND

FOUR SESONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD), Plot no. **1/136, Dr. E Moses Rd, Worli, Mumbai – 400018** [HEREINAFTER CALLED **THE CLIENT**] which expression shall unless repugnant to the meaning or context thereof be deemed to mean and include its successors in interest and permitted assigns) of the **OTHER PART**.

(The **AGENCY** and **CLIENT** wherever the context so requires or permits are hereinafter individually referred to as “Party” and jointly as “Parties”)

Client desires to retain GoldQuest to provide background screening reports of job applicants (hereinafter referred to as “**Applicants**”).

GoldQuest is a background-screening agency that provides, among other things, verification reports (“**Screening Reports**”) for employment purposes.

GoldQuest and Client agree that GoldQuest shall furnish to Client upon Client’s request Screening Reports in connection with the hiring of Applicants subject to the following terms and conditions:

THIS AGREEMENT WITNESSETH:

WHERE AS the AGENCY is a service provider with expertise in background verification of employees. The AGENCY has the experience expertise and necessary infrastructure to meet the requirement, in providing employee background check services to the CLIENT.

The AGENCY will render background verification service during the term of this Agreement and any extended period thereof, without any interruption whatsoever to the CLIENT or any person duly authorized by the CLIENT

WHEREAS the AGENCY has agreed to render their services to the CLIENT, on the terms and conditions, set out hereunder based on the mutual agreement between the AGENCY and the CLIENT.



I GOLDQUEST GLOBAL HR SERVICES PRIVATE LIMITED I

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1. DEFINITIONS AND INTERPRETATION

Unless the context otherwise requires, when used in this Agreement:

- 1.1 "Agreement" shall mean this agreement, including any subsequent written modifications and amendments thereto in terms hereof.
- 1.2 "Confidential Information" shall mean and include all information, data related to the CLIENT during the term of this agreement.
- 1.3 "Services" shall mean and include the services agreed to be rendered by the AGENCY to the CLIENT in terms hereof.
- 1.4 "Month" shall mean the calendar month.
- 1.5 "Working days" shall mean 5 working days from Monday to Friday (09.30 am to 06:30 pm IST).

2. SCOPE OF THE AGREEMENT / SERVICES

GoldQuest's services are described in Exhibit A "**Scope of Services and Pricing.**" GoldQuest shall be responsible to perform or secure the performance of all requested services in their entirety as designated by Client's Authorized Representative. Subject to Exhibit A, Screening Reports may include employment history, credit reports, PAN trace reports, criminal record services, drug screening, professional license verifications, educational history, and personal references, which are collected and processed by GoldQuest through various channels of information available.

The photocopies of details given by the candidate will be given to the AGENCY by the CLIENT.

The AGENCY with its special search methodology will verify and check candidate's academic and professional backgrounds details provided by the candidate.

Decision in favour of/against an associate will be directly taken by CLIENT on the basis of the details provided by the AGENCY after weighing the authenticity of the information.

3. AGREEMENT TERM

This is an exclusive Agreement between GoldQuest Global and Client. The term of this Agreement shall be valid for a period of Two (2) year from the effective date.

The Fees described in Exhibit A of this agreement shall be valid for a period of Two (2) year from the effective date and an increment of 10% per annum shall be applicable thereafter.

Either party may terminate this Agreement by serving one month of notice.



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4. NO REPRESENTATION

The AGENCY shall not represent to any person that it is the agent, partner, joint venture partner or subsidiary or any like relative of CLIENT. The AGENCY shall, not in particular, represent to any one that CLIENT is bound by employment recommendation made by the AGENCY. The AGENCY shall neither be entitled to make any commitments or admissions on behalf of CLIENT or bind the CLIENT either directly or indirectly with any such commitments unless specifically authorized in writing by CLIENT

5. COMPENSATION AND METHOD OF PAYMENT

Compensation for GoldQuest's services will be computed pursuant to Exhibit A. GoldQuest offered the pricing in Exhibit A.

The compensation specified in Exhibit A shall constitute full compensation for all services performed by GoldQuest, which are identified in this Agreement, including all applicable fringe benefits, indirect costs, overhead and profit allowance, materials and supplies. Clients will be billed separately for all applicable fees, surcharges and taxes (like service tax / withholding tax & any other applicable taxes).

GoldQuest shall bill the Client on a monthly basis for services.

Billing for Insufficiency and on hold Cases: If BGV requests are pending due to insufficiencies or kept on hold over 30 days by CLIENT for various reasons, AGENCY will raise the invoices for the checks completed excluding the checks which are pending insufficiencies and on hold cases. Once the insufficiencies are cleared, AGENCY will reinitiate that particular check and raise invoice in the subsequent months.

E-invoices would be emailed to the designated client contact. Client will make payment to GoldQuest within Fifteen days (15) of receipt of e-invoice.

Invoice To	FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD)
Registered Office Address:	Plot no. 1/136, Dr. E Moses Rd, Worli, Mumbai - 400018
Attention:	RITVIC SOOD
Designation	DIR. OF PEOPLE & CULTURE



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EXHIBIT – A

**BACKGROUND / DRUG SCREENING REPORTS PRICING PREPARED FOR
FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD)**

India Region – Employment Screening – Individual Services

TAT – 10 Business Days

SL No	Components / Verification / Scope of Services within India	Individual Pricing
1	Ex-Employment HR Verification	303
2	Criminal Records / Online Court Records Verification	440
3	Residential/Address Verification (Physical Site Visit-Permanent/Current)	440

Note:

- Please note that the rates are exclusive of GST, University Fees (If Applicable), **Employment Verification Fees (If Applicable)**, and any other incidental expense which we shall intimate beforehand.
- All services mentioned above are available on a PAN India basis except for Jammu & Kashmir and terrorist/Naxalite hit areas.
- Following fees will be applicable within India and any other country the fees will be applicable as per the country.

6. CHANGES AND EXTRA SERVICES

Client reserves the right to order changes in the services to be performed by GoldQuest. All such changes shall be incorporated in written orders executed by Client's Authorized Representative and GoldQuest, which shall specify the changes ordered and the adjustment of compensation and completion time required, if any.

During the terms of this Agreement, GoldQuest and Client may incorporate additional services into this Agreement on the terms set forth in Exhibit A. Authorization for additional services will be incorporated into this Agreement only by written change order(s).



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DELIVERABLES:

- **Final Verification Report:** A final summary report of the verification findings, issued by GoldQuest on completion of the verification process for each service request received from the Client.
- **Supplementary Verification Report:** A report issued by GoldQuest to update the Final Verification Report or include additional verification findings if applicable post issuance of the Final Verification Report.

7. TURNAROUND TIME

Unless otherwise agreed and specified by GoldQuest, Final Verification Reports shall be sent within Ten (10) working days from the date of receipt of the complete information and applicable authorizations in the form and manner specified by GoldQuest. The Turnaround Time shall be applicable to all verification requests received from the Client including requests for re-verifications. The Turnaround Time shall not be applicable where a written verification response is sought from the respective verifying authority. In such cases GoldQuest shall issue the Final Verification Report within the Turnaround Time with verifications obtained verbally and shall issue a Supplementary Verification Report upon receipt of the written verification response from the respective verifying authority.

8. SERVICE LEVELS

GoldQuest shall endeavor to ensure a Service Level of 85% on a monthly basis. However, the following agreed exceptions shall be allowed for calculation of Service Level (Service Level = Number of Reports sent within the Turnaround Time / Total Number of reports sent during the month):

- 8.1 Closure of companies/educational establishments due to unforeseen exigencies i.e. strikes or natural calamities, etc. Such periods will be communicated by the Service Provider as and when they occur along with the anticipated period of disruption.
- 8.2 Temporary closure of an educational establishment/company, vacations, examinations, elections, limited availability of HR personnel due to internal appraisal processes and any other factors that have been identified and shared with the Client from time to time.
- 8.3 Cases where a written verification to an institution is required for obtaining verification.
- 8.4 A discrepancy found during verification that requires further investigations.
- 8.5 Delays caused by respective Institution (e.g. Police department, Court, etc.)



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9. UNABLE TO VERIFY

While GoldQuest shall make every reasonable effort to complete the verifications as agreed herein, GoldQuest shall not be deemed responsible for educational institutes, past employers, local authorities who do not act in response to the verification requests despite repeated attempts. In cases where GoldQuest has not received the required information from the Client (e.g. permission to contact the current employer, insufficient information from the candidate within the specified time, etc.) or the verification has not been completed despite repeated attempts, within the turnaround time defined in Section 5.0 above, GoldQuest shall issue the Final Verification Report along with an 'Unable to Verify' notification. A supplementary report may be issued at a later stage when either the requested insufficient information is received from the Client and the verification has been completed or the third-party previously contacted provides the verification. The Client can, at its discretion, request GoldQuest to make one more attempt to verify an unverified record. All Final Verifications Reports shall be subject to applicable fee.

10. TERMINATION

10.1 Termination for Cause: Should GoldQuest be in default of the terms of this Agreement and fail to remedy the default within thirty (30) business days of receipt of Client's notice of default, Client may in its discretion terminate this Agreement or such portion thereof as Client determines is most directly affected by the default.

10.1.1 The term "**default**" for purposes of this provision includes, but is not limited to, the performance of work in violation of the terms of this Agreement; abandonment, bankruptcy or appointment of a receiver for GoldQuest's property; failure of GoldQuest to perform the services or other required acts within the time specified for this Agreement or any extension thereof; refusal or failure to provide proper workmanship; failure to take effective steps to end a prolonged labor dispute; and the performance of this Agreement in bad faith.

10.2 Termination for all other reasons: The performance of work under this Agreement may be terminated by either Party by providing a 30-day written notice to the other party.

11. NO GUARANTEES OR WARRANTIES

GoldQuest will use its best efforts to fulfill its obligations under this Agreement including use of commercially sound standards and practices and shall ensure reasonable procedures to accurately compile and transcribe the verification information as received from the respective verifying authorities or source of verification and thereafter provide the Report. However, GoldQuest services are provided as-is and does not guarantee or warrant and hereby disclaims any guarantee or warranty that the information provided to Client is correct, complete, current, merchantable or fit for a particular purpose.



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12. FORCE MAJEURE

Neither Party shall be liable for any failure of performance hereunder due to causes beyond its reasonable control, including, but not limited to, acts of God, fire, explosion, storms or other similar catastrophes; any law, order, regulation, direction, action of any government, including state and local governments having jurisdiction over either of the Parties, or of any department, agency, commission, court, bureau, corporation or other instrumentality of any one or more of said governments, or of any civil or military authority; national emergencies; acts of terrorism, insurrections, riots, wars, or strikes, lockouts, work stoppages or other labour disputes or difficulties.

13. GOLDQUEST GLOBAL'S GENERAL OBLIGATIONS

GoldQuest Global agrees that it will:

13.1 be responsible for identifying and taking all steps necessary to comply with all applicable laws in the preparation and transmission of Screening Reports; and

13.2 follow reasonable quality assurance procedures to assure accuracy of the information contained in a Screening Report and to maintain procedures designed to confirm, to the extent reasonably possible, that the reported public record information is complete and current; and

13.3 re-verify any disputed report when either Client or an Applicant makes a request in accordance with applicable law. GoldQuest Global shall respond in writing on a timely basis; and

13.4 maintain Applicants' Report information and transaction details for a maximum of six (6) months; and

13.5 maintain the confidentiality of its data acquisition and verification methodology.

13.6 to ensure confidentiality by its sub-Service Providers or other agents, if any, engaged for the purpose of providing Screening Reports.

14. CONFIDENTIALITY

AGENCY undertakes and agrees that Confidential Information furnished to AGENCY, its employees, personnel, agents and employees in relation to providing the Services will be kept confidential by AGENCY and its employees / personnel and such information will be used only for discharging their obligations under this Agreement.

AGENCY shall implement reasonable procedures to prohibit the disclosure, unauthorized duplication, misuse or non-disclosure of the Confidential Information to any third party.



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15. ARBITRATION

All Disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of this contract or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on both the parties.

16. NOTICES

All notices or other communications to either party by the other shall be deemed given when made in writing and delivered or mailed to such party at their respective addresses as follows:

To FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD)

Plot no. 1/136, Dr. E Moses Rd, Worli, Mumbai - 400018
--

Authorized Person Name - RITVIC SOOD

Title / Designation: DIR. OF PEOPLE & CULTURE

To GOLDQUEST GLOBAL HR SERVICES PVT LTD
--

No-293/154/172, IndiQube-Gamma, 4 th Floor, Outer Ring Road Kadubeesanahalli, Marathahalli, Bangalore, Pincode – 560103
--

Authorized Person Name: Mr Sathyanarayana H S

Title / Designation: Managing Director
--



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17. CHOICE OF LAW AND CONSENT TO JURISDICTION

All questions pertaining to the validity and interpretation of this Agreement shall be determined in accordance with the laws of India.

The parties hereto agree that all actions or proceedings arising in connection with this Agreement shall be tried and litigated exclusively in the State courts located in Bangalore, Karnataka. The aforementioned choice of venue is intended by the parties to be mandatory and not permissive in nature, thereby precluding the possibility of litigation between the parties with respect to or arising out of this Agreement in any jurisdiction other than that specified.

18. ENTIRE AGREEMENT

This Agreement is the entire agreement of the parties. Each party represents that in entering into this Agreement, it has not relied on any previous representations, inducements or understandings of any kind or nature.

19. SEVERABILITY

If any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provision shall nevertheless continue in full force without being impaired or invalidated in any way.

20. INDEMNITY & INSURANCE –

Service Provider will indemnify the hotel against any claims, loss, damage occurred, or caused to The Hotel, its employees or third party, due to willful acts or omissions or carelessness or negligence of Service Provider.

The Hotel shall be entitled to supervise the services provided by the Service Provider and if it finds that the conduct, behavior and performance of work is unsatisfactory, it may issue directions to Service Provider and Service Provider shall comply with such directions issued by The Hotel forthwith.

21. PRIVACY / PERSONAL INFORMATION

Service Provider acknowledges that in the course of providing the services hereunder it may prepare or have access to data that is personally identifiable information, including any and all identifying information, of the employees, guests and customers or potential customers of Hotel ("Personal Information"). Such Personal Information requires a higher standard of care and Service Provider agrees to use best efforts to protect such Personal Information. All Personal Information in the possession of Service Provider shall be kept in a secure location. Hotel shall control use of the Personal Information.



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Service Provider shall comply with all privacy policies required by Hotel from time to time in the preparation, processing and storage of the Personal Information. Service Provider agrees to take the technical and organizational steps necessary for protecting Personal Information as required by Hotel including but not limited to training relevant employees regarding such Personal Information.

Service Provider shall use any Personal Information it prepares or receives from Hotel or Property only to fulfill its obligations under this Agreement. Service Provider agrees it will not share, rent, sell, or in any way transfer any Personal Information whatsoever to any third party for any reason, without the specific written direction of Hotel or Property, unless required by law, in which case Service Provider will provide Hotel or Property with immediate notice of such request.

Service Provider shall promptly notify Hotel or Property in writing in the event there is any suspicion of irregularities in the storage or processing of the Personal Information. Service Provider shall comply with all data protection laws to which Hotel or Property is subject with respect to the Personal Information. Hotel has the right to audit Service Provider to confirm compliance with this section. On termination of the Agreement Service Provider shall immediately discontinue use of the Personal Information for any purpose and shall not retain any Personal Information.

Service Provider will promptly and fully indemnify and hold harmless and keep indemnified Hotel against all claims, proceedings, actions, losses, costs, expenses and damages (whether direct, indirect, economic and/or consequential and including any and all costs and expenses related to notification of affected individuals and procurement of credit protection services for such individuals) ("Claims") resulting from any breach of the terms of this section. At the request of Hotel, Service Provider shall defend Hotel with respect to any Claims. Service Provider acknowledges that damages may not be an adequate remedy for any breach hereof and that the indemnity given to Hotel is in addition to any other remedy which it may seek, including (without limitation) specific performance and injunctive and other equitable relief. Service Provider will covenant and agree not to contest the application by Hotel for any such equitable relief. This covenant and agreement shall survive the termination of this Agreement, and continue to be binding upon both parties.

22. USAGE OF FOUR SEASONS NAME / TRADEMARKS

Service Provider acknowledges the value of the name and logo of Four Seasons and Service Provider shall not use the name or logo of the Hotel (Resort or Property), Four Seasons Hotels Limited or any other Four Seasons property (collectively "Four Seasons" for the purpose of this section) in publicity releases, endorsements, advertising or other materials of any kind without the prior written consent of the Owner and Four Seasons Hotels Limited.



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23. ANTI-BRIBERY OR ANTI CORRUPTION LAW

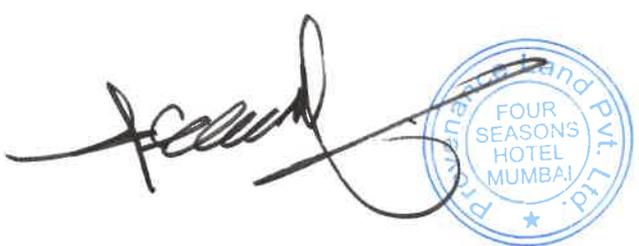
- a. it has not at any time taken any action, directly or indirectly , in breach of any applicable anti-bribery or anti- corruption law and is not, and has been, under investigation for such an alleged breach;
- b. it does not, and will not, directly or indirectly, in connection with[this agreement] or in connection with any aspect of Hotel's business, offer, promise or give any financial or other advantage to;
- c. any third party, either to induce or reward the third party in connection with the improper performance of any activity connected with their business or employment or of their public functions , or where the acceptance of the financial or other advantage by the third party would constitute the improper performance of any activity connected with their business or employment or of their public function; or
- d. any public official, or to any other person at the request, or with the accent, of such public official, in order to influence the public official in his official capacity, unless the public official is permitted or required to be influenced by such financial or other advantage in accordance with written applicable law, in order (in either case) to obtain or retain business or a business advantage for a Hotel, or to secure another improper benefit.



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24. BENEFIT OF AGREEMENT

This Agreement shall bind and benefit the parties hereto and their heirs, successors and permitted assigns.

FOR FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD)	FOR GOLDQUEST GLOBAL HR SERVICES PVT LTD
	<p> SATHYAN ARAYANA HS <small>Digitally signed by SATHYANARAYAN A H S Date: 2023.11.27 13:59:28 +05'30'</small> </p>
Authorized Client Representative Signature & Company Stamp	Authorized Representative Signature & Company Stamp
Authorized Person Name: Mr Ritvic Sood	Authorized Person Name: Mr Sathyanarayana H S
Title / Designation: Dir. Of People & Culture	Title / Designation: Managing Director
Date: <u>01</u> / <u>12</u> / <u>2023</u>	Date: / /



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EXHIBIT - B

AUTHORIZATION

To whom so ever it may concern

FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD) here by authorizes GoldQuest and its affiliates or representatives to conduct background verifications of the existing as well as potential employees of **FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD)**

FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD) authorizes, without reservations, GoldQuest and its affiliates or representatives to obtain all information pertaining to such employees from their former employers, universities, colleges and institutions, applicable verification authorities etc.

FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD) releases all concerned from any liability in connection herewith.

This authorization and release, in original, faxed or photocopied form, shall be valid for this and any future reference.

For and on behalf of **FOUR SEASONS HOTEL MUMBAI (A DIVISION OF PROVENANCE LAND PVT LTD)**

Authorized Client Representative Signature

Ritvic Sood

Print Name

DIR. OF PEOPLE & CULTURE

Title

01/12/23

Date

