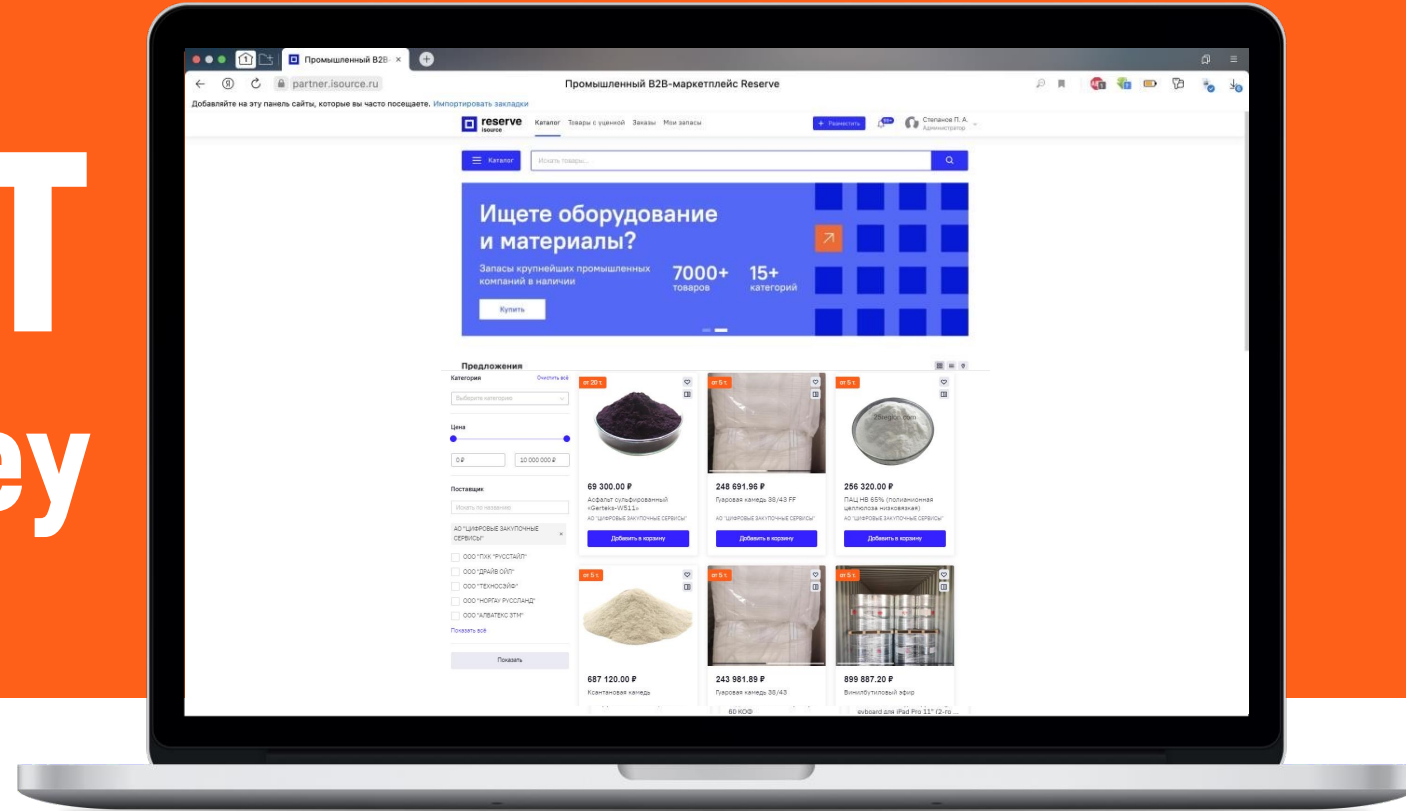


MERCHANT customer journey



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→ Seller of technological equipment, spares and components that have no analogues in Russian Federation 1

- Pass a technical audit and gets the opportunity to place their goods (or equipment) on [Reserve](#) platform

reserve isource Sunresin New Materials Co., Ltd
 Sunresin New Materials Co., Ltd

Отчет по аудиту № 5 от 05 июня 2022 года

Тип аудита: Технический

ЗАКАЗЧИК: ООО «Газпромнефть-Снабжение» |

ПРОВЕРЯЕМАЯ КОМПАНИЯ: Sunresin New Materials Co., Ltd
 Юридический адрес: No.135, Jinye Rd (Sunresin park), Xi'an Hi-tech Industrial Development Zone, Shaar 710076, Китай

МЕСТО ПРОВЕДЕНИЯ АУДИТА: Sunresin New Materials Co., Ltd.
 Юридический адрес: No.135, Jinye Rd (Sunresin park), Xi'an Hi-tech Industrial Development Zone, Shaar 710076, Китай |

КОНТАКТНОЕ ЛИЦО: Гэри Чжан
 Должность: Директор по зарубежным клиентам

ИСПОЛНИТЕЛЬ: ООО TUV Thüringen Promservice |
 Аудиторы: Перри Ян

→ Isource.Reserve's Back office in Turkey 2

- Concludes a contract for the provision of services for the sale of goods through the Reserve

КОНТРАКТ № 12300000 / **CONTRACT № 12300000**

Москва, 14 июня 2022 / Moscow, 14 June 2022

Международная торговая компания «Источники Резерв» (далее - «Источники Резерв») и ООО «Газпромнефть-Снабжение» (далее - «Снабжение») заключили настоящий контракт в отношении предоставления услуг по продаже товаров через платформу Isource.Reserve.

1. ПРЕДМЕТ КОНТРАКТА
 Предметом настоящего контракта является предоставление услуг по продаже товаров через платформу Isource.Reserve.

2. ЦЕНА ТОВАРА, СРОКИ И УСЛОВИЯ Поставки
 Цена за единицу товара указана в Спецификации. Срок поставки - в течение 15 рабочих дней с момента подписания настоящего контракта.

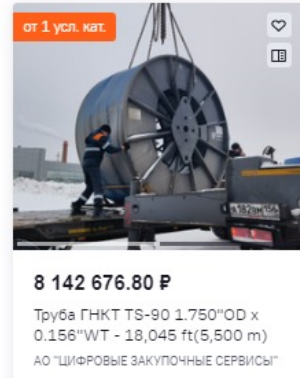
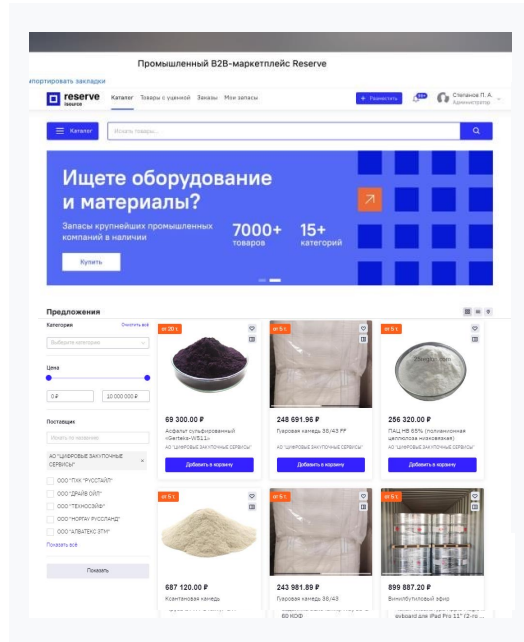
3. УСЛОВИЯ Поставки
 Условия поставки указаны в Спецификации. Доставка осуществляется в соответствии с условиями поставки, указанными в Спецификации.

→ Seller

Visit Reserve platform, in which

◎ 45 000+ unique product positions by category

- Pipes
- Instruments
- Chemical products
- Valves
- IT equipment
- Transport
- Cable products
- ...



3

◎ 3 500+ buyers - Russian industrial companies



→ Seller/Isource.Reserve's Back office in Turkey 4

○ Places information about the product in their personal account

- Product name
- Technical description of goods
- Location of goods
- Quantity
- Price
- Photos

The screenshot displays a product listing interface. On the left, there are sections for 'Характеристики' (Characteristics) and 'Владельцы и местонахождение' (Owners and location). The main area shows a large image of a cable reel with the text 'от 1 усл. кат.' (from 1 conditional category). Below the image, the price is listed as '8 142 676.80 Р'. The product description includes 'Труба ГНКТ TS-90 1.750"OD x 0.156"WT - 18,045 ft(5,500 m)' and 'АО "ЦИФРОВЫЕ ЗАКУПОЧНЫЕ СЕРВИСЫ"'. On the right, there is a section for 'Общая информация' (General information) with various fields for identification and location.

→ Seller 5

○ In personal account has the opportunity by himself or with Turkey back office:

- Place goods
- Update product information
- View sales analytics

The screenshot shows a 'Создание процедуры' (Procedure creation) interface. It includes a 'Свойства процедуры' (Procedure properties) section with a table of parameters. Below this is a 'Симуляция цены реализации' (Realization price simulation) chart showing a step-wise increase in price over time. To the right, there is a 'Заказ № 2042' (Order #2042) section with a timeline of events: 'Создан' (Created), 'Подтвержден покупателем' (Confirmed by buyer), 'Подтвержден продавцом' (Confirmed by seller), 'Ожидает оплаты' (Waiting for payment), and 'Оплачен' (Paid). The total order amount is '36 040 674.60 Р'.

→ Isource.Reserve's Back office in Turkey

6

- Interacts with the buyers on all issues related to the purchase of goods

The screenshot displays the back office interface for order № 1976. On the left, there is a product image of a black and yellow industrial machine. The order details include the date (06 июля 2022) and status (Завершен). The seller is ООО "НОРГАУ РУССЛАНД" and the buyer is Нилов Р. А. The status is "Доставлен". A chat window on the right shows a conversation with the buyer, including messages about the order status and a return request.

→ Seller

7

- In Reserve gets the opportunity to deliver the goods to the buyers in Russian Federation

The screenshot shows the Isource Reserve interface with a shipping cost calculation pop-up. The pop-up is titled "Расчет стоимости доставки" and displays the following information:

- Product: ПАЦ ВВ 85% (полианионная целлюлоза высоковязкая)
- Parameters: Длина (300), Ширина (100), Высота (250), Вес (500), Кол-во (1)
- Address: 629800, Ямало-Ненецкий АО, г. Новобьск
- Shipping cost: от 730 995,00 Р

The background shows the product page for "ПАЦ ВВ 85% (полианионная целлюлоза высоковязкая)" with a price of 522 000,00 Р and a weight of 5 т.

→ Isource.Reserve's Back office in Turkey

8

- Provides customer support
 - 24/7 in Turkey
 - All communications with the Russian buyers
 - Complete documentary support of selling goods

The image shows a collage of screenshots related to Isource.Reserve's operations. At the top, there is a funnel chart illustrating a customer acquisition process with five steps:

Шаг	Число человек	Описание
ШАГ 1	851 488	Целевая аудитория
ШАГ 2	50 000	Интересующиеся конфигурами товаров, вышедшие с сайта
ШАГ 3	10%	Запросившие консультацию
ШАГ 4	5000	Оставившие вопрос и контакты
ШАГ 5	500	Купившие конфигуру

Below the chart, there are screenshots of the Isource.Reserve website showing product listings and a Yandex search result for 'ксантановая камедь заказать' (xanthan gum order). The Yandex result shows a search for 'ксантановая камедь оптом в наличии по выгодным ценам...' (xanthan gum wholesale available at favorable prices...) with details about the supplier and contact information.

→ Isource.Reserve's Back office in Turkey

9

- After the sale of the goods to the buyer provides the necessary bank transactions of Ziraat Bank

The image shows a laptop displaying the Ziraat Bank website. The website features a red header with the Ziraat Bank logo and navigation links for 'Банке', 'Физические Лица', 'Юридические Лица', and 'Клиент Банк'. The main content area has a red background with a world map and the text 'Зираат всегда с вами во всем мире!' (Ziraat is always with you in the whole world!). Below the map, there are links for 'Курсы', 'Физические Лица', 'Юридические Лица', and 'Зираат Банк в мире'.

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