

Public Offer Agreement

Version dated 20.08.2026

This Public Offer Agreement is an official offer for the provision of consulting, expert, informational, training, organizational and support services presented on the website <https://ratio.ua> and/or agreed with the Customer individually.

1. Terms and General Provisions

1.1. **Website** means <https://ratio.ua>, including its Ukrainian, English, Russian and other language versions, separate pages, forms, materials and services.

1.2. **Contractor** means the business entity that actually provides services under the RACIO brand and/or through the Website. The specific Contractor for a particular order is identified in an invoice, commercial offer, service acceptance act, order form, email, messenger message or other order confirmation.

1.3. Unless otherwise expressly agreed by the parties, the Contractor for the relevant order is the business entity to whose account the Customer makes payment or which is identified in the invoice or other primary document.

1.4. The full legal name, registration code, address, bank details and contact details of the specific Contractor are indicated in the invoice, commercial offer, act, electronic message or other document provided to the Customer before payment or acceptance of the order.

1.5. **Customer** means a legal entity, individual entrepreneur or individual who has requested services and accepted the terms of this Agreement.

1.6. **Services** means consulting, expert, informational, training, organizational and
[Skip to main content](#) areas of occupational safety, fire safety, industrial safety, civil

protection, risk management, documentation, audits, inspections, certification, management systems, Lean optimization and related areas.

1.7. **Acceptance** means full and unconditional acceptance of this Agreement by the Customer.

2. Acceptance of the Offer

2.1. Acceptance of this Agreement includes any action by the Customer indicating consent to receive services under this Agreement, including:

- submitting a request through the Website;
- contacting the Contractor by phone, email, messenger or another communication channel;
- approving a commercial offer;
- confirming an order by email or message;
- paying an invoice or payment link;
- providing documents, information, access to a facility or other materials required for the services.

2.2. From the moment of acceptance, this Agreement is deemed concluded between the Customer and the relevant Contractor.

2.3. The Customer confirms that before acceptance they reviewed this Agreement, the scope of services, price, payment procedure and information about the specific Contractor.

3. Subject Matter

3.1. The Contractor undertakes to provide the agreed services to the Customer, and the Customer undertakes to accept and pay for such services.

3.2. Services may include, among others:

- occupational safety outsourcing;

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- occupational safety audit;
- trainings, briefings and educational activities on occupational safety;
- preparation of declarations for works and equipment;
- preparation of fire safety declarations;
- fire safety audit;
- development of fire safety documentation;
- fire safety outsourcing;
- fire safety trainings;
- civil protection services;
- risk analysis and assessment;
- support during inspections by regulatory authorities;
- support in the investigation of workplace accidents;
- specialized training;
- workplace attestation;
- preparation for certification;
- development and improvement of management systems;
- third-party audit;
- Lean optimization;
- other services listed on the Website or agreed by the parties.

3.3. The specific scope, timelines, price, format, result and Contractor are determined in the invoice, commercial offer, request, act, correspondence or other agreement between the parties.

3.4. Unless otherwise expressly agreed, the services are consulting, expert, informational, organizational or support services and do not guarantee that the Customer will obtain a specific permit, declaration, certificate, conclusion, regulatory decision or other result depending on the Customer, third parties or public authorities.

4. Ordering and Provision of Services

4.1. The Customer contacts the Contractor through the Website, by phone, email, [Skip to main content](#) available method.

4.2. The Contractor may clarify the Customer's request, initial data, business specifics, number of employees, number of facilities, timelines, expected result and other data required to prepare an offer.

4.3. Services begin after the essential terms of the order are agreed and, unless otherwise agreed, after payment.

4.4. Services may be provided remotely, online, by phone, email, messenger, video meeting, in person, at the Customer's facility or in a mixed format.

4.5. The Customer must timely provide reliable, complete and up-to-date information, documents, access, explanations and contact details of responsible persons required for the services.

4.6. The Contractor may suspend services if the Customer fails to provide required information, documents, access to a facility, payment or other cooperation without which proper performance is impossible or materially complicated.

5. Price and Payment

5.1. The price of services is determined individually or according to information on the Website, taking into account the type of services, scope of work, timelines, complexity, number of employees, number of facilities, need for visits, involvement of experts and other factors.

5.2. The final or agreed price is stated in the invoice, commercial offer, correspondence, request or other order confirmation.

5.3. Payment is made in Ukrainian hryvnia by bank transfer, online payment or another method agreed by the parties.

5.4. Services are deemed paid when funds are credited to the relevant Contractor's account or when successful payment is confirmed by the payment service.

5.5. If the Customer fails to pay within the agreed period, the Contractor may refuse to start or may suspend the services.

6.1. Services are deemed provided after the agreed scope of work is actually completed, a consultation, training, audit or visit is held, documents, a report, recommendations or materials are delivered, or the relevant stage is completed.

6.2. If the parties sign a service acceptance act, the Customer must sign it or provide reasoned written comments within 5 business days after receipt.

6.3. If the Customer does not sign the act and does not provide reasoned written comments within that period, the services are deemed accepted without comments.

6.4. If justified comments are received, the Contractor reviews them and, if necessary, remedies deficiencies within a reasonable period.

7. Rights and Obligations of the Contractor

7.1. The Contractor may:

- receive information, documents and access required for the services;
- independently determine methods, approaches, tools and work procedures;
- involve employees, consultants, experts, subcontractors and partners;
- refuse a request that contradicts law, professional ethics, safety requirements or falls outside the Contractor's competence;
- suspend services in cases provided by this Agreement.

7.2. The Contractor must:

- provide services in good faith, professionally and according to the agreed scope;
- comply with agreed timelines, provided that the Customer properly cooperates;
- keep the Customer's information confidential;
- inform the Customer of circumstances that may materially affect the timeline, scope or ability to provide services.

8. Rights and Obligations of the Customer

- receive services according to the agreed terms;
- receive information about the price, timelines, scope of services and specific Contractor;
- provide justified comments regarding the services;
- withdraw from services according to this Agreement and applicable Ukrainian law.

8.2. The Customer must:

- pay for services on time;
- provide reliable, complete and up-to-date information;
- provide access to facilities, documents, responsible persons and materials if required;
- timely inform the Contractor of circumstances that may affect performance;
- use the Contractor's materials only within the limits of this Agreement.

9. Refunds and Cancellation

9.1. The Customer may cancel an order before services start by notifying the Contractor in writing or through another agreed communication channel.

9.2. If services have already started, the Contractor may retain the cost of actually performed work, consultations, prepared documents, visits, expert involvement and incurred expenses.

9.3. If services have been fully provided, payment is not refunded except where directly required by Ukrainian law or agreed by the parties in writing.

9.4. If the Customer is a consumer under Ukrainian law, their rights are exercised in accordance with the Law of Ukraine "On Consumer Protection".

10. Intellectual Property

10.1. Documents, templates, methodologies, checklists, presentations, reports, recommendations, training materials and other results created or provided by the Contractor are the intellectual property of the Contractor or are used by the Contractor

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10.2. The Customer may use such materials only for internal purposes unless otherwise agreed in writing.

10.3. Transfer, sale, publication, copying, adaptation or commercial use of the Contractor's materials without written consent is prohibited.

11. Confidentiality and Personal Data

11.1. The parties must not disclose confidential information obtained in connection with this Agreement except as required by Ukrainian law or agreed by the parties in writing.

11.2. The Customer consents to the processing of personal data required for receiving requests, communication, provision of services, invoicing, accounting and compliance with legal requirements.

11.3. Personal data processing may be further regulated by the Privacy Policy published on the Website.

12. Liability

12.1. The parties are liable for non-performance or improper performance of this Agreement under Ukrainian law.

12.2. The Contractor is not liable for consequences caused by incomplete, inaccurate, outdated or unreliable information provided by the Customer.

12.3. The Contractor does not guarantee automatic receipt of permits, declarations, certificates, positive conclusions, absence of fines or a specific inspection result if such result depends on the Customer, third parties, the actual condition of the facility or decisions of public authorities.

12.4. The Contractor's aggregate liability for the relevant order is limited to the amount actually paid by the Customer for the relevant service, unless mandatory provisions of Ukrainian law provide otherwise.

13. Force Maieure

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13.1. The parties are released from liability for non-performance or improper performance if caused by force majeure.

13.2. Such circumstances may include military actions, state of emergency, fires, natural disasters, cyberattacks, electricity, communication or internet outages, decisions of public authorities and other circumstances that objectively make performance impossible.

14. Term and Amendments

14.1. This Agreement is effective from publication on the Website until withdrawn or replaced by a new version.

14.2. For a specific Customer, the Agreement is effective from acceptance until the parties fully perform their obligations.

14.3. The Contractor may amend this Agreement by publishing a new version on the Website. Orders already paid for or accepted by the Contractor are governed by the version effective at the time of acceptance unless otherwise agreed.

15. Language Versions

15.1. This Agreement may be published in Ukrainian, English, Russian and other languages.

15.2. The Ukrainian version is the governing version. Other language versions are translations for user convenience.

15.3. In case of discrepancies between language versions, the Ukrainian version prevails.

16. Dispute Resolution

16.1. The parties will attempt to resolve all disputes and disagreements through negotiations.

[Skip to main content](#) the email address of the relevant Contractor or through another channel.

16.3. If a dispute cannot be resolved through negotiations, it is submitted to the competent court under Ukrainian law.

17. Contacts

17.1. General contact details for inquiries regarding RACIO services are listed in the contacts section of the Website.

17.2. Contact details and requisites of the specific Contractor for the relevant order are indicated in the invoice, commercial offer, act, electronic message or other order confirmation.