

SERVICE LEVEL AGREEMENTS

BUSS Service.
Tailored packages for your operations.

Service Options at a Glance.

BUSS offers various service options and service packages. Different industries require different service levels – your choice, our performance.



BUSS

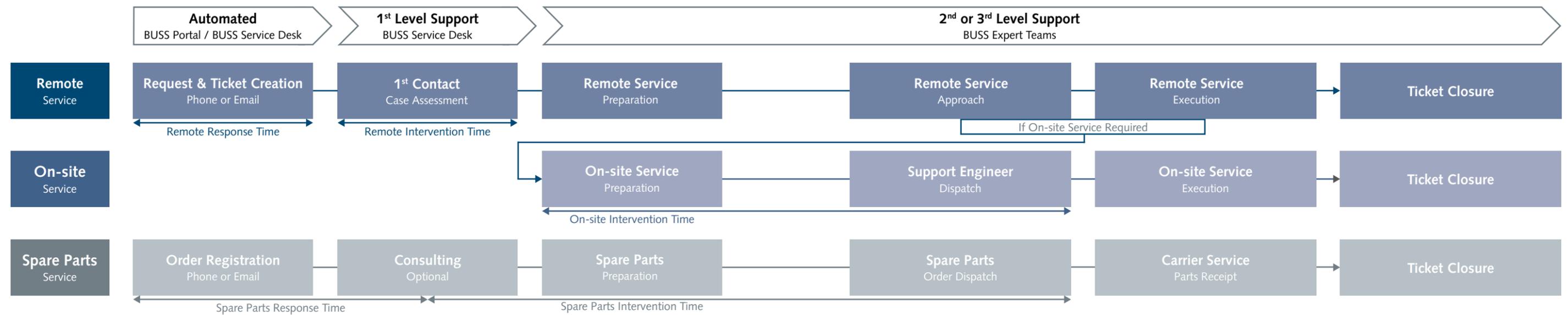
excellence in compounding

BUSS Service Packages.

Service Offering	Service Details	Base Service without Agreement	Response per Machine	Uptime per Machine
 Service Desk Contact +41 61 821 00 00 / servicedesk@busscorp.com	Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	24 / 7 Globally / Any day	24 / 7 Globally / Any day
	Remote Response Time*	< 24 h, within Service Hours	< 1 h, within Service Hours	< 1 h, within Service Hours
	Service Support	1st Level*	1st Level*	1st Level*
 Remote Support* Direct, multi-functional diagnose & support	Base Fee* for Extra-Contractual Immediate Service	1500 CHF / Per Ticket	None / Included	None / Included
	Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland
	Service Included	30 min per Case	16 h (to be used within 1 year)	16 h (to be used within 1 year)
	Service not Included	BUSS Pricelist* Applies	BUSS Pricelist* Applies - Reduced Rate	BUSS Pricelist* Applies - Reduced Rate
	Status Overview	–	Chargeable Account	Chargeable Account
	Remote Intervention Time* 1 st , 2 nd * or 3 rd * Level	Upon Availability	< 4 h, within Service Hours	< 4 h, within Service Hours
	AR Goggle	2500' CHF / Upfront & One-time	Included (1 per Customer)	Included (1 per Customer)
	Inspect AR Software License	Not Available	Included	Included
 On-site Service Support Maintenance / Inspection according to check lists	Execution Date	Upon Availability	Upon Availability	Planned & Preventive
	Service Included	–	–	1 Day (8 h) / Year
	Service not Included	BUSS Pricelist* Applies	BUSS Pricelist* Applies	BUSS Pricelist* Applies - Reduced Rate
	Report	Standard Service Summary	Standard Service Summary	Additional Yearly Status Certificate
	On-site Intervention Time*	Upon Availability	Upon Availability	< 48 h, within Service Hours
	Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland
 Spare Parts Service Long-lead spare parts back-up, consulting & shipping	Order Management & Consulting	Firsts-in-First-out	Firsts-in-First-out	Priority Processing
	Concerned Parts	Spare Parts*	Spare Parts*	Spare Parts* & Long-Lead Spare Parts
	Delivery Options*	BUSS Pricelist* Applies	BUSS Pricelist* Applies	Rush Order Processing in Express or Emergency Cases* Included
	Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays in Switzerland
	Spare Parts Response Time*	Best Efforts	Best Efforts	< 1h, within Service Hours
	Spare Parts Intervention Time*	Best Efforts	Best Efforts	< 24 h, within Service Hours
	Critical Long-Lead Spare Parts* in Stock	Upon Disposability	Upon Disposability	Guaranteed Disposability
Minimum Term	Years	–	2 Years	3 Years

* For further explanations, please refer to next pages.

BUSS Service Process.



BUSS SLA Performance.

Guaranteed SLA Performance	Remote Service	On-site Service	Spare Parts Service
Response Time	< 1 h	-	< 1 h
Intervention Time	< 4 h	< 48 h	< 24 h (Long-Lead Spare Parts)

BUSS Delivery Options.

Options	Delivery Time	Internal Processing	Shipping
Standard	Standard	Standard	Standard by carrier (Truck/Air/Ship)
Express	Prioritized, faster delivery	Rush order	Express by carrier (Truck/Air)
Emergency	Prioritized, emergency manufacturing, fastest delivery	Rush order	Extra tour (EU) or Express (Global) by carrier (Truck/Air)

BUSS Definitions & Terminology.

1st Level	The 1st level support is the to go BUSS contact for initial service requests. The BUSS Service center operates globally within specified service hours. Any service case is documented by the 1st level staff by opening a ticket with assigned case number for any follow-up action.
2nd Level	The 2nd level support is the next service level if requests cannot be solved appropriately by the 1st level support. BUSS has a 2nd level service organisation, being available within the specified response and intervention times. The 2nd level support resolves machine operation problems, with the target to allow for fastest resumption of machine operations.
3rd Level	The 3rd level support is a specialist staff team which is not part of the service level agreements. Its service does not under the specified response and intervention times. BUSS can bring in the 3rd level specialist support arbitrarily.
Base Fee	The Base Fee per Ticket falls due for additional immediate service support after 30 min of Remote Service. BUSS reserves the right to decide whether such service can be offered.
BUSS Pricelist	Refers to actual BUSS pricelist for various services, based on service region.
BUSS Service Hours	BUSS service hours are Monday-Friday 8:00 am-5:00 pm CET, excluded are national and local holidays in Switzerland.
Critical Long-Lead Spare Parts	Defined set of spare parts (SP) by machine type listed in the service agreement.
Delivery Options	BUSS offers the following delivery options: Standard, Express, Emergency. Details are summarized in the separate table below. Shipping costs for any delivery will be charged to the customer.

Emergency Cases	Refers to cases where the continuous production at the customer has stopped due to missing spare parts (SP).
On-site Intervention Time	The On-site Intervention Time is the time between the non-successful Remote Service intervention and the dispatch of a qualified 2nd level service specialist. An on-site service requires the approval of the customer in written form.
Remote Intervention Time	The Remote Intervention Time is the time between the end of the Remote Response Time and the beginning of the initial remote contact for service support.
Remote Response Time	The Remote Response Time is the time between the service request reception via +41 61 821 00 00 or via email to servicedesk@busscorp.com and the confirmation of the reception via ticket creation.
Remote Services	Any BUSS Service which is not an On-Site Service is remote. Remote Services include support via phone and internet-based contact options, i.e. via computers, mobile devices, AR goggles, all BUSS Service Desk supports, backoffice support and others.
Spare Parts	Spare Parts are all equipment parts which do not fall under Critical Long-Lead Spare Parts.
Spare Parts Intervention Time	The Spare Parts Intervention Time of spare parts is the time between the incoming order via email and the handover of the respective parts to the carrier.
Spare Parts Response Time	The Spare Parts Response Time is the time between the incoming order via email and the handover of the respective parts to the carrier.

BUSS Service. How we Perform.

BUSS Base Service – Quality for Everyone.

- OEM Service – over 70 years of experience. First hand service from the Original.
- Globally available via the BUSS Service Desk.
- Full transparency via the BUSS pricelist and well-defined service performance agreements.
- Exclusively original spare parts for your BUSS compounding equipment.

BUSS Response – Accelerated Remote Services.

- Extended Service Desk availability and quicker Service Response Times.
- Fastest possible trouble shooting and problem evaluation (also via AR Goggle).
- Reduced cost through attractive inclusive-price vs single-buy options.
- Reduced administrative efforts via quick and lean remote service.

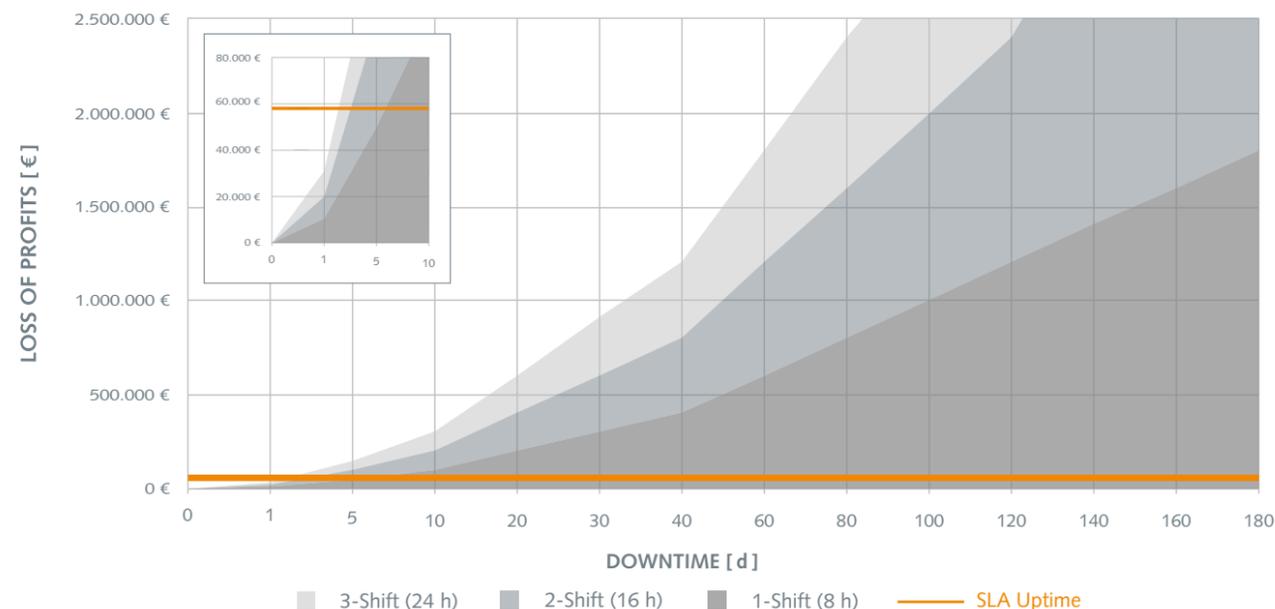
BUSS Uptime – The Insurance for Long-Lead Spare Parts for Maximum Machine Uptime.

- Includes all benefits from the Response package.
- Maximum productivity and machine uptime via guaranteed stock disposability for Long-Lead Spare Parts.
- Prioritized Spare Part processing via Emergency Case handling.
- Two yearly health checks of your machine by our BUSS service technical experts at a desired date.
- Planning and cost control throughout the year.
- Global BUSS service technical experts at a guaranteed On-Site Intervention Time.

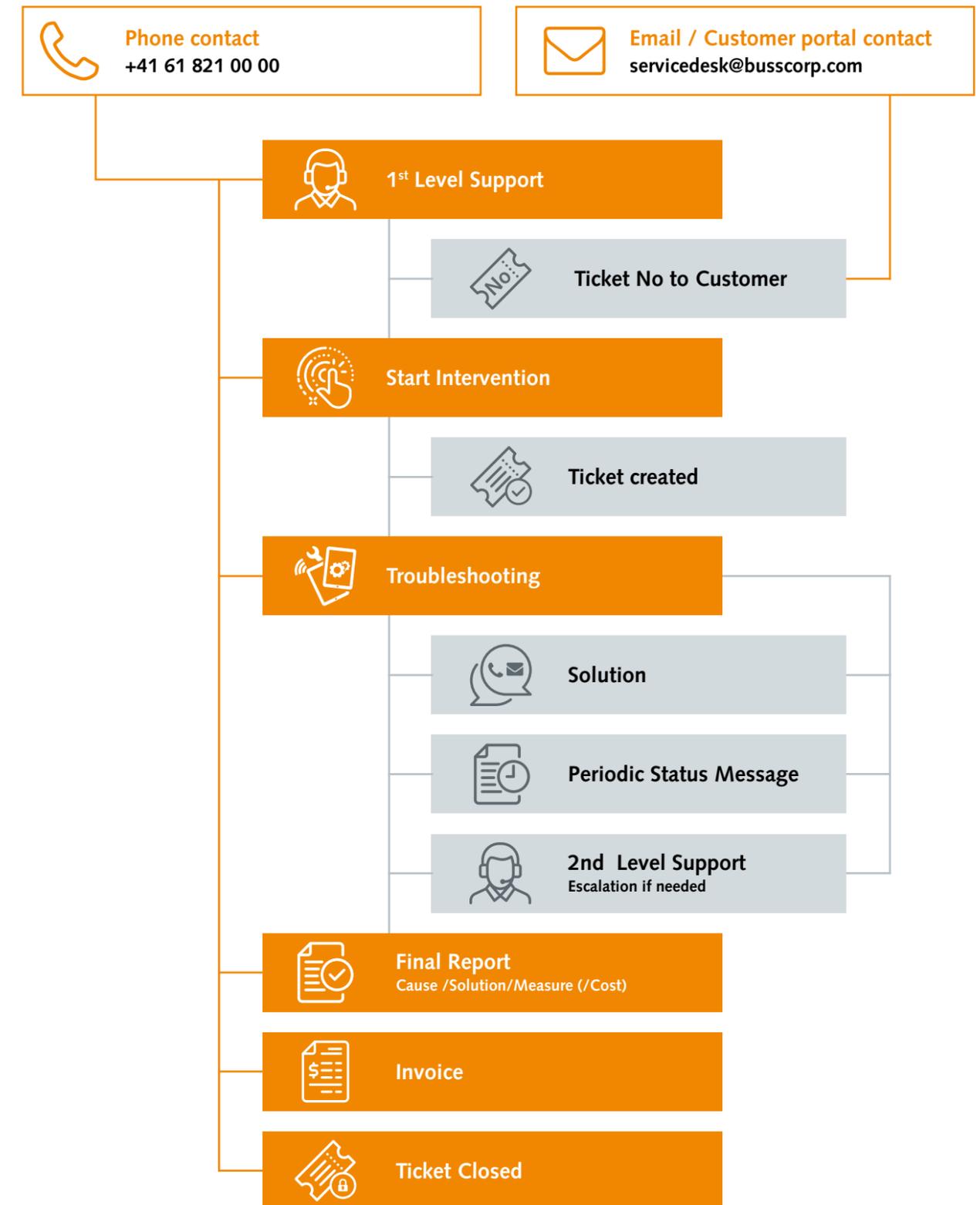
BUSS SLA Benefits. Loss of profits in the event of machine downtime.

The new service options, Response and Uptime, are tailored services to minimize machine downtime risks. The Response package guarantees quickest service availability, via fast remote contact channels. The Uptime service agreement is more - BUSS will make sure to have long-lead spare parts available, reducing delivery times significantly. Below chart underlines the amortization time of the Uptime service in the event of business losses due to unplanned machine downtime (compare below assumptions).

- **ASSUMPTIONS** – 0.5 EUR / kg profit margin, Throughput = 2,500 kg / h (e.g. COMPEO 137), no energy or labor cost considered
- **RESULTS** – SLA Price amortization (COMPEO 137) after 2 d (3-Shift), 3 d (2-Shift), 6 d (1-Shift) downtime, new gear box with lead times > 200 d. delivery lead time with SLA Uptime < 14 d



BUSS Service Desk.



BUSS. Excellence in Compounding.

BUSS is 75 years of knowledge, innovative strength and experience in the development of compounding systems. It all stems from our highly experienced employees, who bring maximum quality and professionalism to all our services. BUSS' core competence is customer- and product-specific solutions of processing tasks. Always analogous to the high demands on process technology and product quality as well as the constantly increasing technological market needs. The performance strength and investment security in our systems can be summarized in two words: Swiss quality. All of this makes us a leading supplier of high-quality compounding technology.



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