



## FIELD SERVICE RATES AND POLICIES CY 2021

Effective January 1, 2021

Field Service rates are applicable to any work done on site by a Moog Field Service Representative (FSR). All work will be done under a time and material purchase order unless otherwise negotiated for a specific activity.

- Labor Categories
  - Base rate, Monday thru Friday, 8 am to 5 pm local time
  - O/T rate applicable to any hours other than those between 8 am to 5 pm Monday thru Friday and Saturdays
  - Holiday rate (Sunday / Holidays)
- Travel time - All travel from the FSR's home or office to the local lodging and any travel from local lodging to the work location will be charged at the Base rate.

	Field Service Representative Rates		
Contracts Administered Through	Base/travel	O/T	Sundays/holidays
Moog East Aurora, NY	\$ 300	\$ 448	\$ 600
Control Loading Custom Software and / or Tuning			
Moog East Aurora, NY	\$ 300	\$ 448	\$ 600
High Risk Location Field Service Representative Rates			
Moog East Aurora, NY	\$ 345	\$ 515	\$ 690

### Notes:

- Living and travel expenses will be charged following completion of the field activity.
- Moog policy for any air travel over 9 hours is Business Class, or First Class if Business Class is not offered for that flight segment.
- Travel expenses are all expenses incurred from start of trip from employee's home or office to his return to end location. Includes local mileage and airport parking of personnel vehicle, or cab fare, whichever is applicable.
- Hotel accommodations made at mid-priced hotels acceptable for business travel such as Hampton Inn, Holiday Inn, etc. or better if not available.
- At a minimum, car rental, since the Field Service Representative generally travel with a set of hand tools, etc., are midsize cars unless the location / destination environment requires a vehicle to travel unimproved roads, weathered or off-road terrain in which a SUV shall be used.



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- 10% service fee may be added to all travel and living expenses.
- Hours charged shall be a minimum of eight (8) hours per day worked.
- High Risk Locations are determined by Moog's internal *Duty of Care* process. *Duty of Care* is characterized by any of the following: Prime Customer confirmation, Information as provided by Moog's Third-Party Risk Management Partner, Public Information and / or Government sponsored programs.

When a location is determined to be High Risk, *Supplemental Terms for Field Service in High Risk Locations* will also be applicable to any order.

If customer has business arrangements made with local hotels and wishes to make the hotel arrangements accordingly, they must be comparable to accommodations found in the hotels listed above. Likewise, if the customer desires to make airplane reservations, they must be equivalent to those made by Moog travel as listed above.

Arrangements for field service support may be made Monday thru Friday between the hours of 8:00 am and 4:30 pm.

Please contact your Moog contract representative or via email [fieldservicesupport@moog.com](mailto:fieldservicesupport@moog.com) to walk through the scope of work, including an estimate presentation for labor and travel expense as required.