



## FIELD SERVICE RATES AND POLICIES CY 2023

Effective: January 1, 2023 – December 31, 2023

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.

- Standard Rate Labor Categories
  - Available for use on the first day through the 7<sup>th</sup> consecutive day of work.
  - Base / Travel rate: Monday thru Friday, 8 am to 5 pm local time including travel labor.
  - Assumes a daily 8-hour workday plus a 1-hour meal break (no charge to Customer).
  - O/T rate applicable to any hours other than those between 8 AM to 5 PM Monday thru Friday and Saturdays, local time.
  - Holiday rate is applicable to Sundays and Holidays.
  
- Extended Duration Rate Labor Categories
  - Available for use on the 8<sup>th</sup> consecutive workday and beyond (as applicable).
  - Assumes a daily 10-hour workday (exclusive of any meal breaks).
  - Any hours worked over the average daily 10-hour workday shall be billed using the Extended Duration Daily Hourly Rate.
  - O/T shall apply, using the Extended Duration Hourly Rate, for hours worked over the average 10-hour workday.
  
- FSR Travel time - All labor for travel, from the FSR's home or office to the local lodging and any labor for travel from local lodging to the work location will be charged at the Base/Travel rate or Extended Daily Hourly rate as applicable.

### Standard Rate: (1st Consecutive Day – 7<sup>th</sup> Consecutive Workday)

	Field Service Representative Rates		
Contracts Administered Through	Base/Travel	Overtime	Sundays/Holidays
Moog East Aurora, NY.	\$ 330	\$ 495	\$ 660
	Control Loading Custom Software &/or Tuning		
Moog East Aurora, NY.	\$ 330	\$ 495	\$ 660
	High Risk Assignment Field Service Representative Rates		
Moog East Aurora, NY.	\$ 380	\$ 565	\$ 760

Hours charged shall be a minimum of eight (8) hours per day worked.

**Moog East Aurora – Field Service Representative**

### Extended Duration Rate: (8<sup>th</sup> Consecutive Workday and beyond)

	Extended Duration Field Service Representative Rates	
Contracts Administered Through	Hourly / Daily Rate	High Risk Assignment FSR Rate Hour / Daily Rate
Moog East Aurora, NY.	\$ 195 per hour / \$1,950 per day	\$ 227 per hour / \$2,270 per day

*Hours charged shall be a minimum of ten (10) hours per day worked.*

#### Notes:

- The FSR shall receive and perform work based on the established scope of work defined per the purchase order. The FSR may also receive direction to perform work from the person receiving and accepting the employee at time of arrival to the work location with total cost and labor as applicable to be passed to and compensated by the Customer.
- Living and travel expenses shall be calculated at Moog's total cost and will be charged following completion of the field activity when application of the standard rate applies. When use of an Extended Duration Rate, billing shall occur on a monthly basis.
- Moog policy for any air travel over nine (9) hours is Business Class, or First Class if Business Class is not offered for that flight segment.
- Travel expenses are all total cost 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 Representatives generally travel with a set of hand tools, etc., is 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.
- Any need for material / parts / assemblies to be supplied by Moog's FSR shall be billed at Moog's General Service Administration (GSA) / Commercial Price.
- High Risk Assignments 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. The Extended Rate assumes use of its respective Base Rate for a High-Risk Assignment Deployment.



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Additional Extended Duration Rate Notes:

- Monthly invoices shall assume an average 10-hour workday. At month end, any hours worked over the average 10-hour workday shall assume an additional charge per the applicable rate for each additional hour worked.
- In the event of a Contract Termination or Descope, Moog shall assume full payment for the scope originally defined within the PO.

When an assignment is determined to be High Risk, *Supplemental Terms for Field Service in High-Risk Assignment* 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.

**Moog East Aurora – Field Service Representative**