



North American Headquarters
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To Whom It May Concern:

Effective January 1, 2025, standard business hours and service rates for Swisslog Healthcare are as follows:

STANDARD BUSINESS HOURS

Standard business hours are 8:00 AM to 5:00 PM (MT) Monday through Friday, excluding holidays.

HOURLY SERVICE RATES

— Labor Standard business hours	\$233.00*
— Overtime After standard hours, weekdays & Saturdays	\$340.00*
— Double-time Sundays & holidays	\$400.00*
— Software Support (Tier 2)	\$281.00
— Software Engineer (Tier 3)	\$386.00

**Rates are subject to change.*

ADDITIONAL FEES & EXPENSES

— Mileage	\$0.99/mile US \$1.39/mile Canada
— Travel and Other Expenses	Actual Cost

All service visits will be invoiced for a minimum of four (4) hours (portal-to-portal) plus fees and expenses.