

SERVICE PACKAGE

TOSCA STARTER PACKAGE ADD-ONS

These additional terms shall apply to packaged offerings of Services provided to Customer ("**Service Package**"), as ordered by Customer in the Order and subject to the General Terms and Conditions or the relevant Agreement referred to in the Order.

1 Service Package Overview

This Service Package contains additional Services to extend the foundational Tosca knowledge offered by the Starter Package. The Add-Ons can be used to train additional Users in the same or multiple locations, increase the number of participants in a training, or allow for more than one application to be covered in the project scope. Additionally, Add-Ons provide implementation and knowledge transfer for areas such as system integrations, reporting and analytics, unattended and distributed execution of Test Cases, orchestrated service virtualization and business intelligence and data warehouse testing.

1.1 Company Consultants – Description of Roles

Automation Architects are IT professionals with an academic degree in software engineering, computer science or equivalent and 3+ years of experience in the following fields: software application development, support, design or testing ("**Architect**"). They can solve complex problems by breaking them down into smaller units and managing the execution and delivery of a team towards resolution. Architects are subject matter experts for common automation and testing challenges (e.g. test data, environment configuration) and provide coaching for Company Consultants and Users. They insure the value of quality, are the main source of quality control, and lead the on-boarding process. The Architects also provide direction on the effective use of risk-based testing and Test Case design, effective test data management, and test automation access. Last but not least they act as the main point of contact between Customer, Company and supplier teams assigned to the project.

Automation Engineers are IT professionals with an academic degree in software engineering, computer science or equivalent and 2+ years of experience in object-oriented software development – particularly C# ("**Engineer**"). The Engineers assist in the creation of Test Cases and provides business abstractions of the UI and API interfaces to enable non-programmers to accomplish test automation. The focus of the Engineers is to ensure that automation is made possible with the highest degree of stability for the applications in scope. They contribute learnings to the outlook/retrospective events with Customer, including recommendations for future extensions and enhancements.

Automation Specialists are IT professionals with a few years of experience in either: software application development, support, design or testing ("**Specialist**"). Specialists create Test Cases, provide training, and perform hands-on coaching. They also assist in the automation, execution and maintenance of Test Cases. The focus of the Specialists is to transfer knowledge of Tosca's practical application to Users.

1.2 Definition of Test Case

A “Test Case” as used throughout this Agreement is defined as a specification of the inputs, execution conditions, testing procedure, and expected results that define a single test to be executed to achieve a particular software testing objective, such as to exercise a particular program path or to verify compliance with a specific requirement. Test Cases are implemented in Tosca using TestCase objects.

2 Add-On Descriptions

The following Add-Ons allow for enhancements to and customization of the Starter Package. They can either be purchased initially with the Starter Package or at a later point during Starter Package delivery. The Add-Ons do NOT replace the Starter Package and can only be combined or added on top of the Starter Package. All tasks included in the Starter Package are delivered in their entirety. Delivery of Add-Ons will be in parallel or consecutive to delivery of the Starter Package.

Disclaimer: Only the Add-Ons selected on the Order Form (Quantity/Units more than 0) apply. Other Add-Ons explained herein are options not chosen.

2.1 Coaching for 10 additional Users

This Add-On is used to extend the number of Users to be coached. It is used to coach 2 different groups either in parallel or shortly after one another.

Phase	Delivery Location	Role	Week 1	Week 2	Total
Automation Specialist Training 1 & 2	On-site	Specialist	4 PD		4 PD
Coaching	On-site	Specialist		4 PD	4 PD
Quality Checks	Remote	Architect	0.5 PD	0.5 PD	1 PD
Total					9 PD

Deliverables

Phase	No.	Deliverable
Automation Specialist Training 1 & 2	1	Automation Specialist 1 & 2 Certificates for Users (given they passed the exams)
Coaching	2	Documentation of Coaching Sessions
Quality Checks	3	Delivery Status Report
	4	Task List

Automation Specialist Training 1 & 2

Company Responsibilities: The Architect activates online, self-paced training for up to 10 Users. These courses are certification level offerings and provide the basic building block skills necessary to be successful with Tosca.

Customer Responsibilities: Customer provides a *list of names and email addresses of Users to be activated for the trainings*. Users need to complete the training and receive the certifications for Automation Specialist 1 and 2 prior to Company Consultants being On-Site. Each participant is limited to two certification exam attempts.

Please follow these links for more details on the training:

- <https://www.Company.com/academy/courses/automation-Specialist-level-1/>
- <https://www.Company.com/academy/courses/automation-Specialist-level-2/>

Given the exams are successfully passed, the Users receive *Automation Specialist 1 & 2 Certificates*.

Coaching

Company Responsibilities: The Specialist answers questions raised by Users after the completion of the online training. The Specialist enables Users to create efficient Tosca repositories and to develop their automation skills. The Specialist assists Users by providing best practices and working real world examples as knowledge transfer by working jointly on Test Cases targeting the application in scope. The Specialist schedules coaching sessions with emphasis on special topics identified by the Architect and Customer during Test Strategy. The Specialist creates and distributes the *Documentation of Coaching Sessions*.

Customer Responsibilities: Customer provides questions, Test Cases and Users for the coaching sessions. Customer provides a training facility (classroom, projector etc.) as well as access to the facility for the Specialist.

Quality Checks

Company Responsibilities: During delivery, the Architect performs regular quality checks ensuring the use of the Tosca components and implementation is in accordance with Company standards and best practices. The Architect reports any blockers that impact the implementation, plan and schedule tasks and resources necessary to complete the delivery. In addition, the Architect schedules a weekly “touch point meeting” with Customer to identify any open issues, review the delivery status and discuss upcoming tasks. The Architect creates, updates and distributes the *Delivery Status Report* and the *Task List*.

Customer Responsibilities: The required Customer team members join the “touch point meetings” and contribute to the creation and update of status reports and task lists.

2.2 Coaching for 1 additional application

This Add-On is used to extend the amount of applications that are in scope. It is a good fit if two or more applications need to be the initial scope of enablement.

Phase	Delivery Location	Role	Week 1	Week 2	Total
Sample Test Cases	Remote	Specialist	4 PD		4 PD
Customizations	Remote	Engineer	4 PD		4 PD
Coaching	On-Site	Specialist		4 PD	4 PD
Quality Checks	Remote	Architect	0.5 PD	0.5 PD	1 PD
Total					13 PD

Deliverables

Phase	No.	Deliverable
Sample Test Cases	1	Tosca Subset with Sample Test Cases
Customizations	2	Optional: Customization or SET
Coaching	3	Documentation of Coaching Sessions
Quality Checks	4	Delivery Status Report
	5	Task List

Sample Test Cases

Company Responsibilities: The Specialist automates Test Cases and/or Test Case templates as previously defined by the Architect and Customer during Test Strategy. The Test Cases are built based on Company best practices including naming conventions, folder structures and reusability. During the implementation, these automated sample Test Cases serve as a foundation to build the remainder of the Test Case portfolio for Customer's automation targets. The Specialist reports possible requirements for Customizations to the Architect. The Specialist creates and distributes the *Tosca Subset with Sample Test Cases*.

Customer Responsibilities: Customer provides access to the required infrastructure and/or tools to enable the Specialist in Test Case automation. Customer provides a subject matter expert in the system under test to support the Specialist (for example to update test data or user permissions).

Customizations

Company Responsibilities: The Engineer provides requirements for a development environment to Customer. Customizations or Special Execution Tasks ("**SET**") determined during the Application Deep Dive, or during sample Test Case creation are built for the application in scope by the Engineer remotely. The Engineer provides the necessary files and coach the Users on how to use and steer the *Customization or SETs*.

Customer Responsibilities: Customer provides remote access to a development environment which meets the requirements defined by the Engineer.

Coaching

Company Responsibilities: The Specialist answers questions raised by Users after the completion of the online training. The Specialist enables Users to create efficient Tosca repositories and to develop their automation skills. The Specialist assists Users by providing best practices and working real world examples as knowledge transfer by working jointly on Test Cases targeting the application in scope. The Specialist schedules coaching sessions with emphasis on special topics identified by the Architect and Customer during Test Strategy. The Specialist creates and distributes the *Documentation of Coaching Sessions*.

Customer Responsibilities: Customer provides questions, Test Cases and Users for the coaching sessions. Customer provides a training facility (classroom, projector etc.) as well as access to the facility for the Specialist.

Quality Checks

Company Responsibilities: During delivery, the Architect performs regular quality checks ensuring the use of the Tosca components and implementation is in accordance with Company standards and best practices. The Architect reports any blockers that impact the implementation, plan and schedule tasks and resources necessary to complete the delivery. In addition, the Architect schedules a weekly "touch point meeting" with Customer to identify any open issues, review the delivery status and discuss upcoming tasks. The Architect creates, updates and distributes the *Delivery Status Report* and the *Task List*.

Customer Responsibilities: The required Customer team members join the "touch point meetings" and contribute to the creation and update of status reports and task lists.

2.3 Coaching for 1 additional location

This Add-On is used if 2 teams need to be trained either in parallel or shortly after one another in different locations.

Phase	Delivery Location	Role	Week 1	Week 2	Total
Automation Specialist Training 1 & 2	On-site	Specialist	4 PD		4 PD
Coaching	On-site	Specialist		4 PD	4 PD
Quality Checks	Remote	Architect	0.5 PD	0.5 PD	1 PD
Total					9 PD

Deliverables

Phase	No.	Deliverable
Automation Specialist Training 1 & 2	1	Automation Specialist 1 & 2 Certificates for Users (given they passed the exams)
Coaching	2	Documentation of Coaching Sessions
Quality Checks	3	Delivery Status Report
	4	Task List

Automation Specialist Training 1 & 2

Company Responsibilities: The Architect activates online, self-paced training for up to 10 Users. These courses are certification level offerings and provide the basic building block skills necessary to be successful with Tosca.

Customer Responsibilities: Customer provides a list of names and email addresses of Users to be activated for the trainings. Users need to complete the training and receive the certifications for Automation Specialist 1 and 2 prior to Company Consultants being On-Site. Each participant is limited to two certification exam attempts.

Please follow these links for more details on the training:

- <https://www.Company.com/academy/courses/automation-Specialist-level-1/>
- <https://www.Company.com/academy/courses/automation-Specialist-level-2/>

Given the exams are successfully passed, the Users receive *Automation Specialist 1 & 2 Certificates*.

Coaching

Company Responsibilities: The Specialist answers questions raised by Users after the completion of the online training. The Specialist enables Users to create efficient Tosca repositories and to develop their automation skills. The Specialist assists Users by providing best practices and working real world examples as knowledge transfer by working jointly on Test Cases targeting the application in scope. The Specialist schedules coaching sessions with emphasis on special topics identified by the Architect and Customer during Test Strategy. The Specialist creates and distributes the *Documentation of Coaching Sessions*.

Customer Responsibilities: Customer provides questions, Test Cases and Users for the coaching sessions. Customer provides a training facility (classroom, projector etc.) as well as access to the facility for the Specialist.

Quality Checks

Company Responsibilities: During delivery, the Architect performs regular quality checks ensuring the use of the Tosca components and implementation is in accordance with Company standards and best practices. The Architect reports any blockers that impact the implementation, plan and schedule tasks and resources necessary to complete the delivery. In addition, the Architect schedules a weekly "touch point meeting" with Customer to identify any open issues, review the delivery status and discuss upcoming tasks. The Architect creates, updates and distributes the *Delivery Status Report* and the *Task List*.

Customer Responsibilities: The required Customer team members join the “touch point meetings” and contribute to the creation and update of status reports and task lists.

2.4 Tosca Connect Setup

This Add-On is used to set up one (1) connection between Tosca and Third-Party Software (e.g. Customer’s system of records). This Add-On should be considered if Customer has Tosca Connect or Tasktop sync licenses.

Phase	Delivery Location	Role	Week 1	Week 2	Total
Preparation	Remote	Architect	0.5 PD		0.5 PD
Setup and Implementation	Remote	Engineer		3.5 PD	3.5 PD
Hands-On Coaching	Remote	Engineer		1 PD	1 PD
Total					5 PD

Deliverables

Phase	No.	Deliverable
Preparation	1	Tosca Connect Requirements Analysis
Setup and Implementation	2	Tosca Connect Setup and Implementation
Hands-On Coaching	3	Documentation of Tosca Connect Coaching Sessions

Preparation

Company Responsibilities: The Architect conducts a requirements analysis, assessing the workflow and technical capabilities of the Third-Party Software. Additionally, the architect provides Tosca Connect requirements to Customer. The Architect creates and distributes the *Tosca Connect Requirements Analysis*.

Customer Responsibilities: Customer provides information about the Third-Party Software, required software licenses and participates in requirements analysis meetings.

Setup and Implementation

Company Responsibilities: The Engineer supports Customer team to install Tosca Connect on the appropriate server. The Engineer assists Customer team to implement and configure the necessary mappings between Tosca and the Third-Party Software. The Engineer provides the *Tosca Connect Setup and Implementation*.

Customer Responsibilities: Customer provides access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Connect.

Hands-On Coaching

Company Responsibilities: The Engineer provides specialized coaching to ensure Customer team is familiar with the Tosca Connect component and can support and maintain the integration. The Engineer creates and distributes the *Documentation of Tosca Connect Coaching Sessions*.

Customer Responsibilities: Customer ensures participation of required personnel in coaching sessions.

2.5 Reporting and Analytics

This Add-On is used to enable Tosca Analytics. Tosca Analytics is an advanced reporting functionality that does not require additional licenses and can be set up and configured by Company Engineers. The Tosca Analytics dashboards provide instant, real-time insight into your complete test portfolio. Using just a few core KPIs and interactive graphical charts, you can get a thorough overview of both the power of your test suite and the risk coverage that it achieves.

Phase	Delivery Location	Role	Week 1	Week 2	Total
Preparation	Remote	Architect	1 PD		1 PD
Setup and Implementation	Remote	Engineer		2 PD	3 PD
Report Creation	Remote	Engineer		2 PD	2 PD
Hands-On Coaching	Remote	Engineer		1 PD	1 PD
Total					7 PD

Deliverables

Phase	No.	Deliverable
Preparation	1	Tosca Analytics Requirements Analysis
Setup and Implementation	2	Tosca Analytics Setup and Implementation
Report Creation	3	Customized Report
Coaching	4	Recorded Coaching Session

Preparation

Company Responsibilities: The Architect conducts a requirements analysis, assessing the specific reporting needs of Customer. Additionally, the architect provides an overview of features and functionality of Tosca Analytics to Customer. The Architect creates and distributes the *Tosca Analytics Requirements Analysis*.

Customer Responsibilities: Customer provides information about the reporting requirements and participates in preparation meetings.

Setup and Implementation

Company Responsibilities: The Engineer supports Customer team to install the Tosca Analytics component on the appropriate server. The Engineer provides the *Tosca Analytics Setup and Implementation*.

Customer Responsibilities: Customer provides access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Analytics.

Report Creation

Company Responsibilities: The Engineer uses the integrated report designer to build *one (1) Customized Report* for Customer, with the required content and “look and feel”.

Customer Responsibilities: Customer provides access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Analytics.

Coaching

Company Responsibilities: The Engineer ensures that the Tosca Analytics component is installed and functioning correctly, and that the necessary data is being displayed properly. The Engineer provides the *recorded coaching session* to Customer.

Customer Responsibilities: Customer reviews the customized report and provides timely feedback.

2.6 Distributed Execution Enablement

This Add-On is used to set up and configure Company Tosca's Distributed Execution (DEX) capabilities. No additional licenses are needed to set up Company Tosca DEX. This advanced functionality is best used in conjunction with execution only licenses.

Phase	Delivery Location	Role	Week 1	Week 2	Total
Preparation	Remote	Architect	0.5 PD		0.5 PD
Setup and Implementation	Remote	Engineer		2 PD	2 PD
Total					2.5 PD

Deliverables

Phase	No.	Deliverable
Preparation	1	Distributed Execution Requirements Analysis
Setup and Implementation	2	Distributed Execution Implementation

Preparation

Company Responsibilities: The Architect conducts a requirements analysis, assessing the specific distributed execution ("DEX") needs of Customer. Additionally, the architect provides an overview of features and functionality of DEX to Customer. The Architect creates and distributes the *Distributed Execution Requirements Analysis*.

Customer Responsibilities: Customer provides information about the requirements and participates in preparation meetings.

Setup and Implementation

Company Responsibilities: The Engineer supports Customer team to set up and install the necessary DEX elements in the environment (Server and Monitor). This includes:

- **Setup Execution Agents.** The Engineer assists in the setup and configuration of up to five Execution Agents
- **Implement Distributed Execution and Coaching.** The Engineer verifies the connection between the server and the agents is functioning properly and that execution is possible on the agents. The Engineer also provides coaching to enable Customer team to support the component.

The Engineer provides the *Distributed Execution Implementation*.

Customer Responsibilities: Customer provides Infrastructure as per the requirements of DEX. Customer provides timely feedback to artefacts delivered as part of the Engineer's activities. Customer ensures participation of required Users in workshops.

2.7 Tosca BI Setup

This Add-On is used to set up and configure Company Tosca BI. This Add-On should be considered if Customer has Tosca BI licenses.

Phase	Delivery Location	Role	Week 1	Week 2	Week 3	Total
Preparation	Remote	Architect	3 PD			3 PD
Setup and Implementation	On-Site	Engineer		4 PD	4 PD	8 PD
Total						11 PD

Deliverables

Phase	No.	Deliverable
Preparation	1	Tosca BI Requirements Analysis
Setup and Implementation	2	Tosca BI Implementation

Preparation

Company Responsibilities: The Architect conducts a requirements analysis, assessing the specific BI needs of Customer. Additionally, the architect provides an overview of features and functionality of Tosca BI to Customer. The Architect creates and distributes the *Tosca BI Requirements Analysis*.

Customer Responsibilities: Customer provides information about the requirements and participates in preparation meetings.

Setup and Implementation

Company Responsibilities: The Architect assists in the setup of ODBC drivers for the Extract/Transform/Load (“ETL”) environment. The Engineer and the Architect implement up to 5 use cases to support the ETL lifecycle. Additionally, the Engineer provides training and coaching on BI features and functionality, including BI modules, pre-screening, Vital Checks Wizard, field tests and reconciliation. The Engineer provides the *Tosca BI Implementation*.

Customer Responsibilities: Customer provides Infrastructure as per the requirements of Tosca BI. Customer provides timely feedback to artefacts delivered as part of the Engineer’s activities. Customer ensures participation of required Users in workshops.

2.8 Company OSV Coaching

This Add-On is used to set up and configure Company Tosca’s Orchestrated Service Virtualization (“OSV”) capabilities. This Add-On should be considered if Customer has Tosca OSV licenses.

Phase	Delivery Location	Role	Week 1	Week 2	Week 3	Total
Preparation	Remote	Architect	5 PD			5 PD
Setup and Implementation	On-Site	Engineer		4 PD	4 PD	8 PD
Total						13 PD

Deliverables

Phase	No.	Deliverable
Preparation	1	Orchestrated Service Virtualization Requirements Analysis
Setup and Implementation	2	Orchestrated Service Virtualization Implementation

Preparation

Company Responsibilities: The Architect conducts a requirements analysis, assessing the specific OSV needs of Customer. Additionally, the architect provides an overview of features and functionality of Tosca OSV to Customer. The Architect creates and distributes the *Orchestrated Service Virtualization Requirements Analysis*.

Customer Responsibilities: Customer provides information about the requirements and participates in preparation meetings.

Setup and Implementation

Company Responsibilities: To set up OSV, the Engineer supports Customer in opening ports, checking firewall settings and ensuring that all aspects of OSV are ready to be utilized. The Architect and Engineer assist Customer to orchestrate a Virtual Service environment for one (1) application and up to five (5) use cases in Customer's environment. The Engineer assists in the creation of the Virtual Service. The Architect and the Engineer provide the *Orchestrated Service Virtualization Implementation*.

Customer Responsibilities: Typically, assistance by Customer is required in the form of an IT Network admin so that the required configurations can be set up.

3 Pricing and Invoicing

Person Hours and Days. One On-Site person day ("PD") equals 8 person hours ("PH") working time. A minimum effort of one PD including expenses are charged for each agreed On-Site assignment. The indicated PD for remote sessions may be held on several days.

Invoicing. Invoicing for Services occurs one-month ex-post and Company shall, based on its time recording, invoice Customer for a prorated number of PDs actually worked on a time and material basis.

Service Package Deduction. PDs/PHs get subtracted from the pool specified in the Order. However, the Service Package Fee is pre-discounted and may only be consumed entirely. The Service Package is capped with the fixed PDs and Fee as indicated in the Order and may not be exceeded. PDs which have not been consumed by the indicated end of the Service Package Term shall be finally invoiced to Customer. Customer may schedule and consume remaining PDs within 3 months after the final invoice has been issued to Customer.

Service Change Order. If the parties mutually agree to change or extend the terms of the Service Package, including but not limited to the type or amount of Service to be performed, the parties shall prepare and execute an agreement in writing ("**Change Order**") stating, at a minimum (i) the effective date of the Change Order, (ii) the specific changes, with reference to the affected sections of the Order, and (iii) the effect of the changes on any Fees or other amounts described in, and to be paid under the Order.

Service Completion. The Service is completed if the contracted number of PDs is exhausted or the deliverables as per the Agreement are delivered. Deliverables are defined as delivered as soon as there is written approval or if there is no written objection within one (1) week after the deliverable was made available to Customer. Modifications to the contracted number of PDs or deliverables require a mutual agreement in form of a Change Order.

Travel Regions. Travel within (resource region = delivery region) the following regions is considered "regional": North America, India, Europe and Australia. Travel outside these regions (resource region ≠ delivery region) is considered "global travel".

Travel Expenses. Service Package Fee is exclusive of any expenses. Subject to the Order, Company may apply 3 different methods invoicing accrued travel expenses.

- **On Actuals.** All expenses incurred by an On-Site engagement are charged on actuals (except for meals) and are invoiced after provision of Services. Expenses for daily meal allowance (per diem and person) are charged at a flat per diem rate of USD 60, EUR 40, AUD 60. Intercontinental travel is always subject to an On Actual invoicing.
- **Flat Rate.** All anticipated travel expenses (accommodation, transportation, meals and incidentals) are summed up and averaged out over the planned trip duration. Unless not otherwise stated in the Order, the daily flat expense rate are USD 550, EUR 400 and AUD 500 for regional travel. For global travel the daily flat expense rate are USD 800, EUR 650 and AUD 1100.

- **Capped Expenses.** Travel expenses may be calculated upfront before engagement start and capped with a fixed fee. In that event Company may not exceed the defined travel expense cap and plan, which may impact the On-Site Service ability.

4 Organization

Customer Responsibilities and Required Infrastructure. The successful completion of the Order requires Customer's cooperation. Customer shall provide all such information, data, documentation, equipment and other physical and human resources as may be reasonably required by Company to enable Company to meet its obligations under this Agreement as pre-requisite and are not included in the Fees. On-Site and particularly Remote Service requires Customer to make Customer Systems available.

Tosca Software License. Licenses for Tosca are not part of the services engagement agreed herein and not included in this services proposal. It is therefore Customer's obligation to ensure that the Company consultant conducting this services engagement for Customer is provided with the required Company Software licenses.

Location of Delivery. Package Services are delivered at Customer's delivery address ("On-Site") as stated in the Order as well as remotely at Company locations ("Remote").

Staffing. Company appoints experienced Consultants to supervise the Services. Company may select its own as well as personnel from selected partner companies. In any case Company remains Customer's sole contractual partner and ensures to Customer that the selected partners are following set terms. Customer acknowledges that Company' subcontractors may have access to Customer systems. Given a prior notice of 2 weeks, Company may, at any time, replace personnel according to expertise, focus areas or roles.

Lead Time. Company starts delivery of the services no later than 6 weeks after Customer's signing of this Agreement for the Service to be provided. Company ensures that lead times for requested Service Packages is kept to a minimum. Any Service engagement is planned and mutually agreed upon in cooperation between the parties in accordance with the recommended Delivery Schedule, which shall be the basis for resource allocation and travel arrangements and must be finalized 2 weeks prior start of any Service at latest.

Delivery Pause. Customer caused short notice reduction to project staff (e.g. due to Customer's inability to carry out its duties in accordance with the Delivery Schedule, change of Delivery Schedule) is considered a "Delivery Pause". In such an event Company keeps its Consultants engaged until the end of the week the notice was given. Customer has a period of one week to complete the requested duties for immediate resumption; if Customer does not comply, regular lead times apply to re-staff and resume the Service. Any expenses caused by a Delivery Pause are invoiced to Customer.

Workshop Size. Any workshop or training is limited to 10 participants to sustain a trainer-to-participant ratio that is manageable.

4.1 Travel Behavior

Arrival and Departure. Company typically travels between Mondays and Thursdays. Arrival and Departure Times are communicated to Customer in advance. Company may arrive anytime until 10:30am local time on the arrival day and may depart any time after 2:30pm local time on the departure day. Company compensates Customer for lost time on arrival and departure day throughout the Service engagement so that a minimum of 8PH is reached. If other arrival and departure times need to be met, Company may stay an extra night to allow an early arrival/late departure. This extra night is invoiced to Customer.

Accommodation. Company primarily books hotels of “***” category (three stars, except India). Depending on availability, distance and experience, Company may decrease this standard on its own discretion. If the standard needs to be raised, Company needs a prior written approval from Customer. Company shall adhere to any travel policy reasonably promulgated by Customer, provided they are in line with the standards described herein.

Flight. Company primarily books economy class non-stop flights closest to the On-Site location.

Local Transportation. Depending on On-Site’s location, the departure and arrival airport, available infrastructure and timely needs, Company may choose between car rental, taxi/shuttle services and public transportation.

Travel Frequency. To optimize travel cost, Company schedule the Service engagement in timeframes of 4 consecutive days (Monday until Thursday) or at a minimum of 2 consecutive days. Company travels from and to the On-Site location on a weekly basis for the duration of the Service. Intercontinental resources may stay On-Site for up to 4 weeks and may provide Remote Service for 1 week before returning to On-Site.

Travel Substitution. Company may not weekly travel from and to the On-Site location if 2 consecutive weeks are planned for the same Company Consultant. In this event, flight related expenses may be substituted with the expenses incurred by the over-weekend stay for accommodation, meals and local transportation.

Fair. During trade fairs/shows accommodation rates might peak and be higher than usual. Company makes it Customer’s decision to modify the Delivery Schedule to save cost.