

Appendix 6
Service Level Agreement
2024 NonTMC Tender LTL + Umbrella

Overland On-time Transport

Malus scale		Performance category
>= 92%	0,0%	Target category
< 91%	-1,0%	Malus category
< 90%	-1,5%	
< 89%	-2,0%	
< 88%	-2,5%	Critical category
Calculation:	1 - (# Delayed despatches / # Total despatches), with respect to the mathematical rounding rules to one decimal place	
Measurement:	per delivery	
Evaluation:	on monthly basis	
Basis:	all despatches by the service provider	
Basis:	punctual delivery as per arrival time window (day, hour) - accoring to A/L Time or to booked TW in TW booking tool	
Target:	Minimum 92% on time arrival	
Comment:	Full remuneration is only payable if the COMPANY's transport performance is in line with the requirements of this Service Level Agreement. The application of the malus system may result in a reduction of remuneration. BOSCH may offset its claims of repayment (resulting from the application of the malus system) against payment claims of the COMPANY without restrictions. The malus amount is calculated 6 month after the end of the quarter in subject, and within 6 month.	

Basis for calculation: 1 despatch (item, TO=Transport Order) from the supplier

On time meaning arrival to correct destination, at correct day according to agreed lead time and arrival in accordance to appointed time of arrival at entry gate of the plant, + 15 minutes. Once arrived at the destination/entry gate of the plant the carrier ensures to set the status "delivered" without any delay in the Bosch System* (latest till next working day 9a.m.) The date and time of the status transmitted to the Bosch system should match with the date and time registered at entry gate of the plant.

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Damage Quote Transport Execution

Malus scale [in %]		Performance category
>=99,75	0%	Target value
< 99,75	-1,0%	Malus category
< 99,65	-1,5%	
< 99,60	-2,0%	
< 99,55	-2,0%	Critical category
Calculation	1 - (# Handling Unit / # Total Handling Unit)	
Measurement:	per delivery	
Evaluation:	on monthly basis	
Basis:	all despatches by the service provider	
Target	99,75% despatches without damage	
Comment:	Full remuneration is only payable if the COMPANY's transport performance is in line with the requirements of this Service Level Agreement. The application of the malus system may result in a reduction of remuneration. BOSCH may offset its claims of repayment (resulting from the application of the malus system) against payment claims of the COMPANY without restrictions.	

Basis for calculation: 1 despatch (item) from the supplier

The respective plant identifies if there is a goods damage and request for financial compensation, where necessary. Damages which lead to a claim process and identifies the LSP as the responsible party, is penalty relevant.

Appendix 6
Service Level Agreement
2024 NonTMC Tender FTL

Overland On-time Transport

Malus scale		Performance category
>= 98	0,0%	Target category
< 98,0	-0,5%	Malus category
< 97,0	-1,0%	
< 96,0	-1,5%	
< 95,0	-2,0%	Critical category
Calculation:	1 - (# Delayed despatches / # Total despatches), with respect to the mathematical rounding rules to one decimal place	
Measurement:	per delivery	
Evaluation:	on monthly basis	
Basis:	all despatches by the service provider	
Basis:	punctual delivery as per arrival time window (day, hour)	
Target:	Minimum 98% on time arrival	
Comment:	Full remuneration is only payable if the COMPANY's transport performance is in line with the requirements of this Service Level Agreement. The application of the malus system may result in a reduction of remuneration. BOSCH may offset its claims of repayment (resulting from the application of the malus system) against payment claims of the COMPANY without restrictions. The malus amount is calculated 6 month after the end of the quarter in subject, and within 6 month.	

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Penalties / LSP	Description	Price Unit	Remarks
FTL Inappropriate Vehicle	LSP cannot load other goods into Bosch's FTL trucks without their notice. In such cases Bosch asks the appropriate problem solving methods (incl. 8-D, etc.), imposes the triple price that is given in the price list, and holds to right to terminate the contract unilaterally.	300%	Based on Rate Card's Price List
Inefficient Equipment Usage (Including suitable truck types, safety ropes, belt-adjustment links etc.)	Suitable vehicle and equipment types are described in Basic Requirements, Plant Specs and SOPs.If LSP can not comply with those, then Bosch shall be informed immediately, if there's need for any necessary adjustment LSP has to cover those at their own cost. In such cases, Bosch does not accept any waiting time surcharges. There could be some legal binding and additional requirements in regards to the appropriate equipment usage.If needed LSP will be informed by Bosch.	100%	Based on Rate Card's Price List
Shipping Document wrong / missing*A.TR., EUR.1, COO, and related.	<p>Documents needed to be checked by LSP regarding originality and absence. In the event of not receiving or not receiving original documents LSP needs to immediately inform BOSCH. Otherwise, associated costs will be claimed directly from LSP.</p> <ul style="list-style-type: none"> •Consignment / Shipping Order (Lieferanweisung document) •Commercial invoices, Customs invoices •Lieferschein / Loadlist / Ladeliste / Delivery Notes •Licences and Forms (if available) •MSDS (if available) 60,00 € (for general losses)Documents specified as exceptions with the asterisk in the event of lost could cause higher cost than the specified one in the above. In such cases, Bosch has a right to demand a higher costs which will be limited to freight bill amount. •A.TR, EX1, EUR.1 certificates* 	60,00 € or 100%	60,00 € or Price List