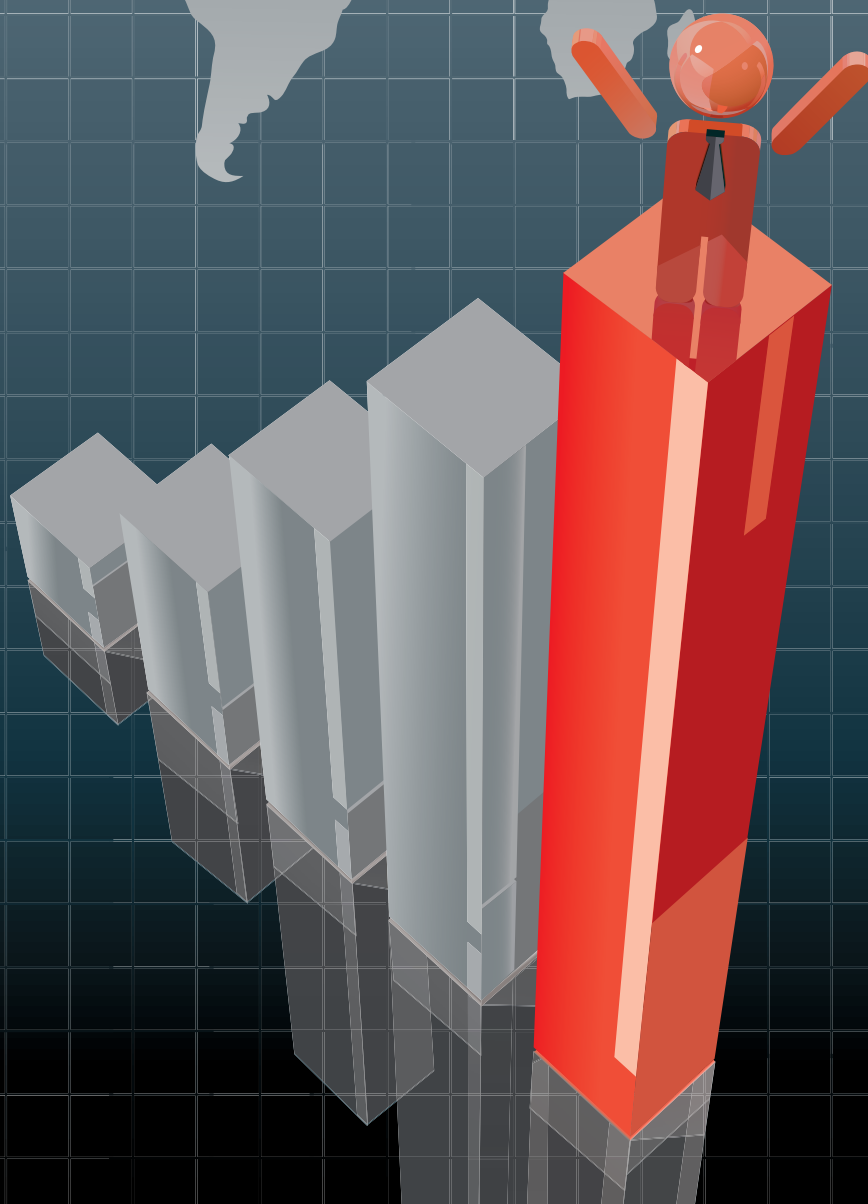


HiTRUST

Technical
Assistance Agreement



A Full Range of Expert Services

Highly skilled employees are expensive and are becoming more and more difficult to find. In the day-to-day workings of a glass plant, special expertise is often necessary, not only when production is interrupted, but also when new technologies are being implemented or plant performance is being pushed to the next level. A bespoke technical assistance service, where supplier and customer become true partners, is the answer.

HiTRUST - unique advantages

The history of Heye International dates back to 1799. Since then, we have built a unique expertise in container glass production. We have direct access to production facilities and, at the same time, we can provide technical equipment. New technical solutions are tested in our own facilities first, using our own staff wherever possible. As result, we have a 360-degree view of the world of container glass production, unique in the global market.

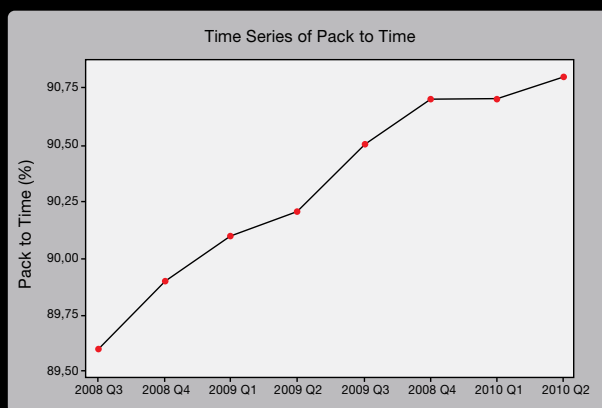
Range of competences

The scope of our expertise is wide-ranging and covers areas such as:

- Glass chemistry optimisation
- Furnace operation and melting assistance
- Forehearth operation support
- Forming - setting up challenging products
- Quality control
- Ware transport and packaging
- Training and skill management
- Logistics and spare parts management

Increased pack to time

PTT is the total number of glass containers which are added to stock (i.e. the number of flawless items) divided by the total number of gobs cut during available machine hours.



We offer real and measurable benefits:

- Rise in plant efficiency
- Reduction of energy consumption
- Increase in product quality

Deeper knowledge, better decisions, higher efficiency with the HiTRUST Technical Assistance Agreement from Heye International.



TAA Performance Matrix

Through its long experience in the industry, Heye International has developed a complete line of productivity enhancing services. Our Technical Assistance Agreement provides your company with the benefit of our expertise.

Your partnership with us includes every stage of your project. From the early strategic concepts to completion we provide direct access to our know-how, technology and innovations, as well as our expert consultants.

Strategic concepts	Know-how transfer	Direct access	Priority & innovations	Extras
Initial plant & energy audit	HR concept with skills analysis	Dedicated senior production expert	First access to product innovations	Senior expert service on-site
Plant efficiency strategy	Training concept & realisation	Updates and troubleshooting through remote maintenance	First access to forming and process innovations	Remote and on-site forming support
Plant organisation model	Job change support	Access to technical experts for special tasks	Priority in order management and logistics	Reduction on standard rates for additional technical support
Logistics concept including spare parts	Access to on-the-job training in glass plants	Free access to 24/7 service hotline	Priority access to training facilities	Flexible pricing models depending on plant structure

Our Technical Assistance professionals are able to assist you in numerous ways. Whether a single machine or a whole production line, Heye International has the experience and expertise to optimise your current or planned operation. We can help you to integrate new systems and develop effective methods for improving yield.



The Heye International **HiTRUST** Technical Assistance Agreement will help your team sharpen its competitive edge.

Heye International Service Cycle



Heye International GmbH
Lohplatz 1
31683 Obernkirchen
Germany

Tel.: +49 5724 26-452
Fax: +49 5724 1288