The DISPATCH mine management solution, available for surface mines, allows customers to implement specific production strategies using an extensive set of mining tools.

Using state-of-the-art field hardware and communications software, the DISPATCH system delivers increased productivity and efficiency through proven fleet optimization.

With over 30 years of global recognition for its optimization algorithm, Modular has installed the DISPATCH system at over 200 mining operations worldwide and is considered the industry standard for mine management software. The DISPATCH system allows the world’s best mines to maximize production and efficiency, while increasing safety and control.

DISPATCH 6 introduces many exciting enhancements, including a streamlined user interface, turn-by-turn navigation, advanced tire management tools, and a new enterprise reporting engine.

Optimize operations and maximize productivity

The DISPATCH system allows the world’s best mines to maximize production and efficiency, while increasing safety and control.
Maximize production at your mine site with optimized haul truck assignments, GPS-based equipment positioning, equipment health monitoring, maintenance tracking, blending, production reporting, and more. Some of the many ways you can improve productivity include:

**Real-Time Production Reporting**
Perform regular or ad-hoc performance analysis in a user-friendly web-based format. Reports can be exported to PDF and scheduled for automatic delivery. Onboard web reports extend real-time information to equipment operators.

**Crew Lineup**
Automatically assign personnel to equipment before the start of a shift, and ensure that each equipment unit has been allocated a suitably qualified operator. Gather information from various records (Roster, Equipment Qualifications, End of Shift) before assignments are made.

**Fuel Service Management**
Increase overall haulage efficiency by minimizing refueling events. Streamline fuel management by allocating trucks to fuel stations only at optimal times and fuel levels.

**Payload Analysis**
Capture real-time payload information from OEM sensors and third-party payload systems on loaders, shovels, and trucks. Access information for analysis through standard reporting utilities.

**Proximity Detection**
Improve equipment operators’ situational awareness with the Proximity Detection module, which provides visual and audible warnings of other enabled equipment or fixed hazards in the area. Distance-based proximity detection is particularly beneficial in heavily congested areas such as loading and dumping locations.

**Auxiliary Equipment**
Track the status of each piece of auxiliary equipment, prioritize tasks, and assign them remotely to operators. Monitor maintenance performance, plan operation and fleet requirements, and identify problem areas to improve productivity.

**Blending**
Control ore blending at crushers and stockpiles in conjunction with truck dispatching algorithms, maximizing productivity while still meeting material quality goals.

**Tire Management**
Preemptively detect tire overheating through direct interfaces to online tire monitoring systems. Minimize rock cuts through spillage geo-tagging and automatic assignment of cleanup tasks.
Modular has been a leader in delivering mine management technology to the mining industry for over 30 years. In this time, we have developed solutions to numerous common customer problems, including:

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Truck queuing</td>
<td>When trucks wait in line to be loaded, or to dump, tons per hour go down and fuel consumption goes up. The DISPATCH 6 system provides proven optimization of truck assignments in real time, minimizing truck queuing at loading and dumping locations.</td>
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<tr>
<td>Shovel hang time</td>
<td>Every minute a shovel is not loading trucks is wasted time and money. The DISPATCH optimization algorithm accounts for the number of trucks at each shovel, automatically reassigning trucks and reducing hang time.</td>
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<tr>
<td>Unused plant capacity or poor blend quality</td>
<td>Incorrect head grades can result in decreased efficiency or even damage to plant equipment. The DISPATCH Blending module maximizes production while maintaining material blend constraints.</td>
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<td>Inefficient shift change</td>
<td>Inefficient operator changes keep equipment out of production. By assigning equipment to park-up locations at the optimum time, and keeping track of the location of all equipment during shift change, the DISPATCH 6 system improves equipment utilization and minimizes the impact of scheduled crew changes.</td>
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<tr>
<td>Data integrity</td>
<td>Missing time cards and manual data entry errors generate inaccurate performance data. By continuously tracking all equipment, the DISPATCH 6 system is able to accurately report equipment and operator performance, without the need for paper time cards.</td>
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<tr>
<td>Inconsistent feedback / Unknown progress</td>
<td>Consistent feedback helps operators improve their performance. Real-time key performance indicators (KPIs) consistently provide operators, supervisors and management with the outcome of their operating practices and equipment allocation decisions.</td>
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<tr>
<td>Safety concerns</td>
<td>With DISPATCH 6, the most important asset—your workforce—is protected and supported by a unique combination of safety applications. Better regulation of operator qualifications, fatigue risk management, speed management, and proximity detection all help ensure a safe work environment.</td>
</tr>
<tr>
<td>Missing or misused equipment</td>
<td>The DISPATCH AssetAlert module is a low-cost, low-maintenance system for tracking and managing fixed and mobile assets. The tracking system consists of small, durable hardware devices that attach to any asset and relay the desired information via wireless mesh network. With the AssetAlert module, you can ensure that your assets are in the right place, at the right time, performing the right task.</td>
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Modular has established a customer-centric, three-tiered support process that allows the creation of support tickets and new functionality requests. Using our Customer Center and a Global Ticket Response system, issues are categorized by support region, product, type of defect, and resolution priority. Issues are then diagnosed and resolved using the three-tiered process as follows:

1st Tier. Regional support groups serve as the 1st tier of support, and are capable to resolve the majority of technical issues. These groups utilise internal technical support documentation, troubleshooting guides, and online knowledge management systems. Modular also has its online TeamModular Support Forum electronic response network, where our engineers and the customer can interact on issues.

2nd Tier. In the event that regional support cannot fully resolve an issue, it is escalated to the Global Support team. Global Support is responsible for determining whether the issue justifies a new feature request, or if it is a configuration or training problem. The team then works with the 1st tier and mine operational personnel to resolve issues with configuration changes, training, and improving familiarity with the system.

3rd Tier. If Global Support concludes that an issue does justify a new product feature, the item is escalated to the 3rd Tier of support, Product Development (PD). PD collaborates with Marketing to evaluate the issue and decide whether it requires an immediate patch or can be resolved through a future release of the product. Once the course of action is determined, PD works to implement the new functionality through a maintenance release.

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