



Customer Training

Developing new talents

April 20, 2020

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Developing Talents to enable their full potential

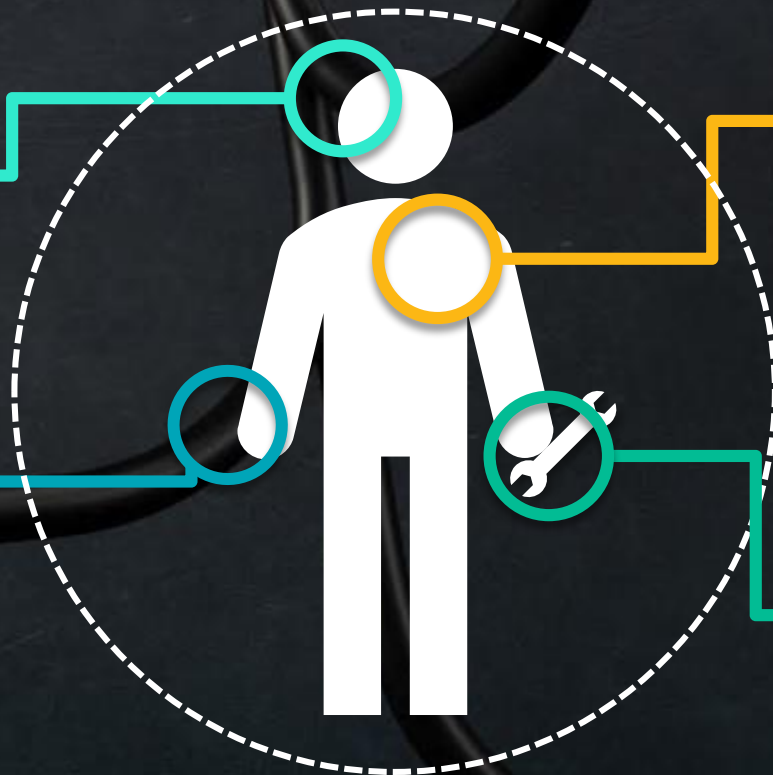
Baker Hughes Customer Training aims to meet the learning career development needs of energy professionals and enhance their industry knowledge. We create the perfect combination of theoretical, practical and digital learning approaches to build skills and capabilities for the future.

DIGITAL RESKILLING

Acquire new skills for a new digital jobs or digital tasks

UPSKILLING

Provide additional digital skills for an existing jobs to drive digital companies transitions



HUMAN RESKILLING

Rediscover skills that are not automatable to guide team and influence audiences

TECHNICAL SKILLING

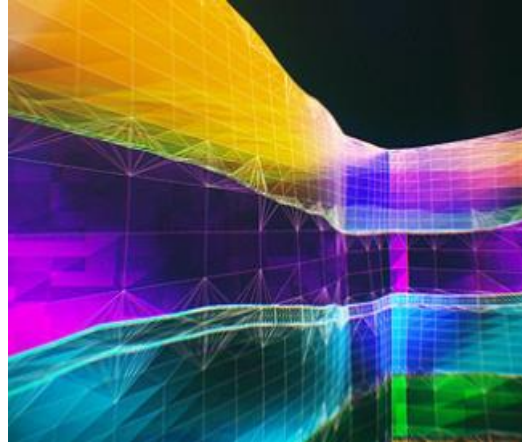
Develop customer's workforce to correctly operate and maintain complex Baker Hughes equipment

Co-creating the added value to be partners



Technical expertise

a proven quality reputation as Original Equipment Manufacturer



Continuous innovation

a passion to develop innovative solutions to leverage the opportunities of digitalization



Global presence regional roots

a wide network of facilities and capabilities to be close to you



Structured approach

a comprehensive portfolio to develop the skillset to succeed in an evolving environment

Baker Hughes Training at a glance

20

years of experience
In providing training
services

•55K

• Number of persons
trained '08-19

Structured approach

A proven training methodology thanks
to continuous improvements and
“lessons-learned” approach.

25

Training facilities
around the World.
80% Number of
courses delivered at site

18

Baker Hughes Trainers
with a proven
experience

Strategic Partnerships

We established more than 13
partnerships with other training
institutions and universities to face
industry’s challenges

Fullstream Training solutions



A structured training approach that leverages our capability as a fullstream company

A fully comprehensive range of training solutions on all the segments of the value chain

An expanded knowledge to develop new energy industry talents

From Job roles to competency matrix...

12 technical roles

Specific learning

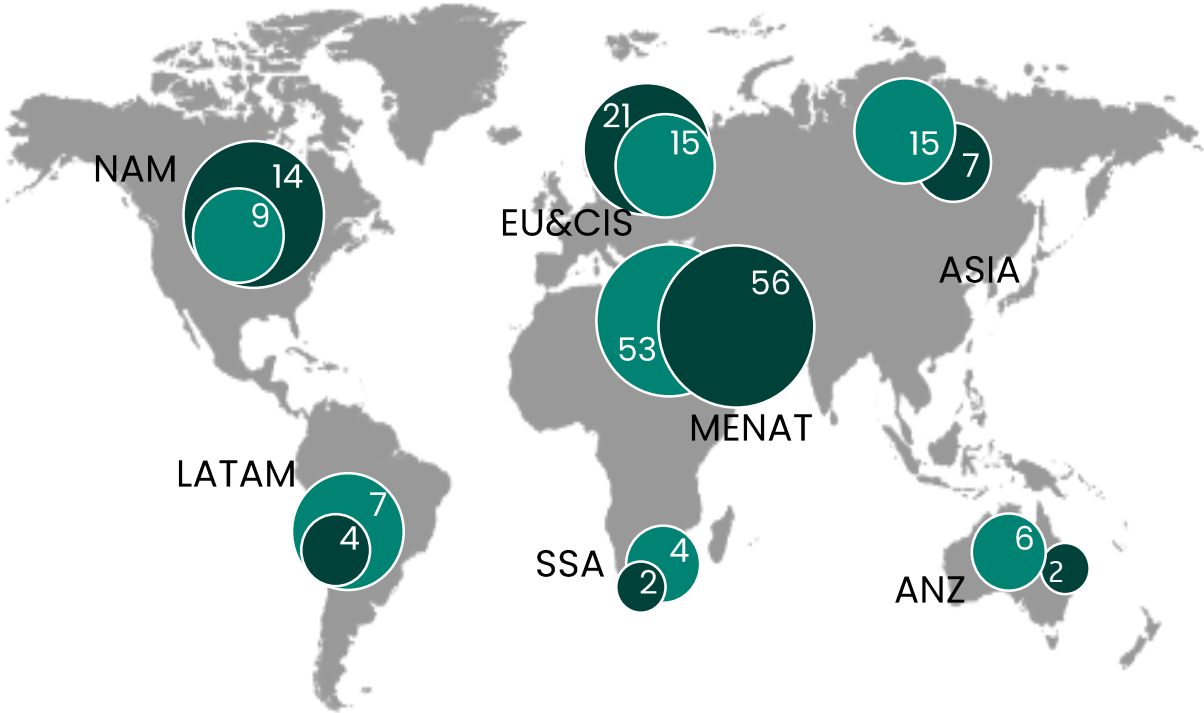
Customizable based on seniority, learning outcomes, career development, including soft and leadership courses

Explore
Extract
Transport
Produce
Refine
Distribute

Baker Hughes 

TPS Customer Training

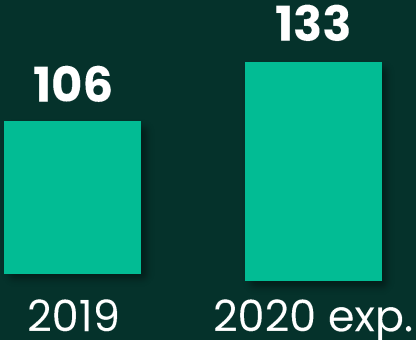
HOURS OF TRAINING BY AREA (2019-2020)
Man Hours '000



2019
2020

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MAN HOURS OF TRAINING BY YEAR
Man Hours '000



ATTENDANCE in 2019



100+ Baker Hughes Customers



~4100 Attendees

A suite of training solutions to excel in the industry

Theoretical classes



- Customized training (job roles, expertise, fleet,...)
- Leadership & Functional training

Practical experiences



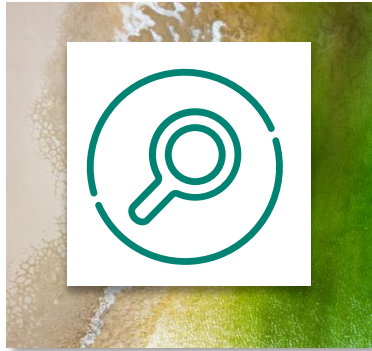
- Mechanical Hands-on training
- Control system simulations
- Tutorship on-the-job training

Digital services



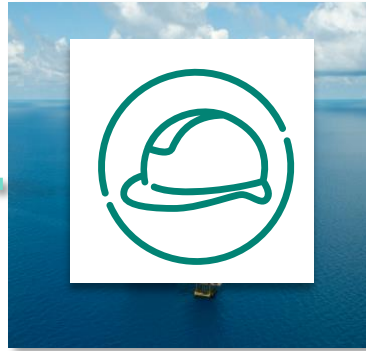
- eTraining
- VR Training
- Distance Learning methods

Our consultative approach



Mapping & Designing

Trainees' competencies are **mapped** to identify areas of improvement and define **learning outcomes**. Baker Hughes experts design **customized** learning paths based on job roles and site criticalities.



Execution

Qualified trainers, specialized per area of knowledge and dedicated PM ensure excellent execution and **continuous improvement** thanks to a "**lesson-learned**" approach



Monitor & Evaluation

Tutors monitor the acquired knowledge along the learning process creating an individual **report-out** to identify **future areas of development**. We offer different methodologies of **evaluation**, to be held in **different phases** of the training cycle.



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Theoretical Classes



Technical Training

Starting from a in-depth analysis of customers' needs and requirements, Baker Hughes technical experts design and build training paths tailored on each trainee.

Benefits:



Tailored path on:

- Audience level
- Job role and year of experience
- Engineering documentation
- Project timeline



Conducted **worldwide**, on-site or in Baker Hughes Training centers



Technical content on Baker Hughes Equipment, Digital solutions (Control systems, Cybersecurity,...) and HSE.



Structured approach with technical **competency mapping** and **report-out**



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Human skills

The right balance between technical and human skills is essential for a business to thrive. As Baker Hughes training, we create blended solutions to enable **human capital potential**.

Benefits:



Tailored path on:

- Audience level
- Job role and year of experience



Boost **effectiveness** and **motivation** with interactive experiences



Conducted **worldwide**, on-site or in Baker Hughes Training centers



A **complementary development** to empower team member and team leader (Project Management, Leadership Skills, Team Building, etc.)





Practical Training



Practical Training

Practical course to complements the theoretical teaching and to offer a unique opportunity to gain hands-on experience on Baker Hughes machines and control systems.

Benefits:



Practical experience on real equipment in a safe and consequences-free training environment



Control system simulation activities can be conducted worldwide, on-site or in Baker Hughes Training centers



Applicable on **Operation & Maintenance** and **Troubleshooting** topics



Boost **effectiveness** and **motivation** thanks to learning-by-doing methods



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Tutorship on-the-job Training

Tutorship on-the-job training offers a unique opportunity to enhance technical competencies by applying them in a real plant through the guidance and the support of Baker Hughes field experts.

Benefits:



Tailored path on:

- Audience level
- Job role and year of experience
- Plant
- Project timeline



Applicable on all the **Operation & Maintenance**



Conducted **worldwide** at customers' sites.



Structured approach with technical **competency mapping** and **report-out**



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Certified Operator for Rotating Equipment (CORE)

It is a **multiple modules** approach based on plant machines and control systems with a customized and specific **software simulation** to enable **practical experience** on sequences and train process control



Tailored simulator based on train configuration



Certification valid only for the specified plant and equipment



Conducted at **customer's site**



It limits the risk of human error and its **potential costs**



A major impact on **equipment safeguard** and **reliability**



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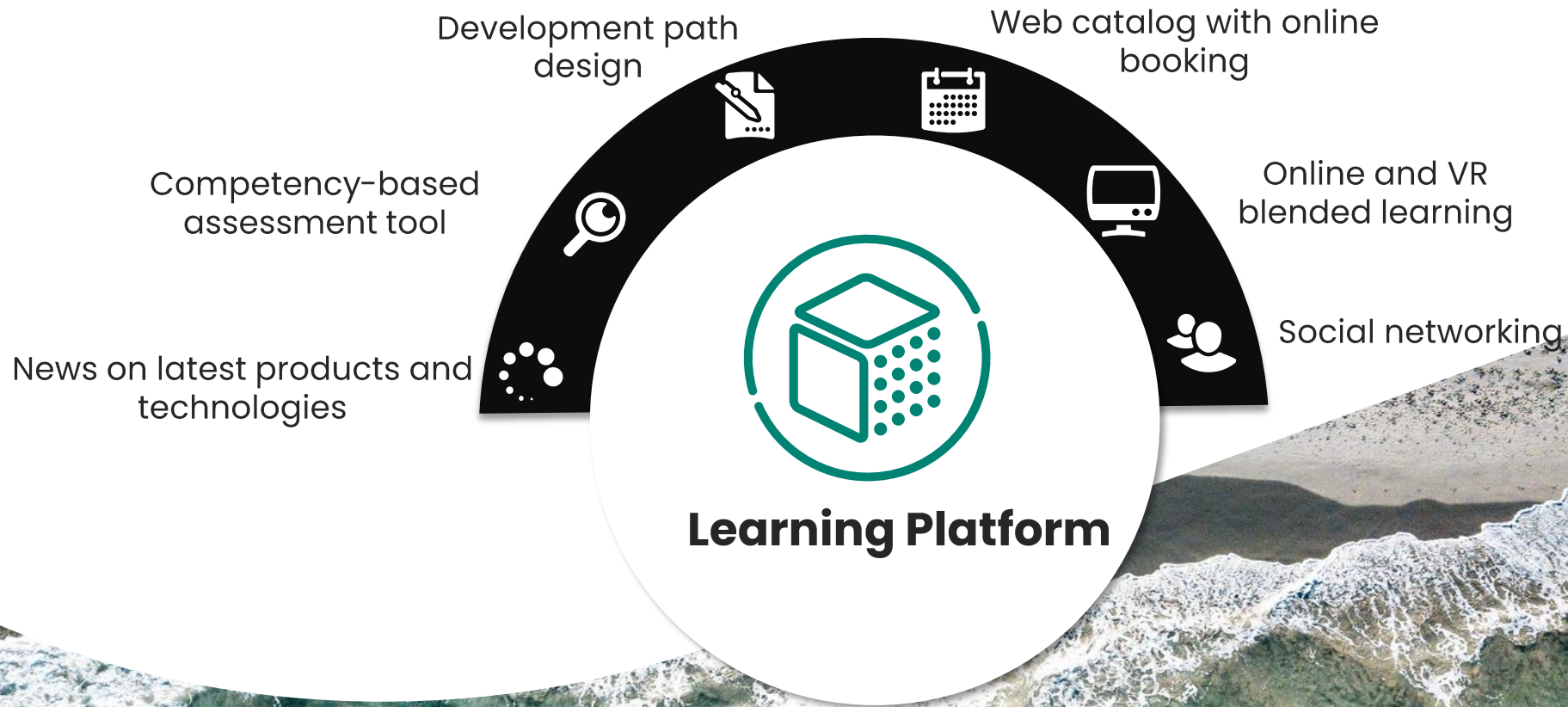
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Digital services and assets

Learning platform



Web-based platform to develop talent & tailored pathways

eTraining solutions

These courses have been designed to provide an overview of the subjects developed. E-Training courses are on-demand learning solutions with animated diagrams and 3D models and videos.

Benefits:



Interactive and **engaging assessment** test to evaluate the knowledge acquired during the experience



Easily accessible digital solution for Equipment components, operation & maintenance, processes



A **blended** solution that works in synergy with other training delivery methods

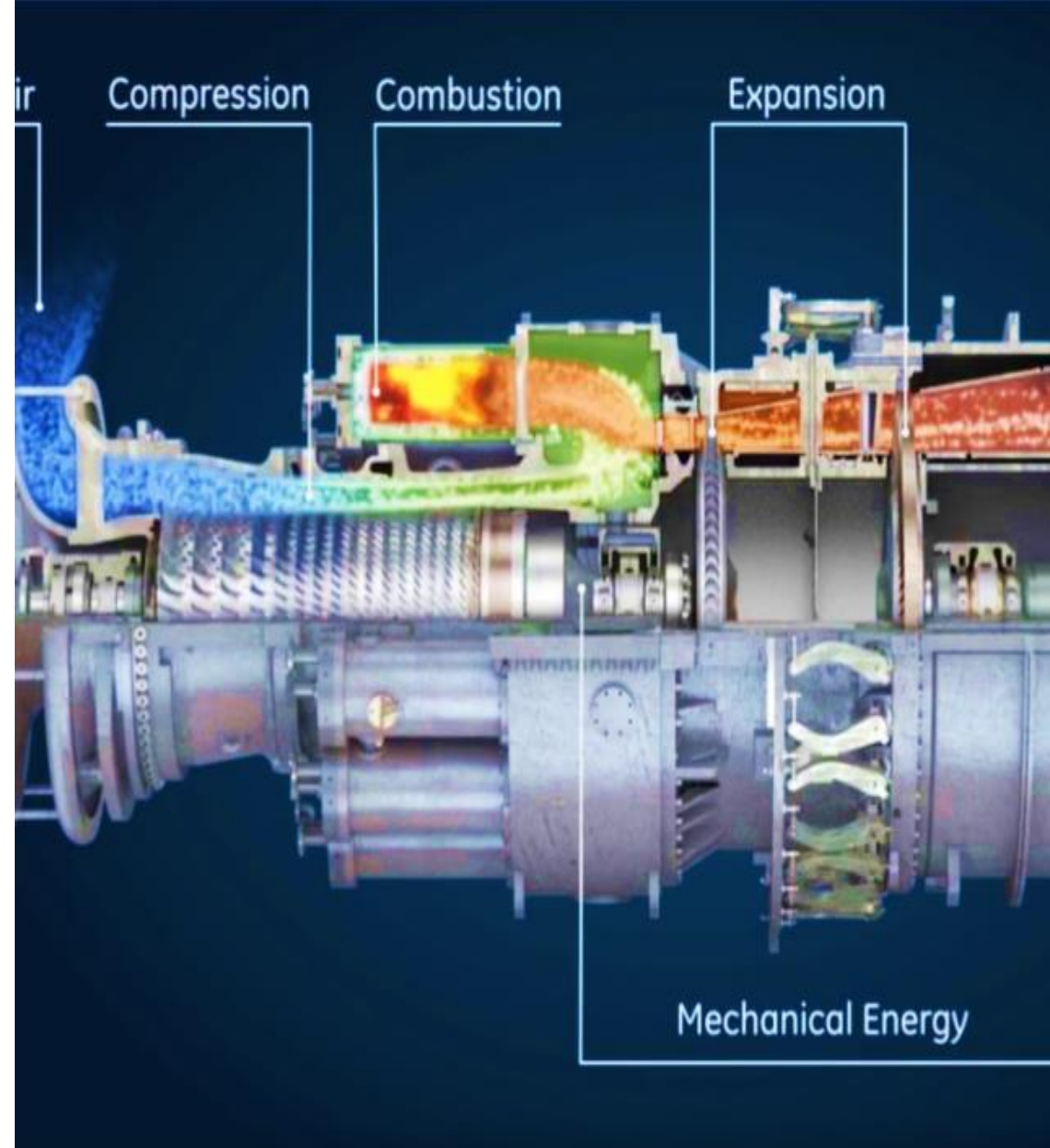


A perfect service to provide constant **refreshes** of knowledge or as a **induction tool**



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Distance Learning solutions

New training methodologies designed for a more flexible and quick execution. Distance Learning solutions can be executed in a teleconference situation (Distance Classroom), or using a more granular deployment (Distance Learning), in both cases are on-demand learning solutions with interactions, and engagement activities

Benefits:



Interactive and **engaging assessment** test to evaluate the knowledge acquired during the experience



Easily accessible digital solutions for technical and non-technical courses



A **blended** solution that works in synergy with other training delivery methods



Technical content on Baker Hughes Equipment, Digital solutions (Control systems, Cybersecurity,...).



Structured approach with technical **competency mapping** and **report-out**



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VR Training solutions

Fully **Interactive** and **immersive** scenarios developed to expand trainees' capabilities and to enhance learning curve, through a **"learning-by-doing-approach"**.

Benefits:



Boost **effectiveness** and **motivation** with immersive experiences



Behavior tracking system to improve trainees development



Leverage **proven expertise** of original equipment manufacturer and training



Minimize the impact of **downtime** and **cost-conscious** approach



Speed execution, with collaborative approach for training in **remote** or **on demand**



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Our Virtual Training suite of solutions



Aeroderivative Gas Turbine

Train Walk-around

Aeroderivative gas turbines comparison

PGT25+ Equipment Familiarization

Swap Gas Generator

Borescope inspection



Centrifugal Compressor

Train Walk-around

Centrifugal Compressors comparison

BCL Equipment Familiarization

Thrust Collar Assembly

Dry Gas Seal Assembly

Thrust Bearing Assembly

Journal Bearing Assembly



Heavy Duty Gas Turbine

Train Walk-around

Heavy Duty Gas Turbines comparison

MS5002D Equipment Familiarization

Combustion Inspection



Steam Turbine

Train Walk-around

Steam Turbines comparison

SAC 2-15 Equipment Familiarization

SC 1-8 Equipment Familiarization

Maintenance Procedure



Centrifugal Pump

Train Walk-around

Centrifugal Pumps comparison

DDHF Equipment Familiarization

Maintenance Procedure



Reciprocating Compressor

Train Walk-around

Reciprocating Compressor comparison

Reciprocating Compressor Equipment Familiarization

Dotted boxes are under development

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