As a leading global natural resource company, Freeport produces gold, copper, molybdenum, cobalt, oil and natural gas. While evaluating their operations, the Freeport Training Department recognized an opportunity to increase productivity by training production supervisors. In 2012, Freeport Training Managers Turk Terrill and Tommy Sanders contacted the Equipment Training Solutions (ETS) group with a request to develop a customized training program for their pit supervisors to address key issues impacting productivity. ETS staff, Gary Walter and Jared Harris worked with the Freeport team to design a multi-phase training program to enable Freeport facilities to meet enterprise expectations for production.

Phase 1 of the training program focused on haul road design, construction and maintenance to improve haul road conditions (a key factor limiting production). The 3-1/2 day course was delivered to 180 supervisors at the Tinaja Hills Demonstration & Learning Center including classroom and field activities designed to improve haul road conditions and communications between supervisors and operators.

Following completion of Phase 1, the Freeport/ETS team developed content for Phase 2 and Phase 3 courses. Phase 2 targets proper machine operation and application of Track-Type Tractors and Motor Graders to build on concepts learned in the haul road class. ETS instructors demonstrate how haul road conditions impact truck performance, component life, productivity, and how proper operation/application of Track-Type Tractors and Motor Graders in haul road maintenance activities can increase truck productivity. Phase 3 focuses on electric rope shovel best practices. The training team developed an innovative solution for the course utilizing Cat Virtual Training Simulators and scale models in a simulated mine site to demonstrate proper operating techniques and application best practices. Instructors teach supervisors how to use the right machines for shovel support activities, prevent machine abuse, and increase safety and productivity while reducing overall operating costs.

These highly successful courses have been delivered to 360 supervisors with an outstanding 94% satisfaction rating from attendees. Phase 1-3 courses are continually offered as employees are placed into supervisory roles to ensure consistent procedures are in place. The Freeport/ETS team is working to develop content for Phase 4 that will cover the use of on-board machine technology to improve productivity.

This program has positively affected Freeport’s processes and they have realized significant improvements as a result of the training. This project demonstrates Caterpillar’s commitment to help customers succeed by providing innovative solutions to address their business challenges.

“At Caterpillar, our goal is to help our customers be more successful working with us than with anyone else. Our team is ready to listen to your needs and to help you learn to use your Cat equipment as safely and efficiently as possible. To us, it’s all about adding value for our customers and helping you find solutions to your unique needs and challenges.”

DOUG OBERHELMAN
Caterpillar Chairman and CEO
The 2014 CDI Conference was once again held at the Tinaja Hills Demonstration & Learning Center in Arizona this past January. The weather was beautiful and felt very warm for our Northern CDIs while a little chilly for the Panama Demonstrator Instructors. The conference included sessions covering:

- ETS updates to the CDI program
- Tier 4 Final
- Product presentations consisting of classroom, walkarounds and stick time
- CDIs also had the option to stay for additional stick time on Friday

ETS would like to thank all the product specialists and attendees who helped make this another successful conference. We look forward to seeing the CDIs again next year.

Linda Tharp
Sales & Promotions Consultant
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The NEW Skid Steer/Multi Terrain/Compact Track Loaders e-Learning CD is currently available and can be ordered through your local Cat® Dealer or online at catsimulators.com (click on PRODUCTS then drop down to E-LEARNING/OPERATOR TRAINING). Please specify media #AERQ0129 (available in English only).

All e-Learning CDs consist of interactive exercises, knowledge self-checks, exams, resource section with tailgate safety presentations, operator cabs and controls, specialogs and valuable website links.

E-LEARNING CDS CURRENTLY AVAILABLE:

**HYDRAULIC EXCAVATORS**
- General Construction - TERV2003
- Heavy Construction - TERV2004
- Quarry/Mining - TERV2005

**OFF-HIGHWAY TRUCKS**
- Heavy Construction - TERV3018
- Quarry/Mining - TERV3019

**WHEEL LOADERS**
- General Construction - TERV4003
- Heavy Construction - TERV4004
- Quarry/Mining - TERV4005

**TRACK-TYPE TRACTORS**
- General Construction - TERV6003
- Heavy Construction - TERV6004
- Quarry/Mining - TERV6005

**WHEEL TRACTOR-SCRAPPERS**
- Heavy Construction - TERV5004
- Quarry/Mining - TERV5005

**ARTICULATED TRUCKS**
- Heavy Construction - TERV8004

**BACKHOE LOADERS**
- General Construction - TERV9010

**MOTOR GRADERS**
- Heavy Construction - TERV1004
- Quarry/Mining - TERV1005

Instructor-led training programs will take your best operators and make them better. Caterpillar offers the following three levels of training.

**Level I – Competent Operator**
- This course is designed for entry-level individuals interested in heavy equipment operation.
- Experienced participants benefit by refining operating techniques and learning application tips and knowledge.

Attendees receive a Certificate of Completion. Class sizes are limited to 4-6 students with a duration of two days per product family and can be delivered at your site or one of our Demonstration & Learning Centers.

**Level II – Professional Operator**
- This course is designed for experienced operators with 3 or more years of experience.
- Experienced participants benefit by refining operating techniques and learning application tips and knowledge.

Attendees receive a Certificate of Completion. Class sizes are limited to 4-6 students with a duration of two days per product family and can be delivered at your site or one of our Demonstration & Learning Centers.

**Level III – Operator Certification**
- This is an evaluation of the experienced operator skill set and coaching to fine-tune these skills. Certification is earned through demonstration of skills by completing established operational tasks to industry standards. Program ensures efficient operation by machine family in a number of applications.
- This is NOT intended for inexperienced operators and DOES NOT include training. At least five years operating applicable heavy equipment is required. Those wanting to attempt certification must successfully complete Level II courses prior.

Josh Hayes
Sr. Marketing Training Consultant
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ETS Global Application Consultants are available to evaluate your jobsite. Our experts will analyze and work with your team to recommend site-specific solutions aimed at improving production, lowering cost and enhancing safety. Structured, disciplined and fact-based, our solutions focus on providing your team with the tools to make sustainable progress.

Performance analysis/job studies are a service that Caterpillar provides to our customers to help them improve their operations and get more from their investment. These studies can focus on a number of variables and analysis: vehicle and fleet productivity, loading/hauling system analysis, loading tool sizing/matching analysis, equipment operational reviews, and payload weighing and productivity analysis.

Payload weighing requires advanced scheduling of a scale truck. The scope of the study needs to be clearly understood and agreed upon up-front.

Such studies will typically take two days onsite; another couple of days for office work and report writing.

For further questions or to schedule a Jobsite Assessment contact:

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Articulated Truck Training Reduces Accidents

Articulated Trucks are large machines that contain a special oscillating hitch that enables the truck to operate in rough terrain and poor underfoot conditions. They are found on construction, mining, and quarry operations around the world. When fully loaded the vehicle weighs 163,087 pounds! That kind of weight and size means it is imperative that the operator knows how to safely operate the truck. Many accidents, especially truck overturns, occur each year because untrained or undertrained operators are driving trucks before they are fully ready. The key to fewer accidents is training for safe operation.

Simulation training can help reduce accidents and increase worksite production. The Cat® Simulators Articulated Truck System can train operators to properly drive and haul loads, and use the service and compression brake. Other applications include; getting loaded through the gate or over the rail, properly unloading the vehicle, and gaining skills practicing a full production cycle. Plus, learn control familiarization and how to conduct a machine walkaround inspection. Discover the key to increased production and decreased safety issues with Cat Simulator training.

Increase Mining and Quarry Production

Heavy equipment operators can affect a mine or quarry’s bottom line depending on how efficient or inefficient they complete a load, haul and dump cycle. Traditionally, training heavy equipment operators means using actual machines and letting them learn with the trial-and-error method. With heavy equipment simulators, there is no need to take actual machines out of production. Instead, teach operators the correct techniques and procedures on simulators any time, day or night. Simulation training allows users to make mistakes and practice key control movements without negatively affecting production levels. Even a seasoned operator can use the simulators to break bad habits and refine the skills needed to boost production.

Cat Simulator models include both a Large Wheel Loader and Off-Highway Truck. The machines are used in many mining and quarry operations throughout the world. Operators can learn maneuvering, stockpiling, loading and unloading techniques, along with other applications found on real-world jobsites in the safety of a virtual environment. The simulators can be used to screen potential new hires as well. With simulator training, companies can reduce fuel costs, keep machines in production and increase tons moved, which all add up to bigger profits.

Discover the key to increase production and decrease safety issues with Cat Simulator training.
Contact an Account Manager at 1.309.266.2640, or e-mail sales@catsimulators.com and ask for a demo today.
Sunday morning, 10:59 AM on November 17, 2013, an EF-4 tornado swept through Washington, Illinois, a small community just outside of Peoria. More than 320 Caterpillar families sustained substantial damage to their homes—many with houses and personal property reduced to rubble. Virtually every Central Illinois Caterpillar employee was affected by the storm—either suffering property damage themselves or having family, friends, neighbors and coworkers who did.

Yet, in the midst of such destruction and despair, rose hope and a spirit of renewal. Caterpillar employees, dealers and suppliers provided overwhelming emergency response to those in need.

- Working with one of its partners, Eurest, Caterpillar donated 1000 box lunches for storm victims and volunteers.
- Our Demonstrator Instructors from Edwards Demonstration & Learning Center were on-site in Washington, the day after, helping residents with cleanup and recovery efforts.
- Peoria Proving Grounds (PPG), donated the use of multiple machines and a team of operators for storm cleanup.
- PPG, Edwards and Building AC donated a total of seven light towers to Washington as power was knocked out for thousands.
- Altorfer Cat provided generator sets, light towers and fork lifts, as well as maintenance, to the First Response Team’s equipment.

“The destruction is far worse than you can imagine from the photos and news broadcasts. But the support being provided by and for our Caterpillar employees is truly outstanding, and you can actually see the community drawing together with help from near and far. Seeing our people and machines doing so much good in such a devastated area – it’s a great example of the Caterpillar culture at its best, and I am humbled and honored to be in my job at a time like this.”

DOUG OBERHELMAN
Caterpillar Chairman and CEO
CONEXPO-CON/AGG 2014, one of the most important trade shows in the world, took place on March 4-8 in Las Vegas. Caterpillar displayed an industry-leading line-up of machines, technology and services demonstrating our unmatched ability to help customers succeed. The Caterpillar exhibit, spread across four locations at the Las Vegas Convention Center, totalling close to 60,000 square feet of floor space—among the largest total display space at the show.

More than 40 machines were showcased, most with integrated technologies that help equipment operators, managers and owners get the most from each machine, each hour of operation and throughout its full life cycle. The display presented a variety of Cat® Work Tools, U.S. EPA Tier 4 Final engines, components and service parts, all designed and manufactured to optimize the performance of Cat machines.

During ConExpo, Caterpillar Global Construction & Infrastructure (GCI), Excavation Division, Earthmoving Division and our technology partners at Trimble organized a two-part demonstration at Tinaja Hills Demonstration & Learning Center. This demonstration was designed from the ground up to show what Cat Connect and Cat Dealer Services can do on real jobsites, informing customers about the future of connected worksites.

For the first time during a Cat customer event, data was wirelessly transmitted from Cat machines and other equipment on site to VisionLink® productivity modules. In-cab video show the operators interacting with the technology in real time. This painted a realistic picture of how the technology contributes to customer success.
Assarel-Medet JSC Mining and Processing Complex is the first, largest and leading Bulgarian company for open pit mining and processing of copper ore providing around 50% of the national production. The mine processes about 13 million tonnes of ore per year, thus ensuring sustainable and stable development and production at thorough utilization of the mineral raw materials of the Assarel deposit.

Assarel-Medet Mine BULGARIA
Malaga Demonstrator Instructor, Alexis Baudelot provided Level I and II operator training to employees at the Assarel Mine in Bulgaria. The equipment trained on consisted of Motor Graders, Track-Type Tractors and Wheeled Dozers.

Mexichem TAMAULIPAS MEXICO
Jose Cardona, Madisa Dealer Instructor, delivered operator training at Mexichem in the city of Reynosa, Tamaulipas, Mexico. Operators were trained on stock and pile of salt and fluorite. The machine trained on was the 950H Wheel Loader.

MEXICHEM is a global leader in the chemical and petrochemical industry. Their priority is the development and use of advanced technologies to ensure the quality and service necessary to compete internationally. Their mission is to create value for our basic raw materials, salt and fluorite, through efficient production chains that generate superior business results and operate within a framework of corporate responsibility.

Jose also delivered operator training at the Sigosa Steel Company in the city of Rio Bravo, Tamaulipas, Mexico. Operators were trained on material-handler application, scrap steel recycling with the 950H Wheel Loader.

SIGOSA is a Mexican company dedicated to the production of steel, which has plants in Mexico, USA and Canada. Its main product lines are specialty steel welded pipe, merchant bars, structural shapes and rod, which will have a production capacity of 300 thousand tons in the first phase, which will require an investment of about $75 million USD.

Sigosa Steel Company TAMAULIPAS MEXICO
Clayton Walley and Jeff Smith from Thompson Tractor, along with Josh Hayes and Ryan Neal from Edwards Demonstration & Learning Center traveled to Baldwin County, Alabama on March 24th through March 27th. Eighteen operators received Level II operator training on the M Series 2 Motor Grader with additional Grade Control Cross Slope. The training covered:

- Safety (personal, on the machine, around the machine, on the jobsite)
- Machine inspections (safety-maintenance)
- Cab/controls/monitoring system and proper response to the warning categories
- Safe, proper and efficient operating techniques

Clay Layne from the Edwards Demonstration & Learning Center conducted Waste Training at the Green Valley Landfill in Hong Kong. He trained 118 operators on Jobsite Safety in the Landfill. Machines included in this training are: Telehandlers, Articulated Trucks, Motor Graders, Excavators, Compactor and Track-Type Tractors. This program has been very successful for Green Valley Landfill allowing Clay to conduct annual Caterpillar Refresher Training every Fall.

Nathan Myers and Josh Hayes from Edwards Demonstration & Learning Center, conducted training for five Knife River Instructors for Level II certification on Backhoe Loaders at Tinaja Hills Demonstration & Learning Center. Pictured from left to right: Dan Abbott, Marvin Smith, Terry Feaser, Billy Scott, and Alex Reyes.

Knife River offers a wide variety of products, construction services and specialty services for both the private and public sectors. They have been recognized and received many awards for its asphalt and ready-mix concrete paving work, resort and golf course construction, marine construction, airport runway/taxiway construction and maintenance, plus many other large-scale services.
BUILT FOR IT™ TRIALS WEB VIDEOS

Cat® Equipment... Ready and Set for Action

The Global Brand Marketing team, with the help of Caterpillar Demonstration Instructors at Edwards Demonstration & Learning Center near Peoria, IL, has just released a series of short films that capture all the action of the company’s BUILT FOR IT™ Trials. The Trials feature our expert heavy equipment operators and different Cat products, from the rugged Cat B15 smartphone to the compact 301.7 CR Mini Excavator, taking on all sorts of imaginative challenges to show they belong in the Cat brand family—because they are built for it.

The “Stack” video of the largest Jenga® game ever, places five Cat machines and their operators against a mountain of massive wood blocks, weighing 600 lbs each. The object of the game is to remove and then reposition a stack of 40 blocks one at a time, without toppling the structure—using only their Cat machines and work tools.

The “Gravity” video puts one of the newest Cat products, the B15 smartphone, to the test to see if it’s as rugged as our much larger products.

The third video will be released soon with all three videos available to view on: cat.com/BuiltForIt

Please share these videos with your family and friends by following the Cat Products social media channels and sharing posts from those accounts:

- YouTube
- Facebook
- Google+
- Twitter

Caterpillar Demonstration Instructors who participated in the videos were as follows: Chad Cremeens, Ryan Neal, Clay Layne, Eric Mayfield and Dewayne Jones.

ETS ON THE MOVE...

Patrick Sheridan
Sr. Marketing Training Consultant
(Malaga)

We are pleased to announce that Patrick Sheridan has accepted a promotion as Sr. Marketing Training Consultant in the Equipment Training Solutions group. In the ETS Coordinator role, Patrick will be responsible for coordinating and delivering operator training classes, training new Demonstrator/Instructors on Equipment Training Solutions processes, supporting the delivery of advanced application training and promoting ETS products and services. This also includes serving as a Subject Matter Expert (SME) for training material development, and certifying customer operators and dealer instructors. Patrick will be located at the Malaga Demonstration & Learning Center in Spain.

Benito Medina
Sr. Marketing Training Consultant
(Panama)

We are pleased to announce that Benito Medina has accepted a promotion as Sr. Marketing Training Consultant in the Equipment Training Solutions group located at the Panama Demonstration & Learning Center. In the ETS Coordinator role, Benito will be responsible for coordinating and delivering operator training classes, training new Demonstrator/Instructors on Equipment Training Solutions processes, supporting the delivery of advanced application training and promoting ETS products and services. This also includes serving as a SME for training material development, and certifying customer operators and dealer instructors.
# Certified Instructors Worldwide

## BUILDING RELATIONSHIPS WITH OUR CUSTOMERS

### United States
- Bob Madison, Altorfer
- Bob Sharpe, Blanchard
- David Paste, Butler
- Scott Medler, Cashman
- Melvin Peterson, Cashman
- Steve Winters, Cashman
- Daniel Brownson, Cleveland Brothers
- Ed McGuiston, Cleveland Brothers
- Rich Birch, Empire
- Dale Haglin, Empire
- Bob Keil, Empire
- Jason Mattingly, Empire
- Tony Newlin, Empire
- Craig Reidhead, Empire
- Jim Williams, Empire
- Jim Bren, Fabco
- Jim Masters, Fabick
- Bill Potts, Foley (Kansas City)
- Robert Perkins, Gregory Poole
- Ron Lyons, Hawthorne
- Holden Kirksey, Holt
- James Muckleroy, Holt
- Greg Andes, Louisiana
- Larry Small, Louisiana
- Randy Tyronne, Louisiana
- Bill Giddings, MacAllister
- Jason McNeeley, Mustang
- Aaron Carritt, NMC
- John Young, Ohio
- Don Syx, Patten
- Ronnie LaClair, Peterson
- Tim Gall, Puckett
- Tom Brantly, Quinn
- Paul Mocsi, Quinn
- Ben Hooper, Riggs
- Curt Loucks, Ring Power
- Mike Oster, Ring Power
- David Fields, Stowers
- James Knight, Thompson Machinery
- Jeff Smith, Thompson Tractor
- Clayton Walley, Thompson Tractor
- Mike Cook, Tractor & Equipment
- Kelly Protz, Wagner
- Louie Romero, Wagner
- Nick Vickles, Wagner
- Dave Gusthall, Walker
- Jackie Scott, Walker
- Paul (Tim) Fritzler, Warren
- Bob Grimes, Warren
- Richard Hale, Warren
- Jack McCoy, Western States
- Cory Porter, Whayne
- Dave Johnson, Wheeler
- Larry Bock, Wyoming
- Ryan Mason, Wyoming
- Andy Field, Yanac
- Aaron Schiele, Ziegler

### Canada
- Danial Doherty, Atlantic
- Neil Smith, Atlantic
- Craig DeSautels, Finning
- Brad Nun, Finning
- Russ Scott, Finning
- Lyle Treadt, Finning
- Marc Poirier, Hewitt
- Kris Almers, Toromont
- Bob Besner, Toromont
- Tim Chandler, Toromont
- Steve McVicar, Toromont

### Asia/Pacific
- Tony Liang, Capital Machinery Ltd.
- Dan Bennett, Cavpower
- Chow Wai Ho, CEL
- Chan Chun Man, CEL
- Li Jian Lin, CEL
- Li Yong Ping, CEL
- Shi Jun Ji, CEL
- Zhou Hou Yuan, CEL
- Qi Bo, ECI Metro
- Liu Xiao Jun, ECI Metro
- Zhou Cheng Liang, ECI Metro
- Tian Jiang, ECI Metro
- Wang Jian Wu, ECI Metro
- Wang Xi Ji, ECI Metro
- P. Chinnappa, GMMC
- S. Mageswaran, GMMC
- K. Rupasager, GMMC
- K. Lawrence, GMMC
- T. Ravichandran, GMMC
- Shushil Kumar Singh, GMMC
- Usman Gani, GMMC
- C. Babu, GMMC
- C. Velayudhan, GMMC
- Dashrath Singh Pal, GMMC
- Dhirendra Kumar, GMMC
- G. Velmurugan, GMMC
- P. Abdul Jilani, GMMC
- Beamappa, GMMC
- Milan Mohanty, GMMC
- P. Srinivas, GMMC
- Raj Bhaur Patel, GMMC
- Ram Singh Limbodia, GMMC
- Suresh Yadav, GMMC
- Thanu Das, GMMC
- Tushar Naik, GMMC
- Vikash Kumar, GMMC
- Virendra Kumar Patel, GMMC
- Yangmuk Choi, Hae In
- Jaegun Lee, Hae In
- Reece Marshall, Hastings Deering
- Ben Causer, Hastings Deering
- Scott Lidster, Hastings Deering
- Mark Sigle, Hastings Deering

### EAME/CIS
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- Sam Magabare, Barloworld SA
- David Lotzana Motitswe, Barloworld SA
- Enock Kgxale, Barloworld SA
- Boet Snyders, Barloworld SA
- John Blackett, Finning UK
- Les Wilkinson, Finning UK
- Eissa Gerges, Mantrac
- Osama Mohamed Bayoumi, Mantrac
- Harald Quell, Zeppelin Germany
- Stefan Becker-Sippel, Zeppelin Germany
- Uwe Wieduwilts, Zeppelin Germany
America South

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Rafael Alvarez Oporto Ferreyros
Hector Pacheco Portugal Ferreyros
Nestor Sanchez Zanabria Ferreyros
Edgar Nunez Cori Finning Bolivia
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For more information on Caterpillar equipment training or to request a free, no-obligation training proposal call 800.962.6628.

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