

# RAISE YOUR SITES.

CATERPILLAR JOB SITE SOLUTIONS



**CATERPILLAR®**

# OPTIMIZE THE RETURN ON YOUR SITE INVESTMENT.

Increase asset utilization, cut costs and use capital more efficiently when you join forces with Caterpillar Job Site Solutions to raise your site to an all-new performance level.

You're invited to work with our best application experts using a proprietary business model called collaborative solutions. Together we'll gather facts, build a business case for change and agree on a custom plan to optimize your fleet and site. Then we'll execute the plan jointly, innovating continuously and getting results you need.





## DEFINE SUCCESS.

Our work begins with a frank discussion of the outcomes you expect to achieve. This could mean:

- Creating a safer work environment
- Improving fleet productivity and utilization
- Eliminating inefficiencies
- Capturing new revenue streams
- Reducing waste
- Maximizing uptime
- Extending equipment life
- Conserving capital
- Improving cash flow
- Demonstrating sustainability leadership
- Navigating regulatory challenges

No matter how you define success, we'll pursue it with you.

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WHAT MAKES THIS BUSINESS MODEL UNIQUE IS ITS FOCUS ON IMPLEMENTATION. WE WON'T JUST DEVELOP A HIGH-PERFORMANCE PLAN FOR YOUR SITE; WE'LL EXECUTE IT—JOINTLY. ALL PARTIES WILL FOCUS ON YOUR SUCCESS, LEVERAGING OUR RESPECTIVE CAPABILITIES TO GET THE RESULTS YOU'RE TARGETING.



# GET RESULTS.

See how others have benefited by using the collaborative solutions business model.



## SAFETY

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Remote monitoring, operator training and close management improved safety, reduced abuse events and drove \$125,000 in cost avoidance.



## EQUIPMENT

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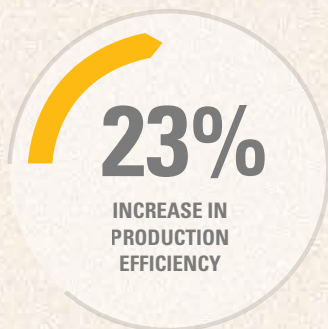
A combination of new and Cat® Certified Rebuild equipment—safely operated, closely monitored and maintained by qualified technicians—improved availability significantly.



## SUSTAINABILITY

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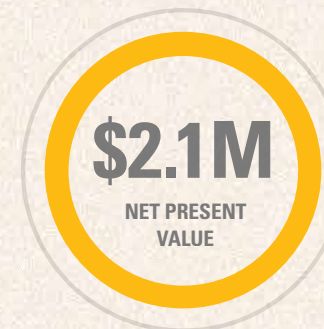
Using Cat Certified Rebuild equipment diverted tons of material from the waste stream while allowing the owner to reduce costs and recover the second life built into each machine.



## PRODUCTIVITY

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A production improvement plan consisting of site analysis, haul road upgrades and remote monitoring delivered operational requirements with a right-sized fleet and optimum utilization.



## FINANCIALS

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Additional focus on balance sheet, capital management and cash flow had a positive impact on the bottom line.

# COLLABORATIVE DECISION-MAKING, DISCIPLINED EXECUTION.

CATERPILLAR AND YOUR CAT DEALER MAKE YOUR SUCCESS OUR PRIMARY GOAL. WE EVALUATE YOUR OPERATION TOGETHER, USING A SIX-STEP PROCESS THAT'S STRUCTURED, DISCIPLINED AND DRIVEN BY YOUR REQUIREMENTS.

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Should you choose to work with us, you can expect a process that's:

- **COLLABORATIVE.** Your knowledge and expertise, combined with that of Caterpillar and Cat dealer professionals, creates an ideal model for success.
- **CUSTOMIZED.** We create a unique site optimization plan for your operation, a specific combination of resources and relationships that gets results.
- **FACT-BASED.** We leverage a full range of technologies, including remote monitoring systems, to capture critical data about your operation. Rigorous analysis of the data facilitates fact-based decision-making, increasing the odds of a successful outcome.
- **ACTION-ORIENTED.** All parties work with a sense of urgency, focusing on execution, predicting and preventing problems and continuously innovating to improve your results.
- **ENDURING.** Our work doesn't end when the plan is created; in fact, it's just beginning. We deploy the performance plan together, creating lasting value.



Getting the right people involved—right from the start—is critical. Although every team is different, most include key decision makers as well as financial and application experts from your business, the dealer organization and Caterpillar.

We execute your site improvement plan collaboratively over a specific number of hours or years. During that time, we work together to achieve projected results, improve continuously and sustain profitable growth.

We begin with a working session at your site during which we complete a systematic evaluation of the current operation. We listen and learn, clarifying your improvement goals and providing a preliminary estimate of the financial benefits we could deliver.

We craft a custom performance plan, specifying the right mix of Caterpillar and dealer capabilities to achieve your goals. The plan includes a proposed implementation schedule and a business case that projects risks and rewards.

All aspects of your performance plan, including people, processes, products, technologies, systems and capital, are mobilized, delivered to your site, integrated, tested, validated and confirmed for readiness. Metrics are established. Operational and strategic updates are scheduled.

The team shapes a final agreement as all parties suggest changes and improvements, modifying the plan in an iterative manner until we reach consensus on our respective roles and performance targets.



# CAPABILITIES THAT SUPPORT YOUR SUCCESS.

Your site-specific performance plan will include a unique mix of Caterpillar and Cat dealer capabilities enabled by industry-leading technologies. We approach each site differently, striving to deliver exactly what's needed—no more, no less.

## PRODUCTIVITY

FLEET EVALUATION & DESIGN  
ROLLING EQUIPMENT PLAN  
PRODUCTIVITY ANALYSIS  
PERFORMANCE MANAGEMENT PLAN

OPERATOR EFFICIENCY  
HAUL ROAD OPTIMIZATION  
STOCKPILE & LOAD-OUT MANAGEMENT

## EQUIPMENT

MAINTENANCE & REPAIR STRATEGY  
CONDITION MONITORING  
BACKLOG & COMPONENT MANAGEMENT

PLANNING & SCHEDULING  
PARTS LOGISTICS  
REPAIR MANAGEMENT

## SAFETY

INSPECTION TOOLS & PROCESSES  
GRADE & COMPACTION CONTROL SYSTEMS  
OBJECT DETECTION & VISIBILITY TECHNOLOGIES  
FATIGUE DETECTION SYSTEMS

OPERATOR TRAINING  
ACCIDENT & ABUSE ANALYSIS  
CULTURE ASSESSMENT & WORKSHOPS

## SUSTAINABILITY

EMISSIONS REDUCTION  
NOISE & DUST REDUCTION  
ENERGY MANAGEMENT

FUEL & FLUID OPTIMIZATION  
COMPONENT REMANUFACTURING  
EQUIPMENT RECYCLING

## FINANCIALS

CAPITAL MANAGEMENT  
CASH FLOW & EXPENSE MANAGEMENT  
FINANCIAL DESIGN

LIFECYCLE FINANCING  
STRUCTURAL & OPERATIONAL CONTROLS





## TAKE THE NEXT STEP.

Let Caterpillar and your Cat dealer help raise your site to an all-new performance level. Review the enclosed materials. Learn more about our capabilities. Then contact us to get started. Together we'll maximize the return on your site investment so you can build an even safer, more efficient and more profitable business.



# RAISE YOUR SITES.

A high-performance site doesn't just happen. You have to build it.

Start with the right people and equipment. Add efficient processes and technologies. Set big goals. Create bold plans. Execute relentlessly. Measure progress. And improve again. And foster a culture that rewards safety, sustainability, innovation and continuous improvement.

If you're ready to optimize your site, Caterpillar can help. Let's build an even more successful future together.

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## BUILT FOR IT.

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**CATERPILLAR®**

## EQUIPMENT

Maximize the value of your equipment.

## PRODUCTIVITY

Move more material in less time at a lower total cost.

## SAFETY

Send everyone home safely after every shift.

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Reduce environmental impact with technology and innovation.

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Manage expenses and use capital more efficiently.



# EQUIPMENT CAPABILITIES

Caterpillar Job Site Solutions is committed to helping you get full value from your equipment assets. To do so, we focus on two areas: Adding structure and discipline to **Maintenance and Repair Process Management** and preparing your team for effective **Maintenance and Repair Execution**.

## MAINTENANCE AND REPAIR PROCESS MANAGEMENT

Managing the maintenance and repair process is often a low priority—until a machine goes down. Then in the scramble to resume operation, costs rise, availability suffers and it's hard to make smart repair-rebuild-replace decisions. Let Caterpillar equipment management experts bring structure and discipline to your maintenance and repair process. Together we can improve equipment availability, extend asset life and reduce operating costs.

### Maintenance and Repair Strategy

Success begins with a comprehensive Maintenance and Repair Strategy—one that outlines the lifecycle of each asset, identifies how and when maintenance and repairs will be done, and is backed by a realistic budget. We'll work together to create such a strategy, answering questions like: Which components should be changed based on hours and which should be based on condition? Should a component be repaired, rebuilt or replaced with a new or remanufactured

part? Combined with a Rolling Equipment Plan, your Maintenance and Repair Strategy will provide a clear picture of how and when to retire each asset to optimize long-term returns.

### Condition Monitoring

Equipment rarely fails without warning. But identifying and resolving problems before failure requires rigorous condition monitoring. Today's machines capture valuable data that enables us to predict and prevent failure—if it's analyzed systematically by trained experts using world-class tools. Our people have the resources and expertise to analyze, synthesize and interpret machine-delivered electronic data, fluid sampling reports, operator inspections, application and machine history and more. We report the results to you, providing a comprehensive assessment of equipment health that lets you schedule interventions proactively to reduce the risk of failure, minimize downtime and lower repair costs.

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### Backlog Management

It's not necessary to stop a machine every time a minor leak, event, alert or alarm occurs. However, these early-warning signs can't be ignored. Our Backlog Management process, fed with data from the Condition Monitoring process, ensures that minor issues are addressed in a timely manner. We prioritize repairs, separating issues that must be resolved immediately from those that can be backlogged. Then we track backlogged events and group them for attention at the next scheduled downtime. This reduces overall downtime while ensuring that minor issues do not turn into major, costly failures.

### Component Management

Like an equipment asset, every major component has a unique life cycle. Within the life cycle, various repair options are available. If you manage the options effectively, you'll get the longest life at the lowest cost. Caterpillar works with you to choose the right repair options based on site conditions, asset application and the component life cycle. We manage each component within the context of the whole machine and your overall fleet. Our focus is intervening before failure to maximize uptime, extend component life and reduce operating costs.



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## MAINTENANCE AND REPAIR EXECUTION

No matter how good your maintenance and repair processes are, it takes disciplined execution to be successful. To execute at the highest level, you need a systematic plan for allocating service resources, a parts inventory that supports that plan and a team of technicians with the right skills, tools and information. Caterpillar provides assistance on all fronts to help you build and sustain a high-performance service operation.

### Planning and Scheduling

Planning and scheduling service work is a hands-on, day-to-day job. We create a comprehensive plan for your operation using input from your production team, the Maintenance and Repair Strategy, the Backlog Management plan and Condition Monitoring results. Then working closely with your team, we schedule the work to support your operational objectives.

### Parts Logistics

Having the right part at the right time for each scheduled maintenance or repair event can be a headache. Locating missing parts or unexpected items can increase downtime, driving expense and lost production. We leverage the Cat® parts system along with your maintenance and repair schedule, reducing your need to carry and manage a costly parts inventory.

### Repair Management

Completing repairs efficiently and economically takes skilled technicians using the right tools, processes, information and parts. We have the resources and expertise to manage these variables. And should an unexpected problem arise, we have the systems, processes and experience to respond. The result is quality repairs that return your equipment to full performance with minimal downtime.



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# PRODUCTIVITY CAPABILITIES

Meet your production goals at the lowest total cost when you collaborate with Caterpillar Job Site Solutions to optimize fleet productivity. Let's work together, leveraging our productivity capabilities in **Fleet Design** and **Performance Management** to help you improve safety, efficiency and profitability.

## FLEET DESIGN

Your fleet's baseline productive capacity is determined by how it was designed. If you hold the wrong mix of assets—in terms of size, age or ability to work together as a system—you cannot optimize productivity and costs over the long term. Our fleet designers have extensive product and application expertise and use a structured process to build high-performance fleets.

### Site Analysis

We start by evaluating your greenfield or existing site to better understand the unique operating conditions that affect your mobile fleet. Application experts study your operational plan; assess current site conditions; and analyze your economic, physical, regulatory and environmental challenges. This data serves as a factual foundation upon which an optimized fleet can be built.

### Site Simulation

Using information gathered in the Site Analysis, we create a virtual work environment incorporating actual site data and machine operating parameters. We test potential fleets in this environment, uncovering bottlenecks and modifying

workflow to optimize efficiency. Based on this simulation, we identify the best possible combination of assets for your operation, given the constraints identified, as well as the potential capacity of that fleet.

### Fleet Selection

Once we know what an optimum fleet looks like, we evaluate every unit in your existing fleet and recommend whether it should be retained, repaired, reconditioned, replaced or retired. We calculate a projected utilization rate and work with you to choose the combination of existing, new, used or reconditioned assets that best meets your production goals and risk profile.

### Rolling Equipment Plan

Our design work culminates with the creation of a Rolling Equipment Plan. This road map for the future helps you balance asset age, manage future capital requirements and sustain a lowest-total-cost fleet. We work with you to modify and manage the plan as conditions change over time.

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## PERFORMANCE MANAGEMENT

With the right fleet in place, our shared goal becomes managing the assets to optimize performance over the long term. We use a proven process and proprietary tools to measure existing performance, identify inefficiencies and recommend changes that address the root cause of problems. We test potential solutions virtually, then select the best ideas to be implemented. This is an ongoing, iterative process—always focused on finding and fixing the next bottleneck to continuously improve efficiency.

### Performance Analysis

You have access to mountains of performance data. We turn that data into meaningful information that guides decision-making. We start by mapping the work segments on your site. Each segment can be measured individually and analyzed in extreme detail by application experts who have the tools, knowledge and experience to pinpoint problems with precision and accuracy. After identifying specific site performance issues, we propose potential changes to optimize efficiency.



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### Testing and Validation

Prospective changes are tested and validated using advanced simulation tools. We assess the impact of planned improvements on total site performance and calculate their expected costs and benefits. This information gives you the facts you need to determine which changes will deliver the best outcome.

### Operator Efficiency

Change often begins with operators. When a fleet has been designed right, operator performance is the single biggest factor affecting productivity and costs. We monitor performance in real time and use our knowledge of site conditions and fleet capabilities to identify problem areas. We address the problems, measure progress and report results achieved. Where training is required, we use Caterpillar Certified Operator Trainers to teach safe, efficient operating techniques. Over time, if operators return to old habits or turnover impacts efficiency, we respond quickly to correct the situation.

### Haul Road Management

Haul road changes can also drive performance improvement. We use data from your on-board systems to identify areas within your haul road network that impede safety and productivity. Application experts propose and simulate potential changes and provide a financial justification for each. After a change has been implemented, we measure the impact and communicate results in customized management reports.

### Stockpile Management

Stockpiles erode profitability, but are often needed to keep your plant running and your customers supplied during production shutdowns. We minimize the financial impact by monitoring and reporting how much material is deposited or removed from your stockpiles and where the removed material is delivered. This can help you reduce inventory, cut re-handling costs and limit administrative time associated with inventory management.

### Load-Out Management

Managing the load-out of your product into trucks, bins, barges or railcars is essential to an efficient operation. We analyze data from your fleet and other sources to determine load consistency, frequency, scheduling efficiency and stockpile location. Based on this analysis, we recommend strategies for streamlining the loading cycle and reducing operator waiting time.



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# SAFETY CAPABILITIES

Safety is a core Caterpillar value and integral to everything we do—from equipment design to operator training to service delivery. Together, we can improve safety and productivity on your site using technology, education and communication to drive a culture of safety excellence.

## SAFETY TECHNOLOGY

To reduce risk when people and equipment are working in close proximity, Caterpillar offers technology solutions that enhance awareness, improve visibility and keep workers away from dangerous conditions.

### Walk-around Tools and Processes

Equipment that's well-maintained and properly serviced is a fundamental aspect of site safety. We help ensure your machines are inspected, maintained and serviced regularly by offering walk-around tools and processes for operators and technicians. Consistent use of the tools improves maintenance and repair discipline, reducing the risk of injuries, incidents and property or equipment damage.

### Grade and Compaction Control Systems

Automated systems for grade and compaction control reduce the number of surveyors needed on site, so you have fewer people in the path of heavy equipment. These tools also allow you to map equipment avoidance zones for unsafe slopes, high-walls, underground crushers or other hazards.

### Object Detection and Visibility Systems

Using a combination of cameras, radar and alarms, our object detection systems help operators remain aware of people and other objects in the vicinity of your manned or remotely controlled equipment.

### Fatigue Detection Technologies

Fatigued or distracted operators jeopardize site safety. Caterpillar provides in-cab technologies that detect operator fatigue and distraction and deliver real-time alerts to drivers and dispatchers. We also offer fatigue risk management services including training for shift workers and supervisors, shift scheduling and roster analysis, and support for fatigue and human-error analytics.

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## OPERATOR EDUCATION

Our educational efforts are designed to help operators sharpen their skills and competencies while developing a deeper understanding of machine capabilities and limitations.

### Operator Training

Delivered by Caterpillar Certified Operator Trainers, our training is customized to reflect your operators' unique skills and the specific machines in your fleet. Building on the basics of walk-around inspections and standard operations, we target site-specific improvements identified through data analysis and on-site observation.

### Accident and Abuse Analysis

Mobile equipment supplies a rich data set, which if analyzed and understood, can provide critical insight into how machines are being operated. We combine advanced analytics with information about your site and the design and operating characteristics of your machines to identify potential issues with operator technique. Then working with site management, we create and execute a monitoring, communication and training program to modify operator behavior.

## SAFETY CULTURE DEVELOPMENT

Safety culture starts with leadership and extends all the way to the front line. We can help you elevate your safety culture using proven methodologies that strengthen communication, reduce complacency and change behavior.

### Culture Assessment

Whether you're at the beginning of your safety journey or preparing to move to the next level, a cultural assessment will help you determine where to focus your improvement efforts. The Safety Perception Survey from Caterpillar Safety Services quantifies employee attitudes and beliefs, giving you the information you need to make fact-based, data-driven improvement plans.

### Culture Workshops

Workshops are available for all levels of your organization. Choose from a variety of options, each designed to elevate the safety culture in your business.

- **S.T.A.R.T.™**

Supervisor Training in Accountability and Recognition Techniques (S.T.A.R.T.) is a leadership program that demystifies safety management, providing supervisors and managers with the skills to identify and change safety perceptions and behaviors.

- **Speak Up!/Listen Up!**

Designed to improve communication and foster a culture of safety excellence, Speak Up!/Listen Up! gives employees simple tools and a practical process for delivering and receiving safety-related feedback.

- **Recognize It!**

Focusing on the positive and eliminating blame are keys to advancing a culture of safety excellence. Our Recognize It! workshop gives supervisors useful tools for "catching" employees working safely and acknowledging their behaviors quickly, sincerely and specifically.

### Rapid Improvement Workshops

These sessions bring together small teams of people, armed with data, tools and first-hand experience with a safety issue. Working together with a systematic process, they establish the baseline, complete a root-cause analysis, then develop and execute a solution, leveraging accountability and recognition to sustain success.



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## SUSTAINABILITY CAPABILITIES

Let us help you achieve your sustainability objectives with **Site Optimization** services that often allow you to do more work with fewer machines so you can use less fuel, generate less noise and produce fewer emissions. **Reuse and Recycling** are initiatives that permit you to capitalize on the second life built into Cat® components and machines.

### SITE OPTIMIZATION

Site optimization not only delivers positive economic results, but can also help you improve environmental performance. Our efficiency experts will work with your team using a rigorous process to evaluate existing assets and site conditions. We'll size the fleet appropriately, identify which units could be rebuilt or replaced, and recommend ways to eliminate bottlenecks and improve efficiency. A more efficient operation should drive reductions in emissions, noise, energy use and waste.

#### Emissions Reduction

Streamlining your operation typically reduces exhaust emissions. We start by right-sizing your fleet, often reducing the number of units on site. We also identify which units could be remanufactured or replaced to incorporate newer emissions technology. Finally, we look for ways to optimize workflow. The combination of these improvements enhances efficiency and profitability, while reducing emissions.

#### Noise and Dust Reduction

Better fleet design and operations planning can also reduce noise and dust. Our team works with you to increase fleet utilization, optimize workflow and improve haul road maintenance. Doing so helps you boost production efficiency while generating less noise and dust and reducing the need for water trucks.

#### Energy Management

Caterpillar efficiency experts will help you manage fuel consumption and reduce fuel costs by analyzing factors such as site design; fleet size, age and condition; operator technique; maintenance practices; and more. Based on our analysis, we'll recommend site improvements, equipment upgrades, operator training, idle management practices and other changes to help you meet your production, cost and energy objectives.

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### Fuel and Fluid Optimization

Fuel, engine oil, hydraulic oil and coolant are the lifeblood of every machine. But storing and handling these fluids can be costly and difficult. As part of our site analysis, we make recommendations about the fluids you should be using. We also evaluate your storage systems and processes to ensure that all fluids are in good condition before they go into your equipment. And we use fluid sampling to determine optimum change intervals, in many cases safely extending these intervals. The goal throughout is helping you protect your assets while you maximize fluid life, minimize consumption and reduce the volume of used fluids that require disposal.

### REUSE AND RECYCLING

Caterpillar has a long history of designing and building products that deliver more than one economic life. By offering components and equipment that can be rebuilt or remanufactured, we give you more ways to meet production goals while controlling costs, reducing waste and conserving natural resources.

### Component Remanufacturing

Our equipment management experts can help you develop a strategy to optimize the life cycle of your major components. We'll review all the options including new, used, rebuilt and Cat® Reman products, which offer the performance and warranty of new components at a fraction of the cost. With our guidance, you can choose the best option for your situation and capitalize on the life and value built into your Cat components.

### Equipment Recycling

Some equipment owners choose to recycle an entire unit. Should you select this option, your machine can be remanufactured with either new Cat parts or Cat Reman products. In most cases, a rebuilt unit incorporates newer technologies and components than the original machine, so your equipment can work more productively and efficiently with less environmental impact.



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## FINANCIAL CAPABILITIES

Build and execute a custom strategy to manage the financial demands your fleet exerts on your business. Work with professionals who not only know finance, but also understand your application challenges, the economics of your business and the life cycle of your equipment assets.

### Site Specific Planning

Owning, operating and maintaining mobile equipment is a capital-intensive venture, starting at acquisition and continuing over time. Throughout the equipment life cycle, capital needs vary, cash flow fluctuates and you are challenged to make critical repair-rebuild-replace decisions while maintaining healthy financial statements. Meanwhile, business requirements change frequently, putting new demands on your equipment, and the economy swings from boom to bust, often at the time you need to rebuild or replace an asset. Given the dynamic nature of your business, it can be challenging to optimize the financial aspects of your fleet. Our people have the experience and capabilities to help.

### Capital Management

We understand that managing the capital demands of your fleet requires long-term insight into both the economics of your business and the life cycle of your assets. Demand for capital increases significantly at the time of acquisition, then spikes periodically as your assets are operated, maintained, repaired or rebuilt. Forecasting when demand peaks will occur relative to the business cycle is critical to maintaining the lowest sustainable long-term cost structure. Using our capital management process, we decouple your fleet's capital needs from the business cycle, making sure you have the tools in place to meet your operational objectives. We can also structure capital to match your corporate reporting requirements.

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### Cash Flow and Expense Management

Cash flow demands associated with your fleet are variable over the equipment life cycle. They tend to be low when a new unit is introduced to the fleet and high at times of overhaul or repair. Our cash flow and expense management process is designed to match the outflows demanded by your fleet with the inflows generated by it. To provide a more balanced cash flow, we offer owning, operating and maintenance cost guarantees and can structure them as either partial- or total-cost agreements. In addition, we can work with you to capitalize major expenses where beneficial, thereby maximizing your financial flexibility.

### Life Cycle Financing

The life cycle of an asset is measured in frame hours, not calendar years, and often spans a time period that exceeds industry standard financial agreements. Our life cycle financing capability lets you structure financial terms to match the true economic life cycle of the assets you acquire. For even more flexibility, we can align the financial burden of your fleet assets to their ability to generate revenue.

### Structural and Operational Controls

Corporate financial metrics and controls are used to measure performance, achieve and sustain improvement, assess your position relative to others and incent employee behavior. But despite their high value, financial metrics and controls can have unintended negative consequences on fleet effectiveness. We work with you to evaluate your metrics and controls and ensure they drive positive outcomes for your fleet as well as your business.



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