



General Physics Corporation
www.gpworldwide.com

Process Industry Training Services Overview

Statement of Capabilities



*Leading the world to
better performance*

Refineries, chemical plants and petrochemical complexes are currently facing a number of performance challenges. As experienced workers retire in increased numbers, a highly specialized workforce that has remained largely stable for a number of years is now in transition.

Training for the Process Industries

New engineers are graduating college to take their place, new operators are being hired from various industries, and tradespersons are extremely scarce and being recruited from industrial manufacturers. Unfortunately, these new talents lack the practical knowledge necessary to work safely and effectively around highly hazardous chemicals and complex technologies. Meanwhile, the demand for gasoline and petroleum efficiencies is at record levels amid challenging global economic conditions.

Improve Operations With Trained Operators and Maintenance Technicians.

General Physics Corporation (GP) understands the realities you face, and we have the performance improvement solutions to help you manage them. From job task analyses and curriculum design to captured, well-honed operations and maintenance expertise, you can count on us for the strategies you need to optimize performance and maintain your competitiveness in a challenging environment.



Strength for Your Success

GP has more than 40 years of experience delivering engineering and performance improvement solutions to organizations around the globe. No other provider can deliver the comprehensive capabilities we can:

- ▶ **Global Reach With Local Sensitivity.** We have the resources locally to support your solution on a global basis.
- ▶ **Proven World-Class Training Solutions.** Training is our core competency. Preparing and ensuring your workforce is knowledgeable and able to apply that knowledge to your advantage is why we are in business.
- ▶ **Long-Term Relationships.** We go beyond expectations to ensure your satisfaction and success. GP is one of the highest rated organizations for repeat customer business in the industry.
- ▶ **Best-in-Class Processes.** We provide specialized training for many industries and are able to draw on a wide range of best practices that have demonstrated value and application to the process industry.
- ▶ **Subject Matter Expertise.** We are aware of your specialized needs and can apply our broad knowledge and experience to create solutions that are best for you.

Global Client Base

Many of GP's customers have plants and refineries in multiple locations and count on our international offices to serve them around the world. As a result, we serve some of the most recognizable names in the world:

ARCO	DSM COPOLYMER	IRVING OIL LIMITED	PETRÓLEOS DE VENEZUELA S.A.
ATOFINA	DUPONT	KINDER MORGAN	SAUDI ARAMCO
BP	ECOPETROL	LYONDELL-CITGO	SHELL OIL PRODUCTS
BASF	EL PASO PIPELINE	MARATHON OIL	SUNCOR
CELANESE	EXXONMOBIL	MARATHON PIPELINE	SUNOCO
CHEVRON	FLINT HILLS RESOURCES	NALCO CHEMICAL	TOTAL PETROCHEMICALS
CHEVRONPHILLIPS	HOLLY CORPORATION	OCCIDENTAL CHEMICAL	TRANSCANADA PIPELINES LTD.
CHEVRON PIPELINE	HUSKY OIL	PROCTER & GAMBLE	VALERO ENERGY
CONOCOPHILLIPS	INFINEUM	PETRONAS	UOP LLC, A HONEYWELL COMPANY
CITGO			

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Technical Training Services

- ▶ Instructional Systems Design Services
- ▶ Training Needs Analysis
- ▶ Skills Assessments
- ▶ Content Design and Development
- ▶ Instructor-Led Training Delivery
- ▶ Testing and Evaluations
- ▶ Laboratory Exercises
- ▶ Train-the-Trainer
- ▶ Post-Training Evaluations
- ▶ Training Business Process Outsourcing
- ▶ E-learning Content Design and Development

Process Documentation

- ▶ Operations Production Procedures
- ▶ Site-Specific Operations Manuals
- ▶ Site-Specific Maintenance Manuals
- ▶ Operations/Maintenance Procedures
- ▶ Documentation Revisions
- ▶ Newsletter Production
- ▶ Field Guides
- ▶ Problem Solving/Troubleshooting Guides
- ▶ Visual Indicators/Job Aids
- ▶ Emergency Operating Procedures
- ▶ Emergency Planning
- ▶ P&ID Updates/Validation
- ▶ Process Flow Diagrams

Technology and Blended Learning Services

- ▶ Custom Web-Based Training (WBT)
- ▶ Blended Learning Program Design
- ▶ Learning Management System (LMS)/Learning Content Management System (LCMS) Selection and Implementation
- ▶ VILT Programs
- ▶ OJT Program Design and Development

Performance Improvement Services

- ▶ Situational Assessments
- ▶ Process Engineering Training and Documentation
- ▶ Apprenticeship Training Programs
- ▶ Operational Excellence Consulting and Training
- ▶ Regulatory Compliance Training
- ▶ Reliability Centered Maintenance Services
- ▶ Lean Manufacturing Programs
- ▶ Planning and Scheduling Services

Compliance, Safety, and Quality Management Services

Process Safety/Risk Management (PSM/RMP)

- ▶ Compliance Assessments and Program Plans
- ▶ Process Hazards Analysis
- ▶ Mechanical Integrity Program Development and Implementation
- ▶ Management of Change Program Development
- ▶ Operating and Maintenance Procedures
- ▶ Process Safety Information and Documentation

Environmental Services

- ▶ Compliance Planning and Management
- ▶ ISO 14000 Services
- ▶ Radiological Health and Safety Engineering
- ▶ Environmental Planning and Pollution Prevention
- ▶ Air and Water Quality
- ▶ Natural Resources Planning and Management
- ▶ Solid and Hazardous Waste Management
- ▶ Industrial Hygiene
- ▶ Asbestos/Lead Investigation and Abatement
- ▶ Environmental Assessments
- ▶ Remedial Investigation, Feasibility Studies, Design, and Action

Training and Documentation Development

- ▶ HAZMAT and HAZWOPER
- ▶ OSHA
- ▶ Quality Production Procedures
- ▶ Quality Tools Training and Application
- ▶ Pipeline Operator Qualification

Plant Launch/Line Launch Services

Planning

- ▶ Change Management
- ▶ Training Needs Analysis

Design

- ▶ Equipment Reliability, Availability, and Maintainability
- ▶ Quality Assurance System
- ▶ Maintenance Program Design
- ▶ Training Plans
- ▶ Qualification Checklists
- ▶ Equipment/System Training Materials
- ▶ Procedures and Work Instructions

Commission and Startup

- ▶ Maintenance Program/CMMS Implementation
- ▶ Training Program Implementation
- ▶ Procedures
- ▶ Staff Augmentation

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GP at a Glance...

Founded in 1966, GP is a global performance improvement solutions provider of sales and technical training, e-learning solutions, management consulting and engineering services. GP's solutions improve the effectiveness of organizations by delivering innovative and superior training, consulting and business improvement services, customized to meet the specific needs of its clients.

Customers include Fortune 500 companies; manufacturing, process and energy industries; and other commercial and government organizations. GP is headquartered in Elkridge, Maryland, USA. Additional information may be found at www.gpworldwide.com.

Corporate Mission

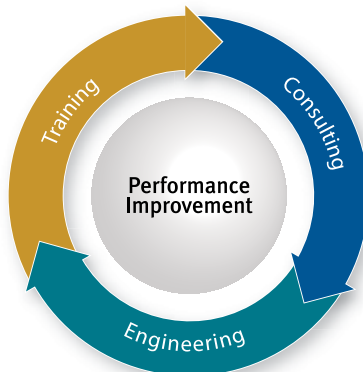
GP's mission is to improve an organization's performance and competitiveness through the effective integration of people, processes and technologies. We accomplish this by providing innovative training, engineering and consulting solutions in long-term partnership with our customers.

Corporate Vision

GP's vision is to be the most respected and preferred leader in performance improvement.

Your Total Solutions Partner

GP believes that successful companies are characterized by an unrelenting focus on effectively linking their people, processes and technology—through interrelated elements that directly impact the achievement of an organization's performance, cost management and compliance objectives. We believe that execution and effectiveness are key when it comes to training, training outsourcing, homeland security, engineering and technical issues.



Measurable, sustainable improvements in profitability and efficiency prove the value of GP's work. Our diverse subject-matter expertise serves as the foundation for a true understanding of the issues surrounding workplace technologies, but it's our extensive experience that really makes the difference for our customers. Ultimately, it's your people that really drive productivity—GP unlocks their potential, putting it to work for your organization.

Cultivating Success

GP is well recognized as a provider of training and performance improvement solutions to many Fortune 500 companies. We offer a wide range of services across all functional areas in the process industry. Our success is based on a commitment to develop long-term, mutually beneficial working partnerships with our clients. This commitment, coupled with GP's diverse experience, provides the opportunity to incorporate best practices from various industries into GP's services, helping us provide effective and flexible solutions to meet customers' needs, regardless of their industry and size.



Training | Consulting | Engineering

For more information,
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Visit our web site at
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