



MINING SOLUTIONS UNIVERSITY — 2023 —

REGISTRATION GUIDE

ISSUED: APRIL 14, 2023



MINING SOLUTIONS UNIVERSITY 2023: DELIVERING INTEGRATED SOLUTIONS

The Caterpillar Mining global sales team will gather this fall for the largest training event we've held in five years. We've been through a lot since Mining Sales University 2018. We've continued to evolve our product line and launched a new approach for how we want to work with our customers in the future. That approach is critical to our company, and it's why we've changed the name of this program. It's now Mining Solutions University, and it reflects this new way of doing business.

We're no longer focused on selling individual products, technologies, services or aftermarket offerings. Instead, we're committed to delivering integrated customer solutions — combining our breadth of offerings into full-site solutions that help them meet their goals.

TOGETHER
**WE'RE
MINING
BETTER**

What it really boils down to is these four words: Together, we're mining better. More than just a theme, slogan or headline — this is how we do business. Together with our customers, Caterpillar and Cat® dealers are committed to finding new ways to mine better: more efficiently and effectively, safely and sustainably, productively and profitably.

It will take all of us, working together, to make this approach a success. And we have a lot to learn. This is a critical time for us all to gather to develop our skills, better understand our offerings and build strong teams that will position us for the future.

PURPOSE OF THIS GUIDE

This guide is designed for invited attendees and staff planning to participate in Mining Solutions University 2023.

It is important that attendees understand the overall program before starting the registration/accommodations process and before making any travel arrangements. Please read this guide carefully.

The latest version of this guide and all other information available on Mining Solutions University is available at: <https://catdealer.com/msu>

A CWS ID and password are required for access to this website. If you are a dealer and you don't have a CWS ID, please contact your dealership's IT Support. You will not have access to this site if you are a partner.

For general questions about Mining Solutions University 2023, contact:

FRANCISCO CASTRO
Francisco.Castro@cat.com
+1-520-509-5136

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PROGRAM OVERVIEW

WHAT IS MINING SOLUTIONS UNIVERSITY?

Building off the heritage of Big Iron University, Mining Solutions University (MSU), formerly known as Mining Sales University, is a by-invitation-only training event focused on the most critical sales issues impacting our business.

The MSU 2023 curriculum will focus on selling strategies, countering competitive threats, sharing best practices, and offering integrated customer solutions. It will NOT be a program focused on soft skills or foundational-level training.

WHEN IS IT?

The Core MSU 2023 program is scheduled to start on the evening of Sunday, October 8, and conclude on the afternoon of Friday, October 13.

Optional programs will be offered either before or after the Core Program (see pages 7-8 in this guide for details).

WHERE IS IT?

The Core MSU 2023 program will be held at the Q Center in St. Charles, Illinois.



Located just west of Chicago's O'Hare Airport, this purpose-built educational facility will provide a true "university" experience for attendees and staff. Attendees will sleep in dorm-style rooms (all with private baths and televisions), eat all meals in an exceptional cafeteria, and attend classes in rooms that are specifically set up for learning (including free Wi-Fi throughout the entire facility).

Information about the venue can be found at: www.qcenter.com

WHO WAS SELECTED TO ATTEND?

Mining Solutions University is an exclusive, by-invitation-only event. Caterpillar and dealer sales representatives who received invitations were individually selected by the Caterpillar Mining go-to-market teams. Sales teams from surface, underground, technology, aftermarket, finance and other supporting groups will be represented.

Similarly, Caterpillar general attendees, staff and business partners were specifically chosen by the MSU 2023 program team.

The program is expected to include approximately 500 participants, with a 50/50 split between dealer and Caterpillar attendees.

IMPORTANT NOTES:

- » MSU 2023 will focus on delivering integrated customer solutions for surface and underground hard rock applications.
- » The program is intended for attendees to learn how to integrate products, technologies, services and aftermarket offerings into a complete customer-focused solution. It is not a general development or informational program for Caterpillar or dealer staff.

WILL TRANSLATION BE OFFERED?

The entire MSU 2023 program (core and optional programs) will be offered in English only. The breadth of content, along with the ability for attendees to select their specific classes, does not allow for translation. We appreciate your understanding.

NOTE: The RI dealer training strategy incorporates regional dealer training events following the year after MSU. These events are intended to support local languages in the different regions. Dealers and Caterpillar should work together to deliver the MSU learnings in their respective regions. MSU serves as the train-the-trainer platform for the regions.

WHAT ABOUT APPS AND WI-FI AVAILABILITY?

The Q Center is a purpose-built training facility, so quality Wi-Fi is accessible in all parts of the venue.

We do plan to have a specific “Mining Solutions University 2023” event app that attendees can download before arriving. This app will allow for:

- » Complete event scheduling and room locations
- » Access to General Session and Class overviews
- » Collaboration with event attendees
- » Real-time ratings and feedback on classes

Details on how to download the app will be included in the Attendee Guide, which will be available in June 2023.

It is strongly recommended that attendees plan on using an iPad or tablet type of device and bring mobile power blocks (for battery charging). Laptops are discouraged due to the noise and distraction of keyboard strokes and the need for large power cords.

For questions regarding the meeting app, please contact:

FRANCISCO CASTRO
Francisco.Castro@cat.com
+1-520-509-5136

KEY DATES

WEEK OF APRIL 17

Registration opens and invitations sent

WEEK OF JUNE 12

Attendee Guide will be sent to all registered participants

BY JULY 31

Registration must be completed

By JULY 31

Accommodations must be reserved

The Attendee Guide is designed to help you prepare for Mining Solutions University and your stay at the Q Center. It provides information on the schedule, venue, attire, etc. We recommend that you read through it ahead of the conference and consider printing and/or downloading it for reference during the week.

CORE AND OPTIONAL PROGRAMS

WHAT'S THE PROGRAM?

Below is the high-level program plan for MSU 2023.

	SATURDAY OCTOBER 7	SUNDAY OCTOBER 8	MONDAY OCTOBER 9	TUESDAY OCTOBER 10
AM		Breakfast <i>(Pre-Program)</i> Value Simulation Tool Lunch & Connect	Breakfast General Session Classes Lunch & Connect	Breakfast General Session Classes Lunch & Connect
PM	Arrive at Q Center if attending optional Pre-Programs: » Value Simulation Tool » MineStar Dealer Sales Development Program and Customer Proposals Course	<i>(Pre-Program)</i> Value Simulation Tool continued <i>(Pre-Program)</i> MineStar Dealer Sales Development Program and Customer Proposals Course Arrive at Q Center if attending Core Program only	Classes General Session Dinner	Classes Dinner
Eve	Open	Opening General Session	Open	Trade Fair

	WEDNESDAY OCTOBER 11	THURSDAY OCTOBER 12	FRIDAY OCTOBER 13	SATURDAY OCTOBER 14
AM	Breakfast General Session Classes Lunch & Connect	Breakfast General Session Classes Lunch & Connect	Breakfast Classes General Session Program ends by 11:30 am Lunch & Connect	Open
PM	Classes Dinner	Classes Dinner	Depart from St. Charles	Open
Eve	Open	Executive Panel General Session	Open	Open

HOW MUCH WILL IT COST?

CORE PROGRAM

Upon registering for the core MSU 2023 program, attendees will be charged a one-time fee of US\$ 595/person (charged to a credit card during the registration process). It is non-refundable but can be transferred to another attendee in the case of a cancellation.

Once at the Q Center, attendees and staff will be charged US\$ 324/night for their reservation to include a sleeping room, three meals per day, all breaks, parking, and use of all meeting amenities (rooms, Wi-Fi, meeting app, etc.). A special day-only rate will be available for Caterpillar staff that live in the Chicago area. Otherwise, all attendees are required to stay at the Q Center unless notified otherwise by operations staff.

OPTIONAL PROGRAMS AT THE Q CENTER

There will be additional fees for participation in the optional pre-programs held at the Q Center the day before the Core Program begins.

Attendees can select the following optional pre-programs:

TRACK A — VALUE SIMULATION TOOL COURSE

Sunday, October 8, at the Q Center

US\$ 95 per person will be charged to a credit card during the registration process.

TRACK B — MINESTAR DEALER SALES DEVELOPMENT PROGRAM & CUSTOMER PROPOSALS COURSE

Sunday, October 8, at the Q Center

US\$ 50 per person will be charged to a credit card during the registration process.

OPTIONAL FACILITY TOURS AND PROGRAMS

Two optional facility programs are available in conjunction with your participation in MSU.

DRILL FACTORY PROGRAM

Monday, October 16, at the Rotary Drill Factory in Denison, Texas

US\$ 95 per person will be charged to a credit card during the registration process.

Attendees will be responsible for airfare, transportation and any other additional costs.

ILLINOIS PROGRAM

Before and after MSU, participants may visit one or more of our Illinois-based facilities, which include the following:

Peoria-area Tours

- » Dozer Manufacturing Facility
- » Morton Parts Distribution Center
- » Caterpillar Visitors Center
- » Mapleton Foundry
- » Mossville Technical Center

Decatur Manufacturing Facility

- » Mining Trucks
- » Large Wheel Loaders
- » Large Wheel Dozers
- » Motor Graders
- » Wheel Tractor-Scrapers

Optional Illinois tours will be available, free of charge. Please reach out to Jody Bautsch (Jody.Bautsch@cat.com) for support coordinating your Illinois program.

For more information on optional facility tours or to plan your visit, contact:

JODY BAUTSCH
Jody.Bautsch@cat.com
+1-309-219-5639

NOTES:

- » By design, there will be limited promotional items or organized activities outside the training venue.
 - » Because of the number of expected attendees, Caterpillar has contracted large blocks of rooms. MSU 2023 Core Program attendees are expected to stay at the Q Center, and attendees to the Optional Programs are expected to stay at the hotels recommended in this Guide.
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HOW DO I OBTAIN A LETTER OF INVITATION FOR A TRAVEL VISA?

Details for requesting a Letter of Invitation for a travel visa can be found at <https://catdealer.com/msu>.

Questions regarding this process can be directed to:

FRANCISCO CASTRO
Francisco.Castro@cat.com
+1-520-509-5136

HOW WILL MSU 2023 BE STRUCTURED?

The structure of the Core MSU 2023 program is designed to provide attendees with General Sessions covering well-rounded topics, with the flexibility to select the specific classes that are most important to them during the week.

The MSU 2023 program and curriculum will focus on delivering integrated solutions to our customers. It will include topics on surface mining, underground hard rock mining, technology, services, aftermarket services, industry updates and strategy overviews.

MSU 2023 GENERAL SESSIONS

All attendees will participate in seven General Sessions that last about 1 hour and 45 minutes. The General Sessions will focus on critical wide-ranging topics and will be delivered by senior leadership from Caterpillar or experts in the field.

MSU 2023 MICRO SESSIONS

These classes will run for 50 minutes and are designed for awareness and discussions on solutions scoping and delivering integrated solutions and systems.

MSU 2023 MAX SESSIONS

These classes will run 1 hour and 45 minutes and are designed for more in-depth selling strategies — demonstrating value to the customer and over the competition — as well as discussion with presenters.

NOTE: Sessions are subject to change.

MSU 2023 TRADE FAIR

All attendees will participate in the Trade Fair on the evening of Tuesday, October 10. The Trade Fair will have displays from various groups that support mining or groups that may not have been included in the official class curriculum. Representatives and experts from these areas will be available for one-on-one discussions. More details will be provided in the Attendee Guide.

For questions regarding the Trade Fair, please contact:

JODY BAUTSCH
Jody.Bautsch@cat.com
+1-309-219-5639

WEEK'S SCHEDULE

SUNDAY OCTOBER 8	MONDAY OCTOBER 9	TUESDAY OCTOBER 10	WEDNESDAY OCTOBER 11	THURSDAY OCTOBER 12	FRIDAY OCTOBER 13
General Sessions – Well-rounded topics					
Pre-Sessions	Micro Sessions		Max Sessions		
Track A	Solutions Scoping		Demonstrating Value to the Customer and Over Competition		
Track B	Integrated Solutions & Systems				

WHAT CLASSES WILL BE OFFERED?

During the registration process, attendees will be asked to select the classes they expect to attend. This will help the program team develop the final classroom sizes and class schedules for the program.

Participants WILL NOT be locked into attending the classes they select during registration. Attendees will have the flexibility to change their class preferences once on site. Specific classes are subject to change.

Please use the checklist and Chart 1 below to help you plan. You will input this information during the online registration process.

For specific questions on the overall curriculum, contact:

FRANCISCO CASTRO
Francisco.Castro@cat.com
+1-520-509-5136

OPTIONAL PROGRAMS

Attendees have the option to select one Pre-Session and one Post-Program

PRE-SESSIONS

- » Track A — Value Simulation Tool Course
Sunday, October 8, St. Charles
- » Track B — MineStar Dealer Sales Development Program &
Customer Proposals Course
Sunday, October 8, St. Charles

POST-PROGRAM

- » Drills Factory Program

GENERAL SESSIONS

Attendees will participate in all General Sessions.

- » Top Mining Risks, Trends and Opportunities
- » Customer Experience Testimonial
- » Energy Transition
- » Fleet Transition to Electrification
- » Surface Drill Strategy
- » Hydraulic Mining Shovel Strategy
- » Large Mining Truck Strategy
- » Underground Hard Rock Strategy
- » Customer Purchase Approach
- » Customer Strategic Approach
- » Journey through Optimization to Automation
- » Mining Commodity Trends
- » High-level Competition
- » Digital Data Indicators
- » Organizational Updates
- » Deal Management Best Practices
- » Building an Integrated Solution
- » The Power of People: How To Sustain Safety Improvements and Maximize Technology Adoption

MICRO SESSIONS

50-minute classes offered Monday through Tuesday. Attendees will choose 8 of the following classes.

GENERAL

- » Workforce (delivered by an outside industry expert)
- » Customer Strategic Approach

TECHNOLOGY

- » MineStar — Guide Lab
- » MineStar — Terrain for Loading & Payload
- » MineStar — Fleet Lab
- » MineStar — Edge Lab
- » MineStar — Reporting Lab
- » MineStar — Detect Lab
- » MineStar — Driver Safety System & Fatigue Risk Assessment

-
- » MineStar — Turning Asset Health Data into Action
 - » MineStar — Collision Avoidance System (CAS) Demonstration
 - » Command for Dozing

SERVICES

- » Maximize Uptime with Asset Health Management (Fleet Management & Condition Monitoring)
- » Cat Mining Finance
- » Services Financing Opportunities in the Mining Sector
- » Electric Power Options for Mines
- » Increase Material Production with Productivity Solutions

PRODUCT & TECHNOLOGY

- » Load Systems & Understanding Productivity
- » Haul Systems & Understanding Productivity
- » Understanding Production & TCO Aspects/Influencers
- » Tires: What You Need to Know
- » Drills Site Solutions & Command for Drilling
- » Dozers Site Solutions & Technology

MAX SESSIONS

105-minute classes offered Tuesday afternoon through Friday morning. Attendees will choose 8 of the following classes.

GENERAL

- » Customer Strategic Approach II

PRODUCT & TECHNOLOGY

- » Dozers Value Story, Selling Strategies with Technology
- » Drills Selling Strategy & Competition
- » Large Motor Graders Value & Competition (MineStar Guide)
- » Mining Trucks Value Story, Selling Strategies (Productivity) 777-793 with Technology
- » Mining Trucks Value Story, Selling Strategies & Competition (Ultra) 794-798 with Technology
- » Hydraulic Mining Shovels Selling Strategies (6015 to 6060)
- » Electric Rope Shovels Selling Strategies & Competition
- » Large Wheel Loaders Selling Strategies & Competition
- » Underground Hard Rock Loaders and Trucks Selling Strategies & Competition
- » Underground Hard Rock Loaders and Trucks with MineStar Options

AFTERMARKET SERVICES

- » Ground Engaging Tool (GET) Options for Mining
- » Undercarriage Options for Mining
- » Right Part/Right Time — PSEs, PRISM & PLESN
- » Powertrain, Hydraulic and Machine Rebuild Repair Options
- » Selling CVAs with New Machines and Throughout the Lifecycle

Use the following chart to help you select courses you are interested in attending. This will help you during the registration process.

Once you are on site, printed schedules and room locations will be provided. In addition, the Mining Solutions University event app will include complete event scheduling and room locations, provide access to session and class overviews, and allow you to provide real-time feedback on classes.

	MON OCT 09			TUES OCT 10			WEDS OCT 11			THURS OCT 12			FRI OCT 13			
	MICRO SESSIONS						MAX SESSIONS									
	10:00 AM	11:00 AM	1:30 PM	3:00 PM	4:00 PM	10:00 AM	11:00 AM	1:30 PM	3:00 PM	10:15 AM	1:30 PM	3:15 PM	10:15 AM	1:30 PM	3:15 PM	8:00 AM
General																
Customer Strategic Approach	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Customer Strategic Approach II	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Workforce: (E&Y)																
Technology																
MineStar - Guide Lab (G)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Terrain for Loading & Payload (T)				X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Fleet Lab (F)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Edge (E)				X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Reporting Lab (R)				X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Detect (D)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Driver Safety System (DSS) & Fatigue Risk Assessment (FRA)				X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Turning Asset Health Data Into Action	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MineStar - Collision Avoidance System (CAS) Demonstration (outside space)																
Command for Dozing (outside space)																
Services																
Maximize Uptime with Asset Health Management (Fleet Management & Condition Monitoring)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Cat Mining Finance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Services Financing Opportunities in the Mining Sector	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Electric Power Options for Mines				X	X	X	X	X	X	X	X	X	X	X	X	X
Increase Material Production with Productivity Solutions	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Products & Technology																
Load Systems & Understanding Productivity	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Haul Systems & Understanding Productivity (includes water trucks)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Understanding Production & TCO Aspects / Influencers	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Tires: What You Need to Know	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Drills Site Solutions & Command for Drilling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Dozers Site Solutions & Technology	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Dozers Value Story, Selling Strategies with Technology																
Drills Selling Strategies & Competition																
Large Motor Graders Value & Competition (MineStar Guide)																
Mining Trucks Value Story, Selling Strategies (Productivity) 777 - 793 with Technology																
Mining Trucks Value Story, Selling Strategies & Competition (Ultra) 794-798 with Technology																
Hydraulic Mining Shovels Selling Strategies (6015 to 6060)																
Electric Rope Shovels Selling Strategies & Competition																
Large Wheel Loaders - Selling Strategies & Competition																
Underground Hard Rock Loaders & Trucks Selling Strategies & Competition																
Underground Hard Rock Loaders & Trucks with MineStar Options																
Aftermarket Services																
Ground Engaging Tool (GET) Solutions for Mining																
Undercarriage Solutions for Mining																
Right Part/Right Time - PSEs, PRISM & PLESN																
Powertrain, Hydraulic and Machine Rebuild Repair Options																
Selling CVAs with New Machines and Throughout the Lifecycle																

WHAT OPTIONAL PRE-PROGRAMS ARE AVAILABLE?

TRACK A — VALUE SIMULATION TOOL (VST) COURSE

Sunday, October 8

Q Center, St. Charles, Ill.

This one-day program will provide an overview of the VST workflows. Several examples will be provided that will demonstrate the Guided Selections (Large Mining Trucks, Hydraulic Shovels, Large Wheel Loaders) and Fleet Site Optimization functionality. A deep dive into VST Pro will provide participants with a solid understanding of VST, including the available VST reports.

Attendees will need to arrive at the Q Center on Saturday, October 7, and be prepared to attend classes all day on Sunday, October 8.

SUNDAY OCTOBER 8	
6:30 am	Breakfast
8:00 am	Overview of workflows <ul style="list-style-type: none">» Basic» Guided Selection (LMT, HMS, LWL)» Fleet Site Optimization» Technical Information Portal
9:45 am	Break
10:15 am	Examples
12:00 pm	Lunch
1:30 pm	Deep dive into VST Pro
3:00 pm	Break
3:30 pm	Deep dive into VST Pro (cont.)
5:00 pm	Session ends

A final program agenda will be available in May and will be posted on the event site at <https://catdealer.com/msu>.

For specific questions on this optional program, contact:

JASON HAGEDORN
Hagedorn_Jason_J@cat.com
+1-312-914-4221

TRACK B — MINESTAR DEALER SALES DEVELOPMENT (MDS) PROGRAM & CUSTOMER PROPOSALS COURSE

Sunday, October 8

Q Center, St. Charles, Ill.

The MDS session will prepare participants to manage the people cycle for critical MineStar commercial positions. The process and tools to support the development of targeted positions will be covered.

The Customer Proposals session will include case studies in creating customer proposals. This will be a highly interactive session to educate participants on different types of customer proposals.

Attendees of this program will need to arrive at the Q Center on Saturday, October 7, and be prepared to attend classes on Sunday, October 8.

WHAT OPTIONAL POST-PROGRAM IS AVAILABLE?

DRILLS FACTORY PROGRAM

Monday, October 16

Denison Drills Factory, Denison, Texas

This one-day program will be hosted by the Surface Drill product team. It will include a tour of the Denison factory and the ability to see the latest rotary drills.

Attendees of this program will need to arrive in Dallas, Texas, on Sunday, October 15, and should plan to depart on the morning of Tuesday, October 17. Hotel and transportation details are outlined in the "Making Your Hotel Reservations" section later in this guide.

A final program agenda will be available in May and will be posted at

Catdealer.com/msu

For specific questions on this optional program, contact:

ALYSSA STEFANO

Alyssa.Stefano@cat.com

+1-520-982-2904

MINING SOLUTIONS UNIVERSITY 2023 REGISTRATION AND RESERVATION PROCESS

Mining Solutions University 2023 is a by-invitation-only event.

If you received a notification that you're invited to MSU 2023 (as an attendee or as staff), it is VERY IMPORTANT that you read and understand the registration/reservation process listed below.

If you have not been invited, but feel you need to attend, please contact Francisco Castro before completing the registration/reservation process.

FRANCISCO CASTRO
Francisco.Castro@cat.com
+1-520-509-5136

There are three key steps that must be followed: registering for the event, making your hotel reservations and selecting the courses you plan to attend. The first two steps apply to both attendees and staff.

STEP 1: REGISTRATION

The first step is registering your participation in MSU 2023. During this process, you will:

- » Input your demographics (name, email, phone number, organization, title, etc.)
- » Provide your arrival and departure dates
- » Identify your attendee category
- » Select optional programs you'd like to attend
- » Provide input to your class preferences
- » Share any dietary needs or other special requests
- » Provide credit card payment for applicable registration fees

Please register for the event at the following link as soon as possible, but before July 31, 2023:

<https://miningforms.com/forms/2023-msu/>

During the registration process, you'll be asked to indicate your attendee category and application type from the categories below:

ATTENDEE CATEGORY

- » Dealer: Cat dealer employees attending the program.
- » Caterpillar: Caterpillar employees (regional reps, account reps, commercial reps, product groups, leaders, staff, etc.) attending the program but not in a specific presentation or operations support role.
- » Partner: Includes business partners and other non Caterpillar attendees specifically asked to participate.
- » Staff: Attendees specifically requested by the Program Manager (Francisco Castro) to serve in a presentation or operations support role at the event.

APPLICATION TYPE

- » Surface: Your job role focuses on surface mining applications only.
- » Underground: Your job role focuses on underground hard rock mining applications only.
- » Both: Your job role focuses on both surface and underground hard rock mining applications.
- » None: Your job role is general support staff, or you are a partner that doesn't have a specific application focus.

If you have any questions about the registration process, please contact:

FRANCISCO CASTRO
Francisco.Castro@cat.com
+1-520-509-5136

STEP 2: ACCOMMODATIONS

The second step is reserving your accommodations. This process may include making multiple reservations if you plan to attend any of the optional programs. Please refer to the confirmation email you receive after completing your registration. Be sure to save it for reference.

It is suggested that you make reservations for your accommodations as soon as possible.

Q CENTER ACCOMMODATIONS

To reserve your room at the Q Center in St. Charles, Illinois, please use the link below.

<https://book.passkey.com/e/50538994>

A few comments regarding reservations and transportation:

- » If you plan to attend the optional pre-session Track A, you'll need to arrive anytime on Saturday, October 7, so you're ready to go the morning of Sunday, October 8.
- » If you plan to attend the optional pre-session Track B, you'll need to arrive no later than the morning of Sunday, October 8, so you're ready to go that afternoon.
- » Those attending only the Core Program should arrive before 5:00 p.m. on Sunday, October 8. Dinner will be served in the cafeteria at 6:00 p.m., followed by the Opening General Session at 7:30 p.m.
- » Training staff should plan to arrive anytime on Saturday, October 7, and be ready for an orientation session on the morning of Sunday, October 8. Trainers will receive additional details on the orientation session directly from Francisco Castro.
- » It is strongly recommended that attendees participate in the full MSU 2023 schedule. The program will conclude at 11:30 a.m. on Friday, October 13. Please schedule any flight departures after 2:30 p.m. to allow time to get to the airport. Q Center check-out should be scheduled for Friday, October 13.

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- » If you need to stay an additional night or two at the Q Center, just be sure to select the appropriate departure date. Rooms will be available on the nights of Friday, October 13, and Saturday, October 14, if needed.
 - » During the Q Center reservation process, you'll have the option to request airport arrival/departure transportation. This will be organized by the Q Center and is the recommended option. Otherwise, attendees can arrange a ride to and from the airport via taxi, Uber, Lyft, etc.
 - » Personal rental cars are highly discouraged since attendees will be spending the full week at the training facility. If you do rent a car, there is free parking at the Q Center.
 - » Attendees or staff that live in the Chicago area will have the opportunity to select a day-only/no-sleeping-room rate during the reservation process. Otherwise, all attendees are expected to stay at the Q Center unless notified otherwise by operations staff.

Q Center reservation policies:

- » A credit card must be used to guarantee reservations.
- » Your card will be charged immediately upon registration.
- » Refunds will not be possible.

If you have any questions about securing accommodations at the Q Center, please contact:

ANGELA BAER
Baer_Angela@cat.com
+1-309-258-0358

OPTIONAL DRILLS PROGRAM TRAVEL & ACCOMMODATIONS

If you're attending the optional program in Denison, Texas, you're on your own to make plans for Friday and Saturday, October 13-14.

It will be up to you to determine your travel plans. If you'd like to stay at the Q Center, you can adjust your departure dates. Otherwise, you can stay in the Chicago area at another hotel, or travel to the Dallas area early. In any case, you need to be in Dallas on Sunday, October 15.

A link will be provided to reserve your hotel room at the selected hotel (to be announced) after registration.

A few comments regarding hotel reservations and transportation for the Denison program:

- » You'll need to arrive at the hotel anytime on or before Sunday, October 15, so you're ready to go at 7:00 a.m. the morning of Monday, October 16. Rooms at the hotel will be on a first-come, first-served basis. If the hotel is full, you're open to choosing another hotel in Dallas that you prefer.
- » If you end up staying at another hotel in Dallas, you'll need to arrange your own transportation to meet the 7:00 a.m. bus departure at the selected hotel on Monday, October 16. Due to parking limitations, personal rental cars will not be allowed at the Denison factory.

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- » A light continental breakfast will be available upon arrival at the Denison factory on Monday, October 16. Lunch will also be provided. There will be no scheduled events for the evening on Monday, so attendees are free to do what they want that night.
 - » You'll need to plan your departure from Dallas anytime on Tuesday, October 17. The Denison program on October 16 won't end until mid-afternoon, so it's unlikely you can arrange a flight departure from Dallas unless it is after 8:00 p.m.
 - » The selected hotel will not provide an airport shuttle service, so the best way to get to/from the hotel is to use Uber or take a taxi from the airport to the hotel.
 - » Changes or cancellations will apply as per the hotel policies.

If you have any questions about the reservation process or program in Denison, please contact:

ALYSSA STEFANO
Alyssa.Stefano@cat.com
+1-520-982-2904

STEP 3: CLASS SELECTION

You will receive a link to the MSU Event App and Class Selection site with your registration email. You can use Chart 1 on page 16 of this guide to help you determine what courses to take. You will be able to change courses on the app up to the event day. There are capacity limitations for each session, so keep this in mind when making changes to your schedule.

FREQUENTLY ASKED QUESTIONS

Where do I find the latest information online for MSU 2023?

See details at <https://catdealer.com/msu>. A CWS user ID and password are required.

What if I want to attend but haven't been specifically invited?

Please contact Francisco Castro to discuss.

Francisco.Castro@cat.com

+1-520-509-5136

Some of the agendas and details are still tentative. When will I get the final agendas and details?

We expect to have most aspects of the program finalized by the end of May.

Check <https://catdealer.com/msu> regularly for updated details.

What are the key deadlines for the registration and accommodations process?

It is suggested that attendees register for the program and reserve accommodations as soon as possible, but no later than July 31, 2023.

What if I register for the program and reserve accommodations but must cancel?

Registration fees are non-refundable but can be transferred to another person if someone is taking your place. Cancellation of accommodations will need to be done directly with the Q Center or applicable hotels. Cancellation fees may apply as per the individual policies. Details will be included in the registration confirmation email you will receive upon completion of the registration process.

What is the dress code for the program?

During scheduled training hours, the dress code for the Q Center program is business casual. Caterpillar will be sharing the training venue with other companies, so we want to ensure we have a professional appearance.

- » For men: Polo/golf or button-down shirts, long pants and casual/dress shoes are preferred. Jeans, shorts, tennis shoes or open-toed shoes (flip flops/sandals) are discouraged.
- » For women: Blouses/tops or sweaters with slacks or skirts and casual/dress shoes are preferred. Jeans, tennis shoes and flip flops are discouraged.

All attendees are encouraged to proudly wear Cat logo clothing, and dealers are encouraged to wear dealer-branded clothing.

During non-training hours, attendees are welcome to wear workout clothing and/or casual clothing (jeans, shorts, etc.).

Dress codes for the Denison, Texas, program will be casual. Long pants (jeans OK) and closed-toed shoes are required. Shorts, skirts and open-toed shoes are not allowed. Steel-toed boots are not required.

KEY CONTACTS

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