



The Rayker Method

RAYKER MECHANICAL SERVICES (Rayker) is a company with an owner who has more than **20 years experience** in the power generation industry who understand the components required for **success** in our industry. Strong Relationships with our customers are imperative to our continued success and our growth as a company. Customer satisfaction is the key to building strong relationships and is the backbone of a symbiotic relationship that is mutually beneficial to both Rayker Mechanical Services and to each of our customers.

Safety, Efficiency and Reliability is our Purpose..!

Communication

Communication is critical for both parties to remain squarely focused on the same goals. Rayker begins that communication at the earliest possible point in the process.

Rayker offers a pre-outage planning package that includes the review of the units current operating parameters, review of all available historical maintenance data for the unit as well as any potential upgrades that are being planned. These activities allow us to assist our customers with a tailored approach to their outage.

The planning package will provide our customer with the following items.

- A detailed list of recommendations based on the current operational condition of the unit
- A detailed list of recommendations derived from the review of historical data
- A work scope tailored for your unit that includes activities outlined in the detailed recommendations list
- A review of the spare parts that you have on hand
- A list of recommended spare parts to have on hand for the outage

Otherwise, Rayker will begin communication during the development of our proposal, based on an RFQ provided by the customer. Rayker will look to clarify any questions that may arise to ensure that our proposal meets all of your needs.

Upon receipt of your purchase order to perform the outage, communication will begin immediately for items related to pre-outage planning. Rayker will begin planning for the outage including the development of contingencies for different scenarios based on our history in the industry and our knowledge of your equipment. Contingency planning is an integral part of our plan to manage the project and minimize the effects of unknowns that may arise during the outage while keeping the outage end date in mind.

Communication is a key element of outage execution, it insures that Rayker and our customers are on the same page and working toward the same goals. Throughout the project Rayker will provide a daily status report that includes specifics about the work performed, technical comments about the condition of the equipment and recommendations to be considered for path forward determination. Any items identified as discovery items, that were not included in the original scope of work, will be immediately brought to your attention to minimize impact to the overall outage schedule. Rayker technical lead will attend daily progress report meetings where the evolution of the outage will be discussed. Technical concerns, proposed paths forward as well as support required from our customer will be discussed during the meeting. These meetings serve to inform and to allow the outage to progress as efficiently as possible.



Once the unit has been successfully returned to service and is functioning normally Rayker will attend an exit interview with all parties involved in the outage to review overall execution, any lessons learned during the outage and to identify areas where future opportunities may be performed at a higher level of efficiency. Rayker will have final report documentation, complete with recommendations for future maintenance activities in your hands no later than **30 days** after completion of the outage.

Safety

Upon our arrival at your facility **SAFETY IS KING!!!**. Safety is paramount to Rayker and has been engrained in our employees as a culture that is to be nurtured through constant vigilance. Rayker has developed a safety program that is geared toward the safety of our personnel. Our safety plan incorporates all personnel that are working with us and others who are working in our general vicinity. Rayker personnel will hold a tool box safety briefing at the beginning of each work shift. That meeting is based on the work environment and tailored to the work that will be performed that shift. Along with each individual teams work assignment for that shift, a detailed Job Safety Analysis, (JSA) is completed that outlines the steps of the task to be performed, the tooling to be used, and any risk that are associated with that task. The steps that can be taken to mitigate each risk are then discussed and the appropriate measures implemented to insure each task can be performed safely. The Rayker management team is dedicated to safety and focused on a safe environment for our workers and the safe execution of all activities.

Efficiency

Our management team members and our work force are all valuable members of the team, many of which have been working together for years. All of our team members provide a value to our customers through an understanding of the work being performed. Our team members possess an inherent desire to perform the work safely, in an efficient, and professional manner which ensures a quality end result for our customers. It is through professional management of all aspects of your outage, "the turnkey experience" that Rayker can provide you with the best value for your maintenance dollar. All of our efforts and processes are geared toward the execution of your outage in a safe and reliable manner but also in the most efficient duration that can be provided. This allows you to return your equipment to service as expeditiously as possible.

Reliability

Quality workmanship is a team effort that is shared by all members of the Rayker team. The quality end result produced by Rayker incorporates a method of detailed data gathering processes and formal data sheets that are displayed in a manner that allow for easy review of the data and also provide our technicians with guidance as to which measurement are critical to the evaluation process. This information is reviewed by our technical experts and is used to make informed decisions about the quality of the components that are used to assemble your equipment. It is this thorough review of all components that allows Rayker to guarantee and warrant the reliable operation of your equipment. Rayker provides warranty of all work performed, including any work that is performed by an approved Rayker vendor for a period



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