The Academy

THE ACADEMY TRAINING POLICY

FOR VERTIV DISTRIBUTORS, CUSTOMERS AND THIRD PARTIES IN GENERAL

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PURPOSE OF THIS DOCUMENT

The purpose of this policy is to describe the training activity offered by Vertiv Academy (The Academy) to the distribution network (companies with an Vertiv's distributor contract in place), customers (companies buying Vertiv products or services) and third parties (companies who have no contracts in place with Vertiv) and the conditions that have to be honored, both on The Academy and third parties' side.

THE IMPORTANCE OF PRODUCT TRAINED ENGINEERS

Customer satisfaction and commercial success relies upon the expertise and competence of people to optimize our equipment utilization, extend product life-cycle and maximize up-time.

The Academy has for some years been offering specific educational programs to develop fundamental technical skills and competence for our and our Distributor's engineers, who are the main interface of our company towards end users.

Service, Sales and Pre-Sales training are part of the Academy offer and cover the main Vertiv business activities: Thermal Management, Monitoring, AC Power, Generators and Industrial.

This policy is mainly intended for Service training. Those trainings, held by internal staff, are structured so to give the participants an understanding of all aspects of the specific product life-cycle, covering the major service roles of commissioning, maintenance and troubleshooting.

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THE ACADEMY PROGRAMS

Training method: Our courses are delivered through innovative training methodologies and using latest educational technologies.

Blended learning is at the heart of The Academy educational philosophy: with a mixture of teaching techniques, including hands-on experience, on-line tutoring and mentoring, residential classes, chat rooms, newsgroups and forums, The Academy aims at ensuring the students access to lessons, reading materials and tutors anyplace, anywhere, anytime.

Students are invited to cover the theoretical issues through distance learning to qualify for the hands on session delivered during the residential classes. The Academy takes care of providing the Participant with the best technical training, the training material and the Academy tools as well as the support of a trainer and a tutor during the whole training path.

Experienced Trainers: All of our instructors are accredited Academy Trainers: they have a factory and field background and are versed in all aspects of the equipment operations and applications. This allows them to impart product specific knowledge with the background of real-world experience.

Train the Trainers courses for accrediting Academy Trainers are centrally managed at the Academy HQ in order to teach trainers how to use Academy documentation and teaching notes, Improve course and class management skills and to manage courses following the Academy method.

It is our instructors' aim to build an informal, but professional atmosphere during training sessions. This allows free-flow of information and questions, not only between the instructor and the class, but also among the engineers themselves.

Class sizes are kept below six attendees per session, ensuring that each Engineer has equal ease of access to the instructor. English is the official language for all class activities and documentation. Customized classes in different languages can be organized on a case by case basis.

We offer a wide range of **standard** courses tailored to meet all the needs of expertise in the field. Inquiries for **customized** trainings outside the regular calendar (be them on-site or at the training center) should be directed to the Academy HQ (see Contacts).

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PARTICIPANTS' OBBLIGATIONS

Course Pre-Requisites: It is our aim to ensure that each participant completes successfully the courses. Therefore applicants must satisfy all the course pre-requisites that are clearly defined in each course curriculum. Applications that do not satisfy the course minimum pre-requisites will be turned down.

If you are unsure whether a candidate fulfills these requirements, please contact us and we will evaluate the eligibility of the applicant. Participant must complete the on-line session, when available, attend all classes and other activities that form part of the course.

On-line session (if applicable): If the course includes an online session, only by completing the distance learning activities and the related interim tests the Participant will be qualified to attend residential classes. If during the on-line session the Participant fell behind or does not complete the activities and the interim test as per the training course calendar, the Academy shall be entitled to postpone his attendance to a later course edition or to cancel his attendance.

Exams: At the end of each course a final exam takes place to check the knowledge achieved. For the Participants who do not pass the exam, the Academy may suggest an Amendment procedure whose cost will be in charge of the Academy.

Confidentiality of Training Material: All didactic material received during the training is considered Vertiv Property and has to be kept as confidential. Any copy and diffusion is not allowed without any preventive written consent by Vertiv. While attending the training the participant cannot audio record or video record lessons without any preventive written consent by Vertiv.

The Academy delivers more than 96.000 training hours every year using blended learning methodology

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TRAINING REGISTRATION AND CANCELLATIONS CLAUSES

Registration: Participants, upon invitation, shall register to courses by contacting the Academy Headquarters.

Confirmations: In case the application is accepted, The Academy will confirm the registration via email prior to the scheduled beginning of the course. If you have not received a confirmation of acceptance before this cut-off date, please contact the Training Coordinator. Vertiv warmly recommends not to make any travel arrangements before receiving a formal confirmation of applications acceptance.

Course Cancellation or Rescheduling: The Academy will make all reasonable efforts to deliver the Courses scheduled in its training program; however the Academy must manage its resources efficiently and shall be entitled to alter the timetable or to make reasonable variations to the classes, method or contents.

The Academy has the right to reschedule courses, alter the course length (before or during class) or cancel the courses. In case of cancellation/rescheduling by The Academy, the Training Coordinator will inform the distributor/students about such a change. Any consequential costs incurred by the distributor/student will not be covered by The Academy.

Participant Cancellation Fees: Cancellation notifications have to be sent by e-mail to the relating Training Center.
If the Participant's Company cancels the participation less than 20 working days before the commencement date, the Participant's company shall be liable to pay The Academy the entire course fee.

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TRAINING FEES AND PAYMENT TERMS

Standard Trainings (as per Training Calendar):

- 660€ per day / per participant
  This fee is not charged to the first engineer from each Vertiv Distributor on any new product family.

Customize Courses

- At the Training Center: 2.200€ per day / maximum 6 participants;
  The above training fee includes all documentation required during and after the course, lunch in the canteen and daily transfer from/to the hotel.
- On-Site: 3.000€ per day / maximum 6 participants;
  The above training fee includes all documentation required during and after the course. All the cost related to the Trainer's and Participants' travel and stay will be covered by the Participants' company.

Terms of payment: in accordance with every Distributor's standard agreement.

TRAINING LOGISTICS AND HOSPITALITY

Timetable: Training day begins at 9am and ends at 5pm, if not differently stated. Participant must manage his/her schedule to arrive on time and attend the entire course. Unless he/her has an urgent/emergency situation, we ask that mobile phones and pagers remain off during the courses.

Logistics: Dress is casual; this is an interactive course with lots of dialogues and activities. Participants attending a Service course will have a practical session in the Training Area. In order to enter Power, Industrial and Generators Training Areas the **Participant must bring his/her PPE (personal protective equipment) to be used during the practical session**.

Hotel Accommodation: The cost of accommodation is the responsibility of the attendee. Our Reception/Hospitality Team can assist the participant by making accommodation arranged upon request (see Reservation Form).

Meals:

- Breakfast: is available in the hotel;
- Lunch: is included in the training fees;
- Dinner: is not included in the training fee.

Transportation: Transportation cost, including to/from the airport and to/from hotel to Training Centre, can be the responsibility of the attendee depending on the Training Center. Please refer to the Reservation Form

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	for further details. Our Reception/Hospitality Team can assist the participant by making transportation arranged upon request (see Reservation Form).
TRAINING CERTIFICATION	For those who attended a course and passed final assessment an Attendance Certificate can be sent in electronic format to pertaining company, upon request. For sake of clarity, the participant can only use such Attendance Certificate when he acts as an ENP authorize technician. On the other hand ENP reserves the right to request damages if any.
LIMITATION OF LIABILITY	Vertiv shall not assume any responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use, by the trained engineers, of technical information and/or advice furnished by Vertiv, with respect to the use of the Parts and/or Services, during the training or by the relevant documentation. For the avoidance of any doubt the trained engineers will be the solely responsible against their customers for their professional activity.
APPLICABLE LAW	The validity, performance, and all other matters relating to the interpretation and effect of this Policy shall be governed by the law of England without regard to its conflict of laws principles. Buyer and Vertiv agree that the proper venue for all actions arising in connection herewith shall be only in courts of England and the parties agree to submit to such jurisdiction. No action, regardless of form, arising out of transactions relating to this Policy may be brought by either party more than two (2) years after the cause of action has accrued.
	The present policy, the acceptance of a training order under this policy and the fulfillment of any contractual obligations as a consequence of the policy, are subject to all current applicable import, export control and sanctions laws, regulations, orders and requirements, including those of the United States where applicable. However, such laws and regulations may be amended from time to time including during the processing of an order. If Vertiv (The Company) should fail to receive any necessary or advisable licenses, authorizations or approvals, even arising from inaction by any relevant government authority, or if any such licenses, authorizations or approvals are denied or revoked, or if there is a change in any applicable laws, regulations, orders or requirements that would

prohibit the Company from fulfilling any order, or would in the reasonable judgment of the Company otherwise expose the Company to a risk of liability under such laws, regulations, orders or requirements if it fulfilled the order, the Company shall be relieved without penalty of all obligations with respect to any order resulting from this quotation. If the present quotation would result in a Sales Contract with Vertiv (The Company) will be oblige ted to check the final destination, the end user and the end use of the goods before accepting the order as the Contract is subject to all applicable import, export control and sanctions laws, regulation, order and requirements. The Customer agrees to provide Company this information at its first request within the order proceedings; no order shall be binding on Company until this information has been received and the transaction has been screened and cleared for compliance.

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CONTACTS

AC POWER HEADQUARTERS
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RACKS AND SOLUTIONS HEADQUARTERS
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INDUSTRIAL HEADQUARTERS
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69684 Chassieu Cedex - FRANCE

Marie Pierre Rivas, Training and Development Manager
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ACCREDITED TRAINING AREAS

EMEA	
FRANCE	Rungis
	Lyon
GERMANY	Erlangen
RUSSIA	Moscow
SPAIN	Madrid
TURKEY	Istanbul
UAE	Dubai
UK	Bedford

REST OF THE WORLD	
AUSTRALIA	Sydney
BRASIL	Sao Paolo
CHINA	Shenzhen
INDIA	Pune
SINGAPORE	Singapore

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