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# a better learning experience

Training to improve safety  
and operational performance



**MAERSK**  
TRAINING



# training to be prepared

*Maersk Training focuses on training to be prepared for the great powers of both nature and technology. Our training is designed to meet the challenges and the risks of the working environment.*

A better learning experience is about more than a pleasant stay at the training facilities. It is about understanding and remembering more, and about making better use of the training. We believe in improving safety, behaviour and operational performance in the real working environment. And in evaluating and assessing improvements.

## **TRAINING FOR REAL LIFE**

To reach these goals, we base our more than 200 different courses on the conviction that training should be as close to real life as possible.

We have invested heavily in building advanced simulators to provide realistic training. We deliver more than textbook theory. We plan and tailor training to the reality of the people we train. And as we live in a dynamic, progressing world, we believe in constant development, improving our training and facilities all the time.

## **IT STARTED WITH AN ACCIDENT**

Maersk Training was founded as the result of a human error. That error led to an accident that might have been prevented by better training.

In a company based on the key value that “no loss should hit us which can be avoided with constant care”, this was not acceptable. The purpose of our company is to improve safety procedures and performance.

That was in 1978. Since then, we have added a number of specialised training areas: Maritime, Wind, Survival, Safety & Security, People Skills, Crane Operation and Human Resource Services.

Today, Maersk Training is an independent business unit with worldwide training facilities open to all companies.



# a complete range of training courses led by specialists

*Maersk Training offers a wide range of training courses. We believe in specific training tailored to meet the needs of different industries and companies.*

## **MARITIME**

We offer a wide range of courses aimed at the maritime and offshore industries, from basic training to bridge resource management, anchor handling and dynamic positioning. In short, training that prepares people for the challenges of the modern maritime industry.

## **OIL & GAS**

We provide training and education at all levels to meet the increasing demands for safety and to help secure profitability in the search for oil and gas. To do this we have developed a learning environment and we strive to make it second to none.

## **WIND**

Our advanced and effective one-stop training facilities deliver the safety and survival courses required by the wind industry, as approved by the major companies and structured to meet the needs of our clients.

## **SAFETY, SECURITY AND SURVIVAL**

Our training improves safety and security to prevent costly accidents by preparing people for real life situations and developing their safety awareness. Training is based on both updated real life experience and accepted industry standards.

## **CRANE OPERATIONS**

We offer training on all levels, generic or tailor-made, to combine safety and high performance in container terminals and the offshore industry.

## **PEOPLE SKILLS**

We focus on developing essential soft skills and required behaviour to improve performance, safety and communication in the workplace, from leadership to cross-cultural teamwork.



# a better learning experience

*We strive to provide a better learning experience.  
The goal is to achieve the highest learning level from a training  
session – use what you learn and you will improve your  
performance and safety behaviour.*

Maersk Training covers a wide field of offshore industries and training needs, targeting each field with specific expertise. But we always teach and train according to our basic values, a Maersk Training way of thinking with “Uprightness, Humbleness and Constant Care” in mind.

## **BASED ON A SAFETY CULTURE**

Risks can be minimised. This is true for human health and lives, and for the economy, production and the environment. Maersk Training is based on a safety culture that focuses on eliminating risks by being prepared. From

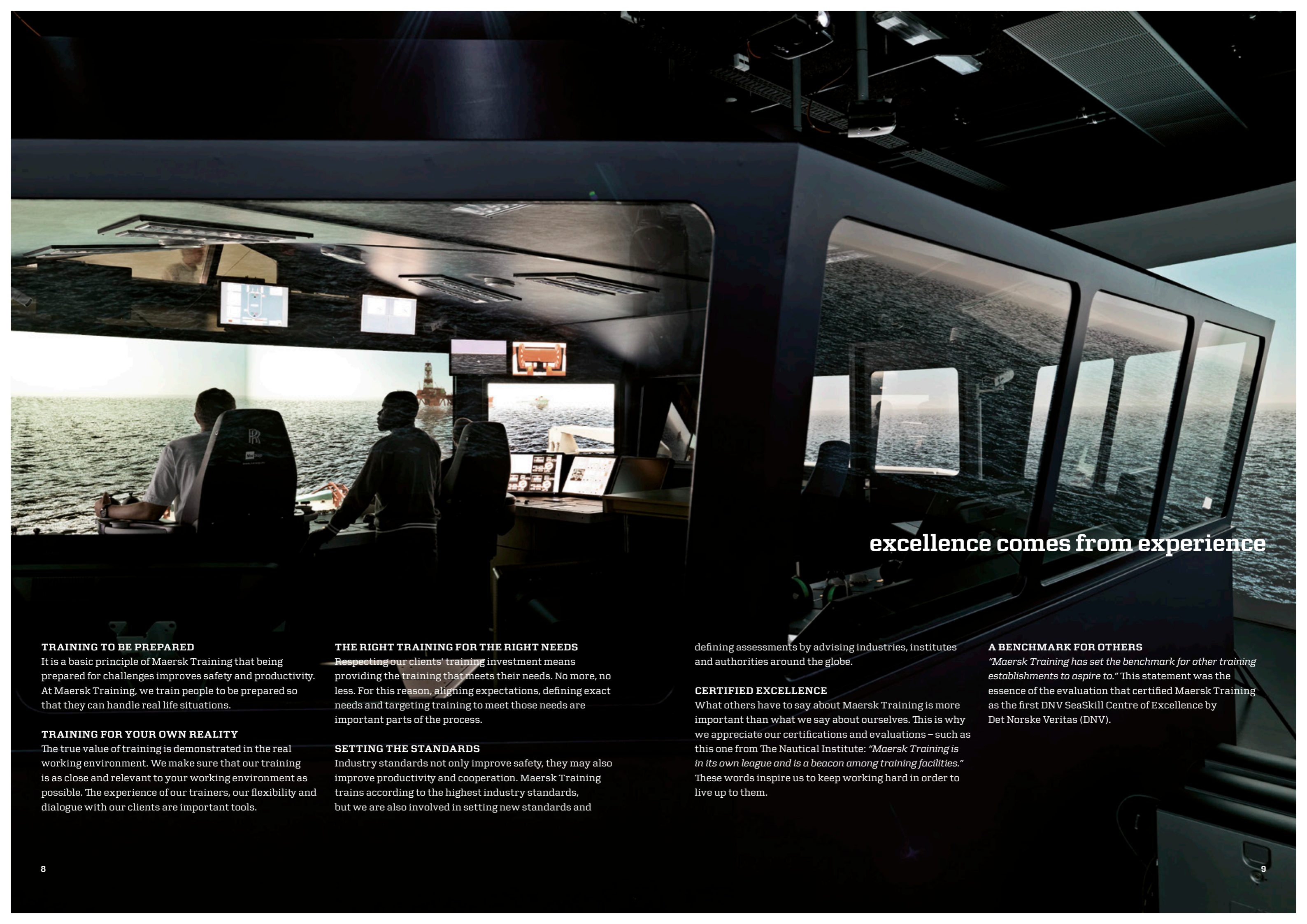
technical skills to communication, our training improves both performance and safety for increased competitive edge.

## **LEARNING BY EXPERIENCE**

Learning is better retained when it is put into use. Our training is about more than theory – it is based on methods that involve people and bring knowledge into operation. This philosophy goes for both the classroom and for practical training.







excellence comes from experience

**TRAINING TO BE PREPARED**

It is a basic principle of Maersk Training that being prepared for challenges improves safety and productivity. At Maersk Training, we train people to be prepared so that they can handle real life situations.

**TRAINING FOR YOUR OWN REALITY**

The true value of training is demonstrated in the real working environment. We make sure that our training is as close and relevant to your working environment as possible. The experience of our trainers, our flexibility and dialogue with our clients are important tools.

**THE RIGHT TRAINING FOR THE RIGHT NEEDS**

Respecting our clients' training investment means providing the training that meets their needs. No more, no less. For this reason, aligning expectations, defining exact needs and targeting training to meet those needs are important parts of the process.

**SETTING THE STANDARDS**

Industry standards not only improve safety, they may also improve productivity and cooperation. Maersk Training trains according to the highest industry standards, but we are also involved in setting new standards and

defining assessments by advising industries, institutes and authorities around the globe.

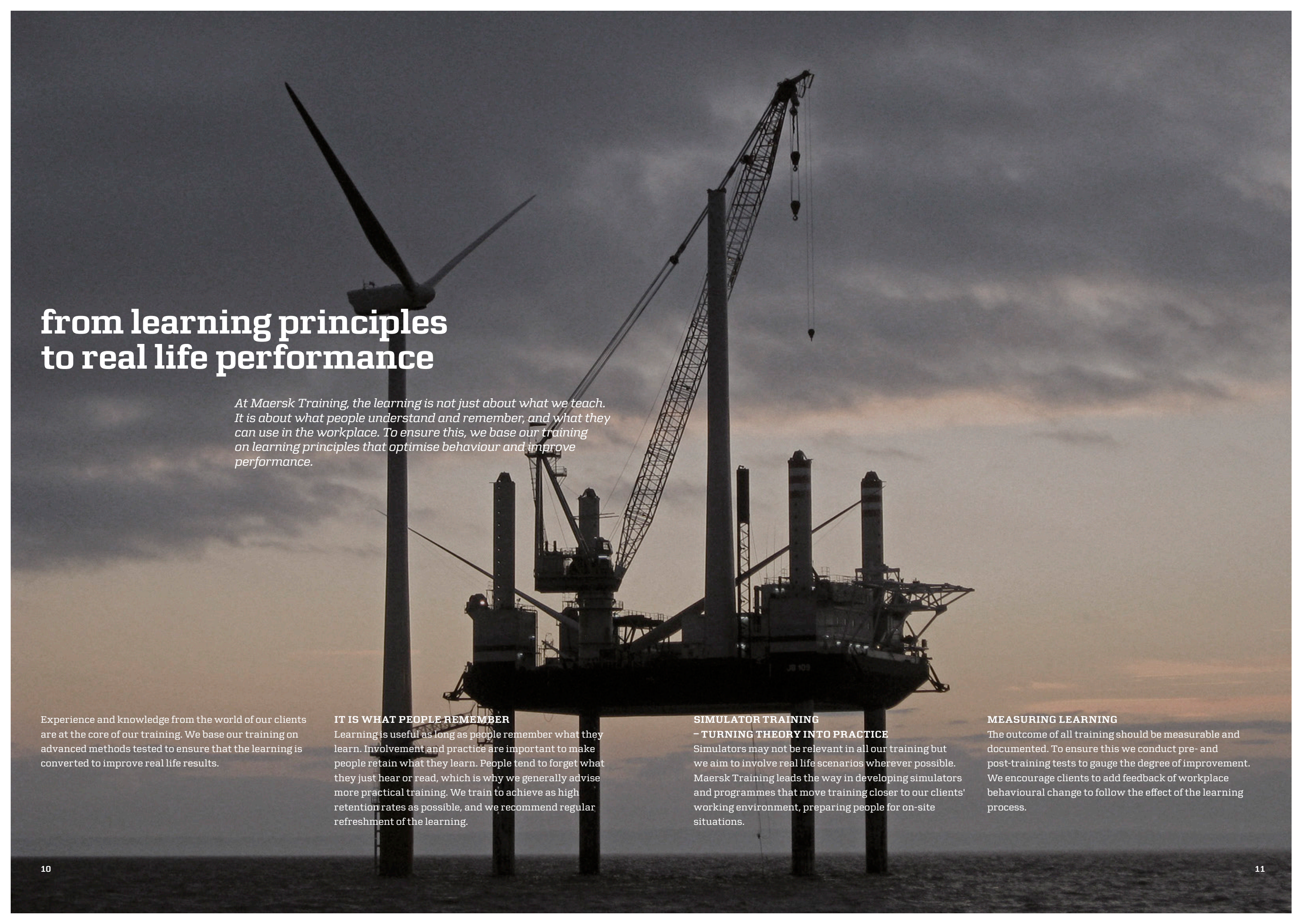
**CERTIFIED EXCELLENCE**

What others have to say about Maersk Training is more important than what we say about ourselves. This is why we appreciate our certifications and evaluations – such as this one from The Nautical Institute: *“Maersk Training is in its own league and is a beacon among training facilities.”* These words inspire us to keep working hard in order to live up to them.

**A BENCHMARK FOR OTHERS**

*“Maersk Training has set the benchmark for other training establishments to aspire to.”* This statement was the essence of the evaluation that certified Maersk Training as the first DNV SeaSkill Centre of Excellence by Det Norske Veritas (DNV).





# from learning principles to real life performance

*At Maersk Training, the learning is not just about what we teach. It is about what people understand and remember, and what they can use in the workplace. To ensure this, we base our training on learning principles that optimise behaviour and improve performance.*

Experience and knowledge from the world of our clients are at the core of our training. We base our training on advanced methods tested to ensure that the learning is converted to improve real life results.

## **IT IS WHAT PEOPLE REMEMBER**

Learning is useful as long as people remember what they learn. Involvement and practice are important to make people retain what they learn. People tend to forget what they just hear or read, which is why we generally advise more practical training. We train to achieve as high retention rates as possible, and we recommend regular refreshment of the learning.

## **SIMULATOR TRAINING - TURNING THEORY INTO PRACTICE**

Simulators may not be relevant in all our training but we aim to involve real life scenarios wherever possible. Maersk Training leads the way in developing simulators and programmes that move training closer to our clients' working environment, preparing people for on-site situations.

## **MEASURING LEARNING**

The outcome of all training should be measurable and documented. To ensure this we conduct pre- and post-training tests to gauge the degree of improvement. We encourage clients to add feedback of workplace behavioural change to follow the effect of the learning process.



# maritime

*At Maersk Training, we are not just specialists within the maritime world. We specialise in distinctive offshore industries, because workplace, technology and demands can be very specific.*

Maersk Training develops courses according to client needs. Even if a course is designed for a specific client, we train according to standards such as DNV Sea Skills, and we are audited by Det Norske Veritas (DNV) once every year. We also follow the Nautical Institute Scheme of Training and the recommendations of the International Maritime Organisation (IMO) and the International Marine Contractors Association (IMCA).

## MARITIME TRAINING IN GENERAL

Our range of training courses covers basic training of shipping company employees who have never worked on a vessel, all the way to experienced seafarers doing complex simulator driven scenarios for anchor handling and bridge resource management. The simulators in our Maersk Offshore Simulation and Innovation Centre (MOSAIC) are second to none, with the ability to recreate every likely and unlikely situation.

**OFFSHORE SUPPLY REQUIRES SPECIAL SKILLS**  
Sailing offshore supply vessels requires diverse skills which are often very specific for each operation. We develop skills, increase knowledge and infuse a culture of correct behaviour.

## TANKERS

Maersk and tankers have been closely associated for many decades. We have vast experience and expertise in training for liquid cargo handling, including the use of Liquid Cargo Handling Simulators (LCHS) in several of our training centres.

## CONTAINERS

We provide container shipping crews with courses ranging from onboard shipboard management when loading in port, to dealing in mid-voyage with the thermodynamics in a faulty reefer with expensive cargo.





# oil & gas

*The search for oil and gas drives the industry into deeper waters and harsher environments, increasing the need for specialised knowledge to promote safety and secure profitability.*

Starting by assessing the needs of the client, Maersk Training develops the exact requirements necessary to gain the maximum effect from the learning process. From junior drillers to the most senior members of a crew doing Advanced Well Control or Train-the-Trainer, the oil and gas portfolio is one of the most extensive.

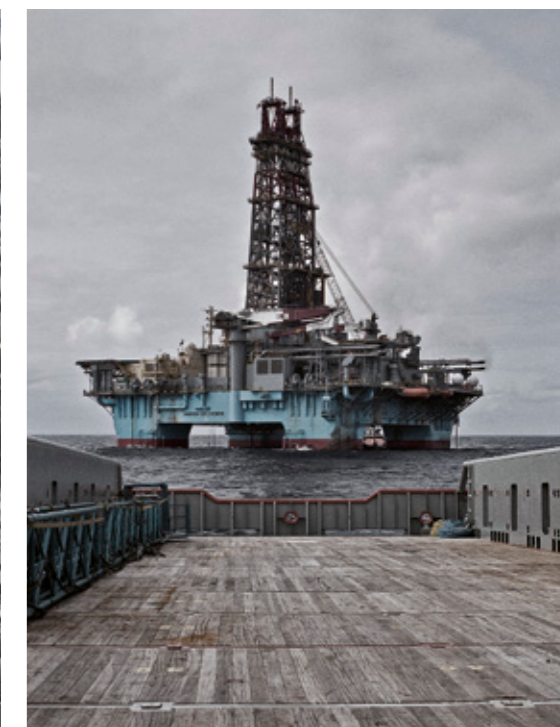
Our training focuses on usability: Learning must be relevant when working on the rig, no matter what client we train for. Improving team communication is an essential part of putting learning to use.

## **SIMULATORS RECREATE THE REALITY OF THE RIG**

Maersk Training combines classroom education with simulator training. The Maersk Offshore Simulation and Innovation Centre (MOSAIC) simulators are second to none, with the ability to recreate every likely and unlikely situation.

## **INFLUENCING THE STANDARDS**

The expertise of Maersk Training is acknowledged by the International Well Control Forum (IWCF), and relevant courses are certified by them. Maersk Training also holds accreditation from the International Association of Drilling Contractors (IADC). Our facilities, knowledge and competences are often used to develop or test industry practices.







## wind

*Maersk Training delivers the safety courses required by major companies in the wind power industry, supplemented by technical training for several operators.*

We hold course accreditations from industry leaders like Siemens Wind Power and Vestas. This makes us a *one-stop shop* for the wind industry, and we plan our courses for just-in-time training.

We can deliver the courses in one back-to-back session when our clients need it, as well as plan to the specific demands of each client.

### **BRAND NEW FACILITIES**

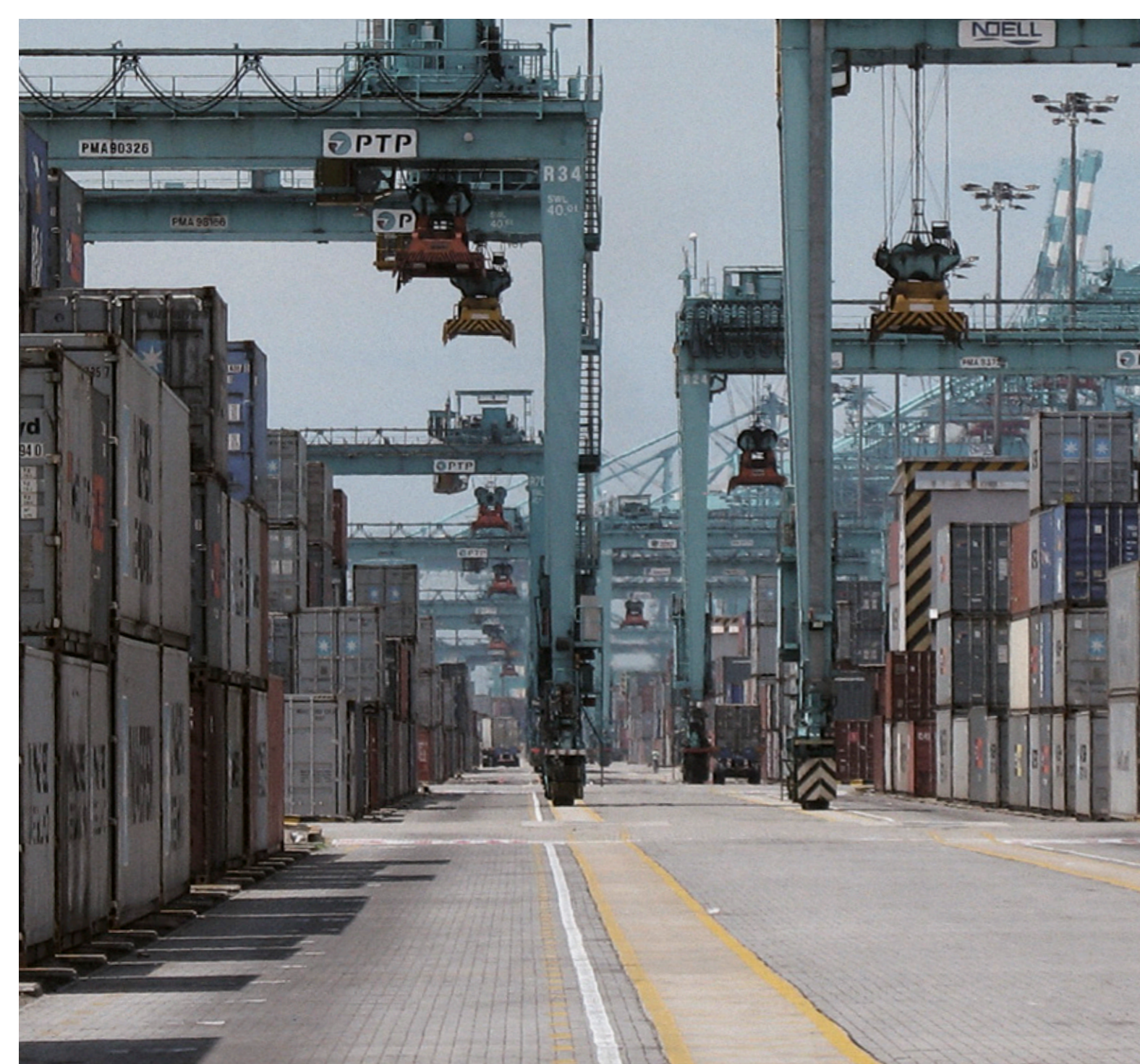
Our bases are at the wind industry hubs of Denmark and the UK. We utilise brand new facilities to create life-like learning experiences. Training can also be delivered at

other training centres, including courses required for working in the UK. Flexibility without compromise.

### **FIRST GWO APPROVAL FOR BASIC SAFETY TRAINING STANDARD**

Maersk Training is the first training centre in the world to be approved by the Global Wind Organisation (GWO) for all five modules of the Basic Safety Training standard: First Aid, Manual Handling, Fire Awareness, Working at Heights and Sea Survival. The assessment has been carried out by Det Norske Veritas (DNV).





## crane operations

*Maersk Training works flexibly around the globe, according to local requirements, while aiming to set higher productivity standards with a constant focus on safety.*

The container terminal industry is the core area of our Crane Operations training but we are now expanding into the offshore area where the requirements for safety and technical skills in operating a crane are equally important.

Standards and legislation vary around the world, and we adapt our training to local and company specific demands. We also set the standards by developing standardised programmes for terminal equipment based on best practises. Our ambition is to set common standards that will increase safety, flexibility and productivity in the workforce of the terminal and offshore industry.

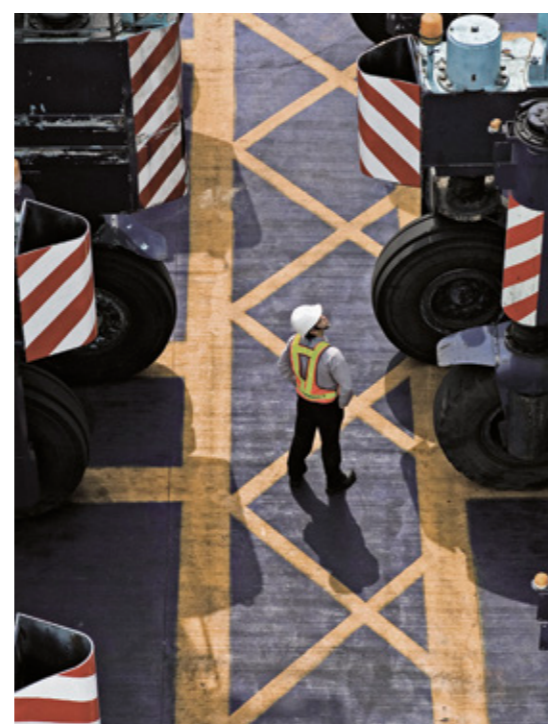
### MOBILE SIMULATORS

Maersk Training has mobile plug-and-play training centres, CraneSIM and AssessSIM, which can be moved and adapted to any container terminal. Each of them is

simply a 40' container with a classroom and full mission cabin for training, using our own specialised simulators. We can also provide a laptop simulator, especially developed for assessment and simple basic skills training.

### FROM RECRUITMENT TO TRAINING THE TRAINER

We have the expertise for all levels of assessment and training for a wide range of container handling equipment. From testing and evaluating new crane operator applicants, to basic skills training combined with theory handbook learning and monitored hands-on training. Experienced operators can refresh their skills or pass on their knowledge through our train-the-trainer programme.





# safety and security

*Safety first and quality always. These are basic values of Maersk Training, and safety is always at the heart of our training. Safety means different things in different situations, but in all situations we prepare people for what may happen in their working environment.*

Improving safety and security and preventing fatalities, injuries and costly accidents is a never-ending process. Conditions and standards are always changing, and we continue to improve and adapt. We base our training on real life experiences coupled with recognised industry standards.

## **SAFETY**

Our safety courses can be broad-based, like a high profile campaign to improve the safety awareness and working environment within a company. However, there are also those targeted for smaller groups or individuals needing expertise in cases such as correct handling of certain chemicals or equipment. Accidents do not discriminate

between one industry and another. Accidents don't work to a timescale. Across all areas there is one common target – we aim to achieve a truly safe working environment.

## **SECURITY**

Unexpected and sometimes critical pressure. A seafarer or a crisis team can encounter many different challenges, and our expert security trainers prepare people for them. We run Surviving Piracy and Armed Robbery courses where we focus on psychology and coping with aggression, or Crisis Management with realistic crisis scenarios. Our security courses can be generic for most seafarers, or tailor-made to meet specific demands.





# survival

*Our training prepares people to know how to react in order to survive a working accident.*

Handling dangerous situations is more than textbook theory. Knowledge and competences have to work in real life. That is why we train people in situations as close to real life as possible. At Maersk Training, we provide controllable facilities to give people the experience of firefighting, life boats, surviving in water and other survival exercises.

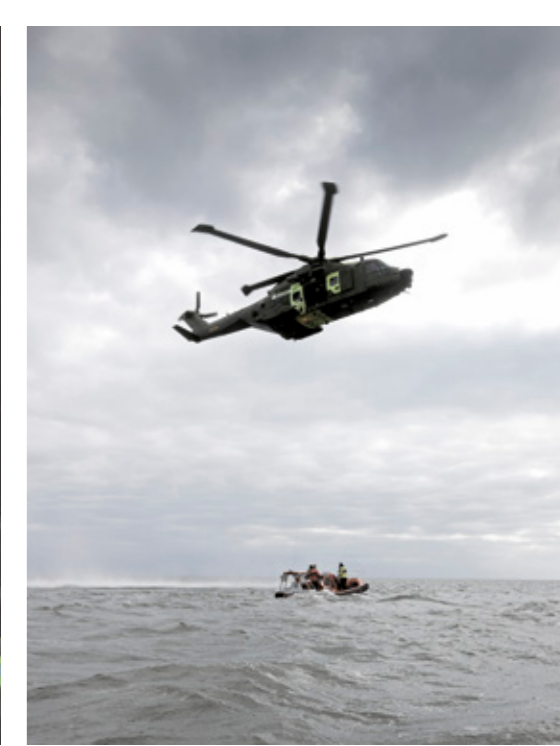
## **PRACTICAL SKILLS**

The training and the exercises give people the practical skills to act and survive when critical situations

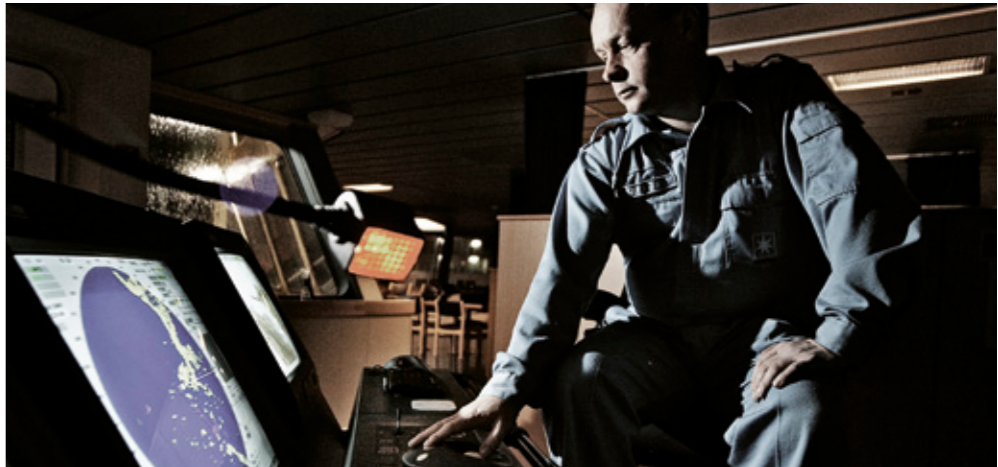
happen, both as individuals and as a team. We also focus on giving people the understanding of why specific skills are important. When possible, e-learning is used to supplement the training.

## **BASED ON INDUSTRY STANDARDS**

Maersk Training has trained thousands of seafarers, offshore employees and wind technicians in the various disciplines demanded in different industries. Our courses are based on approved industry standards and recognised practices within the specific areas.







# people skills

*Safety and performance depend on more than technical skills.*

Human factors are just as important for safety and performance in the working environment. Problems and accidents are often due to a lack of proper and effective communication. Maersk Training has an extensive toolkit

for training people skills directed at improving and changing behaviour. Adding to the knowledge of human behaviour and learning, Maersk Training has a deeply rooted knowledge of the maritime and oil & gas industries.

That knowledge ensures the relevance and understanding of the training, which is based on established learning methods, but adapted to the real world and the specific needs of each client, working with cases and role-playing exercises.

The range of services covers a wide variety of human factor development, including recruitment, people assessment, organisational analysis, development of teams and leadership, crisis management and communications.

## TRAINING WHERE THE CLIENT IS

Much of our training is carried out precisely where the client is – on a rig, on a vessel or in the office – wherever it is most convenient. Maersk Training can combine on-site training with e-learning and online coaching before and after the courses, to prolong the learning curve.

## CROSS-CULTURAL TRAINING

The maritime and the offshore industries are highly global, often combining teams of many nationalities and cultures. Maersk Training specialises in training cross-cultural communication and teamwork to enhance team performance.



# global training needs global presence

*Our workplace is truly global. We train people from all over the world, and we travel to train people where they are. Maersk Training is represented where the maritime and offshore energy production industries are at work, with training centres in major hubs worldwide.*

## BRANCHES

- Svendborg, Denmark
- Esbjerg, Denmark
- Aberdeen, Scotland
- Newcastle, United Kingdom
- Stavanger, Norway
- Chennai, India
- Rio de Janeiro, Brazil
- Dubai, UAE
- Singapore

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