

PREPARED TO RESPOND (P2R) services

Fast, expert additive treatments for your supply and trading challenges

What do you do on Friday afternoon when you're told you can't unload your petroleum oil cargo Saturday morning, because it's off-specification? Call Baker Hughes for **PREPARED TO RESPOND™ (P2R™) services** and get your cargo moving again.

PREPARED TO RESPOND services are part of a quick-response, additive treatment program that helps you meet your business goals and commitments through on-site treatment services. By resolving your supply and trading challenges in the shortest time possible, we minimize the effect on the rest of your business and help you to maximize your profits.

Expanding your offerings

With P2R services, you can confidently handle the crude oils and fuels you may have had second thoughts about purchasing in the past. We give you the flexibility to choose from a wider range of oil commodities by coupling rapid response service with patented, proven technologies.

P2R services deliver:

- Additive inventory in strategic locations around the world
- Self-contained service trailers and pump systems ready to deploy

- Technical service teams at your site on short notice—in as little as a few hours
- Additive approval certification for REACH, pipelines, and other global approval requirements
- 100% safety record for additive treatment delivery

When you want to upgrade your fuels or need help managing unusual situations, such as off-specification or difficult-to-handle crude oils and fuels, our trained professionals respond quickly and effectively. We operate around the world from strategically located sites near major ports, terminals, refining centers, and trade routes so you can move product quickly and increase profitability.

Keeping you on track

You won't miss delivery deadlines because of fuels that don't meet specification. It doesn't matter if your product is in a storage tank, a dockside barge, or offshore on a tanker. Fully trained P2R technical teams quickly arrive on-site to deliver turnkey additive treatments that bring oil commodities back on-spec and meet all safety and environmental compliance regulations.

Application

Transportation and handling of crude oils, feedstocks, and fuels

Benefits

- Meet compliance and certification requirements with quick, rapid-response services
- Minimize business impact by resolving supply and trading challenges in the shortest time possible
- Increase flexibility to choose from a wider range of oil commodities without sacrificing value

In Singapore, a customer purchased fuel oil with high hydrogen sulfide (H₂S) content from a local refinery and wanted to unload it at a terminal that restricted H₂S content to 2 ppm. Unable to discharge, the customer contacted Baker Hughes P2R services for help. The team collected samples, had them analyzed, and proposed an offshore treatment plan for the fuel oil. Within hours of the initial contact, the entire cargo was treated and approved for unloading at the terminal.

Reducing your risk

With P2R services, you don't have to look for and evaluate multiple suppliers. You don't have to buy unproven and potentially harmful additives from less-than-reliable vendors. You don't have to do exhaustive research to find the properties of a particular additive for your records. Our additives are

fuel-specific and tailor-made to achieve maximum performance. Extensive testing ensures compatibility between different additives within the same fuel blend so that other fuel specifications are not compromised.

A New Orleans trader had the opportunity to buy 125,000 barrels of residual fuel with a basic sediment and water (BS&W) content of more than 13%. The cargo would be more valuable if the BS&W was below 2%. So, a P2R services team analyzed the fuel and developed an optimal treatment program to demulsify it. After treatment, the stored fuel settled and BS&W measurements were taken at specified periods over nine days. After only two days, the BS&W had dropped to 1.7%. After nine days, the BS&W was down to 0.6%. The treatment program effectively reduced the water content of the residual fuel to well below the 2% requirement. The value of the cargo

increased by more than 20% per bbl as a result of the P2R services treatment program.

Delivering on our promise

Whatever the situation, we have select product inventories, extensive equipment, and well-trained people to competently, efficiently, and quickly handle the most difficult situations. With more than 70 years of experience treating crude oils, feedstocks, and fuels, we offer you a unique combination of technical, operational, and regulatory experience. As a leading fuel additives manufacturer, we have the resources to supply "out of the box" solutions to your unique cargo problems. Let us help keep your fuels, crude oils and blends on specification. Contact your Baker Hughes representative, and we'll make certain your cargo captures its full value every time.

