Delivering value in Field Services and Workshops
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Wärtsilä is committed to create and maintain **safe and healthy** workplaces for our employees and partners in all of our business operations.

**Safety is a high priority for Wärtsilä**
This is emphasized in our drive towards **zero injuries** by applying high standards of occupational health and safety and by implementing action-orientated safety programs and practices. Wärtsilä’s safety approach to reach this goal is to generate and maintain a shared mindset around safety. We call it **ZeroMindset**.

In 2022 we implemented a number of safety initiatives within Field Service Workshop Central Europe to drive towards Zero Injury. One of these initiatives focussed on safety leadership and safety mindset. This initiative helped drive down the number of injuries by over 80%. Due to the success of this initiative we have continued this into 2023.

In Wartsila Netherlands Field Service and Workshop business we have proudly achieved 525 days with no LTI.

When visiting the workshop areas the following PPE is mandatory for visitors:

- Safety shoes
- Safety glasses
- High Viz vest
Our global presence
The (main) products we serve

- 4S Engines
- 2S Engines
- Hybrid / Batteries
- Fuel System
- Steerable Thrusters
- Tunnel Thrusters
- Propellers
- Exhaust Cleaning

The (main) activities we perform

<table>
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<th>Install</th>
<th>Commisioning</th>
<th>Warranty Handling</th>
<th>Trainings</th>
<th>Product Improvement</th>
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<td>Improve</td>
<td>Performance Improvement</td>
<td>Upgrades</td>
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Field Services and Workshops in numbers

- 3,700,000+ Hours billed
- 8,000+ Customer installations served
- ~3,500 Professionals

- +130,000 days of intinerary duration abroad*
  FS&WS has operations along the main shipping routes

- +1,700 jobs started each month

- 13,300 Quotations
  ~60% hit rate

  Classified as Marine Field services Opportunity

- +6,000 warranty claims handled

- +23,000 Technical customer cases solved (Tech Request)
- +13,000 Approved Service Work Report

- +400 Certificates with people in active status
- +950 Courses organised (43% for externals Customers)
- ~30,000 course mandays delivered (48% to externals Customers)

- +28,000 orders handled in total

- +52,000 components

Data: 2022

One promise to the customer:

We deliver what we promise and continuously optimise our customers’ asset performance
The Netherlands is a key location to support our customers’ needs on main products

Schiedam and Kruningen workshops

The Wärtsilä Workshops setup in Schiedam and Kruningen enables full support to customers’ needs with

- Dock capability,
- Technical Service expertise,
- Experienced Field service engineers, and
- Workshop with 4-stroke, 2-stroke and propulsion capabilities.

Hotspots based on count of vessels events in status ‘moored’.
Some of our customers and stakeholders based in The Netherlands / Belgium

Dredging
- Boskalis
- Van Oord
- DEME
- Jan De Nul
- Smit

Merchant
- Wagenborg
- Spliethoff Group
- Stolt-Nielsen
- EXMAR

Offshore
- Heerema
- Allseas
- Seaway Heavy Lifting
- Dockwise

IWW
- Shell
- VeKA
- Thyssenkrupp
- Chemgas
- Danser

Universities / Colleges
- TU Delft
- Universiteit Twente
- University of Technology
-Avans University of Applied Sciences
- UMC Utrecht

Energy
- Universiteit Utrecht
- UMC Utrecht

Shipyards
- Damen
- Oceanco
- Van Lent Shipyards
- Koninklijke de Vries Scheepbouw
- Royal Bodewes

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Thank you!