

# Welcome to Wärtsilä

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THE VR VIEWER TO VIEW THE  
ORANGE PINPOINTS



OR VIEW THE BLUE &  
ORANGE PINPOINTS WITH  
JUST YOUR SMARTPHONE

## The global leader in advanced technologies and complete lifecycle solutions for the marine and energy markets

Wärtsilä's 19,000 employees generates net turnover amounting to 5 billion euro annually.\* The company is active at 200 locations around the globe in some 70 countries and employs people with various backgrounds, levels of education, experience and ambitions. We believe in equal opportunity and personal growth and we support our employees on their personal path at Wärtsilä.

We concern ourselves with advanced technologies that maximise the economic performance of our customers' ships and power plants in an environmentally friendly manner. Here, the focus is on sustainability, innovation and total return. Consider the development of high-capacity propulsion systems for ships, for example. No other single company can compete with our wide portfolio of products, systems and solutions. Combined with nearly 200 years of knowledge and experience, this makes Wärtsilä a player on the world stage.

\* In 2015

### CENTRAL DISTRIBUTION CENTRE IN KAMPEN

The Central Distribution Centre (CDC) is an integral part of Wärtsilä Global Logistics Services (WGLS). It covers the entire material flow from order confirmation until the point of delivery at the customer's doorstep. WGLS three cornerstones are customer, people and performance. We are striving for values such as reliability, high quality and customer first. We want to be the enablers with highly motivated people and world class competences that ensure on time deliveries, effectiveness and intelligent flexibility.

### TAKE A NEW LOOK AT WÄRTSILÄ

With a virtual reality headset, you can experience Wärtsilä in another dimension - literally. At particular points, indicated by orange pinpoints, you'll encounter surprising and appealing videos by viewing them with the VR headset.

You can also discover extras without the glasses by scanning the blue pinpoints with your telephone.

**An internet connection or wifi is required to use the app.**

**For your own safety, we request that you not walk around while using the VR headset.**

“ Our customers recognise us as their services partner: competitive, trusted and easy to deal with. ”



# Pioneering solutions



**You come up with the most advanced solutions if you're continually prepared to face a customer's challenge with an open mind. We also work as efficiently as possible and with an entrepreneur's attitude. This way, every Wärtsilä employee contributes to the best answer to customer demand.**

— Wärtsilä has been in both the Netherlands and around the globe for nearly 200 years.

— No other company can match our portfolio of products, systems and solutions.

— Wärtsilä roots are in Finland.

Wärtsilä has a great position for profiting from trends in environmental awareness and changing energy demands. We strive for growth by offering innovative, energy-efficient lifecycle solutions and by using our leading position in technological applications as fuel.

## WE RUN AHEAD

Regulations in the area of efficient energy use and consumption are becoming increasingly stringent in both the maritime and energy sectors. Wärtsilä ensures that products and services are adapted immediately to new regulations. This allows Wärtsilä to make the difference in comparison to other global players in the sectors in which it operates.

## MAKING A DIFFERENCE

The world of power is changing rapidly. Sustainable, energy-efficient products and services are becoming increasingly important. This certainly goes for us as well. We want to make a difference in the worldwide energy transition. For example, our innovative technologies make ship propulsion increasingly more efficient. Wärtsilä is ahead of the pack in making systems that can run on significantly more environmentally friendly Liquefied Natural Gas (LNG). We are accelerating our digital approach to the maritime industry.

As a manufacturer, we are unparalleled in turning data into valuable recommendations. We don't report deviations in the data, but go much further by indicating which components have problems and what has to be done with them. Together with our subsidiary Eniram, we offer an extremely complete range of "performance optimisation services". We now have condition-monitoring services for the most important products, along with services to optimise the performance of ships. We call these Genius Services. With our Online Services, customers can also gain insight into their own data themselves.

## PASSION TO PERFORM

Wärtsilä is a proud and involved global player that provides its employees every opportunity to grow professionally and personally. Wärtsilä cherishes the dedication and passion of employees who work hard every day to improve their craftsmanship. We believe in the power of diversity within our company: in terms of gender, culture, background, education and more. Every individual, every experience, everyone's contribution is valuable and ultimately results in the best and most sustainable result for the customer.

Wärtsilä's headquarters is in Helsinki, Finland. Worldwide, Wärtsilä has 200 locations, eight of which are in the Netherlands. In total, nearly 19,000 people work at the company; nearly 1,000 in the Netherlands.

**“We believe in market-focused, sustainable solutions and valuable career opportunities.”**

## COLOPHON

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possible, Most Remarkable, 7N60 Communicate,  
Spoerd van der Wal

### Contact

Please tell us what you think. Your comments and  
suggestions will help us to shape this publication  
to meet our readers' needs. Send your e-mail to  
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## MARINE SOLUTIONS



Wärtsilä enhances the business of its marine and oil & gas industry customers by providing innovative products and integrated solutions that are safe, environmentally sustainable, efficient, flexible, and economically sound. Being a technology leader, and through the experience, know-how and dedication of our personnel, we are able to customise solutions that provide optimal benefits to our customers around the world.

## ENERGY SOLUTIONS



Wärtsilä Energy Solutions is a leading global supplier of ultra-flexible power plants of up to 600 MW operating on various gaseous and liquid fuels. Our portfolio includes unique solutions for baseload, peaking, reserve and load-following power generation, as well as for balancing intermittent renewable energy. Wärtsilä Energy Solutions also provides utility-scale solar PV power plants, as well as LNG terminals and distribution systems. As of 2016, Wärtsilä has 60 GW of installed power plant capacity in 176 countries around the world.

## SERVICES



Wärtsilä Services supports its customers throughout the lifecycle of their installations by optimising efficiency and performance. The company's service network of approximately 11,000 professionals in 160 locations is unmatched in the industry, delivering services to more than 12,000 customers every year. The portfolio of services – from spare parts to complete operational, maintenance and optimisation services – is constantly being developed, not only to improve the availability of customers' installations, but to support them in growing their businesses. Wärtsilä is committed to providing high quality, expert support and the availability of services in the most environmentally sound way possible, whenever, wherever.



# Our expertise

Wärtsilä is subdivided into marine solutions, energy solutions and services with various product business lines.

## MARINE SOLUTIONS

Engines

Propulsion

Flow & gas

Environmental  
solutions

Electrical &  
automation

Ship design

## ENERGY SOLUTIONS

Engines

LNG

Renewables & storage

## SERVICES

4-stroke Engine Services

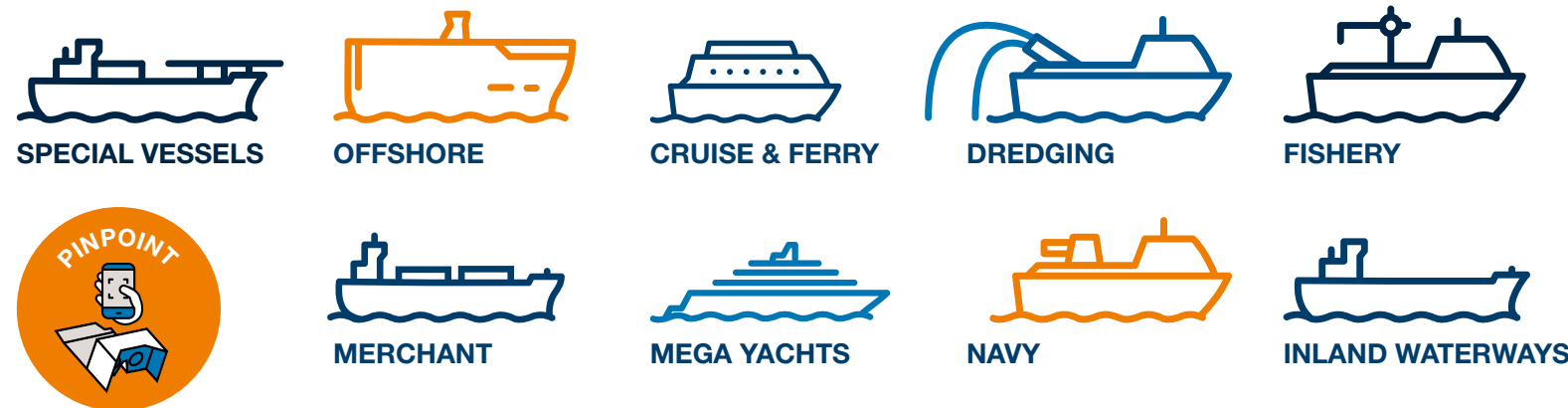
Propulsion System Services

Emerging Business™

Digitalisation



# The maritime markets in which we are active



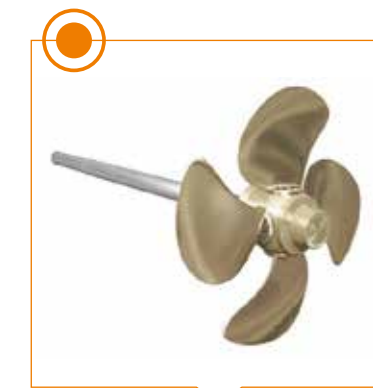
Have a look at our detailed Wärtsilä product portfolio of solutions for the maritime, oil and gas industry in this brochure.

## Integrated solutions

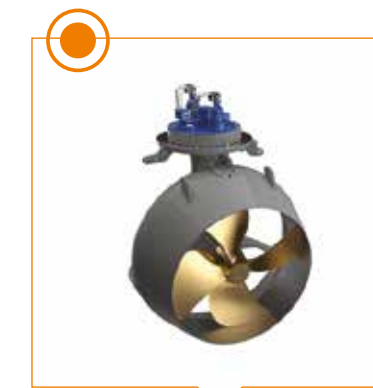
Wärtsilä's unique capabilities in harnessing innovation and digitalisation form the basis of our support for our customers as we enter a new age of shipping. It is no longer always enough to provide individual products or systems, since the essential global need for optimal efficiency and minimal risks demand that all these individual parts function together, as a single integrated, harmonious entity. When Wärtsilä talks about connecting the dots, integration of all the various elements that go into producing the most efficient and cost-effective operational performance is central to this concept.

No other company can match our portfolio of products, systems and solutions. It is this vastly broad offering, together with our almost 200 years of know-how and experience that makes Wärtsilä so very capable in producing the best and most efficient integrated solutions. This single-supplier capability speeds and eases the design and procurement process, facilitates accurate and on-time logistics, and reduces project development and execution risks for shipyards and owners.

The orange, grey and blue dots below provide an indication of where the various products are located on a ship.



Wärtsilä Controllable Pitch Propeller Systems



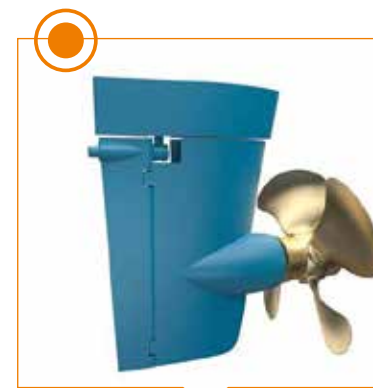
Wärtsilä Underwater Mountable Thrusters



Wärtsilä Midsized waterjets



Wärtsilä Modular Waterjets



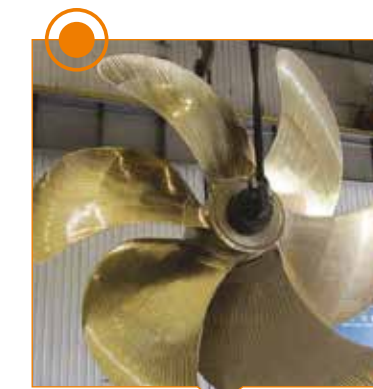
Wärtsilä Energopac



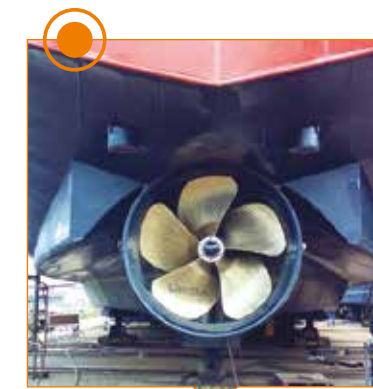
Wärtsilä Steerable Thrusters



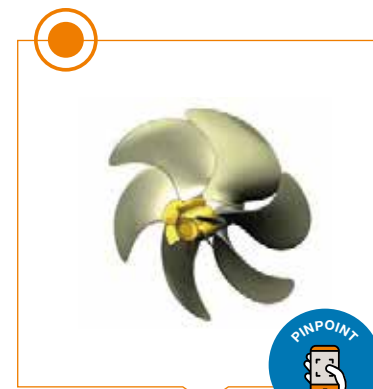
Wärtsilä Built-UP Propellers



Wärtsilä Fixed Pitch Propeller Systems



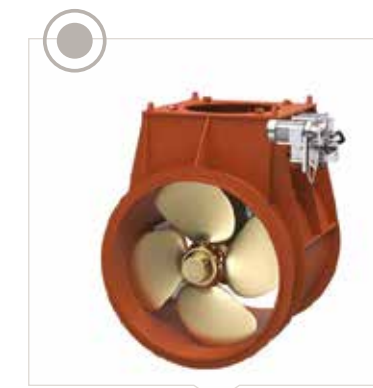
Wärtsilä Coastal and Inland Waterway Propellers



Wärtsilä EnergoProFin



Wärtsilä Retractable thrusters



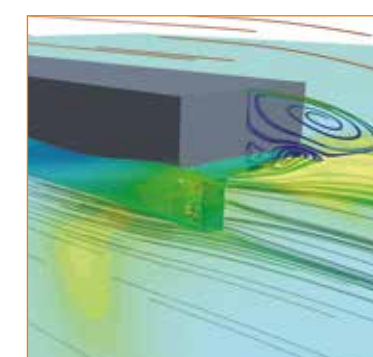
Wärtsilä Transverse Thrusters



Wärtsilä Propulsion Control Systems

### Supporting expertise

We offer even more expertise.



Computational Fluid Dynamics Calculation



3D Printing





# We are at the forefront of technical innovations



## WÄRTSILÄ GENIUS SERVICES

Wärtsilä launched Wärtsilä Genius services, an area of expertise designed to help customers optimise their operations and seize the opportunities offered by digitalisation. The service concept is based on comprehensive optimisation of customers' business and entire installation instead of focusing on maintenance and servicing alone. Wärtsilä has signed several maintenance agreements that benefit from Wärtsilä Genius services, using real-time data and analytics. The main concerns for all our customers are uptime and cost-efficiency, both of which have a direct impact on profitability. We are developing Wärtsilä Genius services with these concerns in mind - we want to ensure that our customers can get the most out of their assets, while operating in a safe and environmentally friendly way.

Wärtsilä Genius Services includes:

### —Engine efficiency monitoring service

With this service, customers can optimise their fuel consumption by adjusting their operations according to real-time data. It is including dual fuel engines. The service monitors the engines' efficiency in a standardised (ISO specified fuel oil consumption) way.

### —Propulsion Condition monitoring Service

provides the customer with real-time advice and periodic reports concerning the condition of the machinery, as well as information necessary for efficient maintenance planning.

### —Cyber security patching service

is a subscription-based service that provides tools for managing the entire lifecycle of your industrial control system assets. The service provides essential updates, patches and hot fixes for applications, operating systems, devices and servers.

### —Offline vibration analysis service

is a service for propulsion and other rotating equipment. This expert service analyses measurement

data from the equipment to determine their condition and possible maintenance needs. With it, component defects, alignment issues and balance problems can be detected and remedied before they have a chance to cause significant damage.

## WÄRTSILÄ ONLINE SERVICES

With Wärtsilä Online Services you can manage your installation and equipment efficiently by accessing information whenever, wherever. Wärtsilä Online Services includes the following features, Technical Knowledge, Parts Online, TechRequest and Warranty Online.

### Technical Knowledge

Access to information on your installations and equipment such as bulletins, interactive manuals and frequently asked questions 24/7. You can effectively search for equipment specific technical documentation.

### Parts Online

In the Parts Online Services you can identify spare parts through catalogues and illustrations. Check spare part prices and availability, create spare part quotations or orders and track and trace deliveries. Your order history is automatically archived in the Online Services.

### TechRequest

By creating a TechRequest you can ask technical questions directly from Wärtsilä Technical Services. With a direct contact and dialogue with Wärtsilä's technical experts you prevent losing time and any crucial information during the discussion as your questions are automatically sent to the correct team. You can see full history of all Technical questions and related answers for your company and installations.

### Warranty Online

In Warranty Online services you can easily and efficiently register all your warranty claims online and track and trace the resolution progress i.e. claim status and history. The Warranty Online provides you efficient and fast service along with full history of the warranty claim activities.



“Wärtsilä takes a solid lead in marine digitalisation.”

# Future shipping

## WÄRTSILÄ PRESENTS ITS 'VISIONS OF FUTURE SHIPPING'

The work on future visions has been prompted by the inevitable effect that growing global energy demand and increasingly stringent environmental legislation to combat climate change will have on the shipping sector. Additionally, Wärtsilä assesses various emerging trends, such as sharing economies, new business models enabled by the new digital universe, the huge growth in energy storage capacity, and new affordable 'green' energy sources, since they represent both challenges and opportunities for the future of shipping.

Wärtsilä has set out its visions for the future of the shipping industry. The work on future visions has been prompted by the inevitable effect that growing global energy demand and increasingly stringent environmental legislation to combat climate change will have on the shipping sector. Additionally, Wärtsilä assesses various emerging trends, such as sharing economies, new business models enabled by the new digital universe, the huge growth in energy storage capacity, and new affordable 'green' energy sources, since they represent both challenges and opportunities for the future of shipping.

"We accept the challenges created by the developments currently taking place. Wärtsilä is increasing its speed of re-invention; not just internally but in cooperation with our customers and partners, so that the industry can be assured of having the technologies ready and available to meet the new requirements," says Roger Holm, President, Wärtsilä Marine Solutions.

In its 'Visions of Future Shipping' paper, Wärtsilä presents different scenarios that could shape the way that shipping companies operate in the future. These scenarios have each been identified under different names, as follows:

### CONVOY

By taking advantage of advanced controls and communication between autonomous components, systems, and vessels, shipping fleets could be operated in convoys. The fuel savings created by vessels closely following each other results from the lower entrance speed of water ahead of the aft vessel. By optimising the operations significant fuel reductions could be achieved.

Furthermore, through the use of system autonomy, artificial intelligence, and advanced connectivity, it is envisioned that the trailing ships could be operated with fewer crew members. Advanced communication technologies will also rapidly increase the sharing of information, which will save time and optimise the allocation of cargo to vessels.

### ZERO - Floating Distribution Hubs

Another scenario could be to have artificial islands along the main shipping routes producing emissions free fuels from solar or wind for powering green energy sources. Clean energy production is becoming a global priority, and its influence on the shipping industry is expected to be felt more and more within the near future.

### Exergo - Unlimited Energy Storage

Large investments will drive energy storage using battery technology. Wärtsilä believes that battery energy density will increase substantially during the coming years. This will allow ships to operate in sensitive areas silently and with no exhaust emissions.

### Z3 - Green Energy

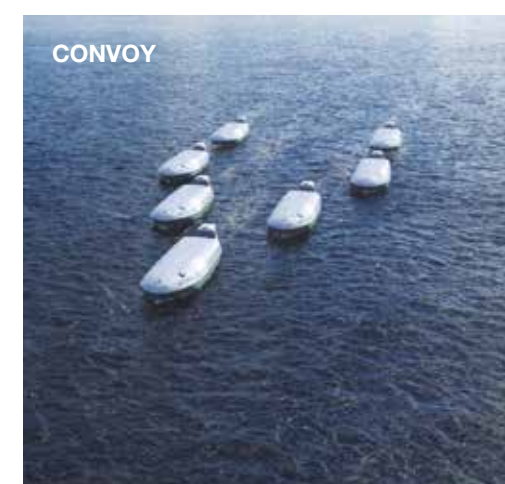
To provide reliable, emission free power without upfront investment, highly reliable energy sources and monitoring from the shore through advanced connectivity will be required. This concept envisions the supply of energy for propulsion on an 'as you go' basis.

### LIITOS - Working together

For efficient cargo sharing, access to the same information by all global operators would ensure, for example, that no container ship sails cargo free. This sharing of assets could be achieved by use of a digital tool.



### LIITOS - WORKING TOGETHER





# From days past...

## WÄRTSILÄ IN THE NETHERLANDS

The Netherlands has a long history, in ships and shipbuilding. From 1939 through 2010, the former LIPS company produced ships' propellers. In the early 1990s, the company was acquired by John Crane and in 2003, the company became part of Wärtsilä.



2010 Wärtsilä in Kampen



# .... to Wärtsilä these days

## WÄRTSILÄ IN THE NETHERLANDS

In addition to the Kampen location, there are seven other Wärtsilä locations in the Netherlands.

The worldwide spare parts distribution is run from Kampen through a highly automated warehouse. The locations in Schiedam, Kruiningen (QuantiServ) and Harlingen focus primarily on serving customers optimally with questions about products, custom made solutions, service contracts, maintenance and parts. Rotterdam is the location for Wärtsilä SAM Electronics. Our services are directed close to the customer, from the heart of the Rotterdam Harbour. Zwolle is home to the office that focuses on energy solutions for Africa and Europe. The subsidiary QuantiParts is also located in Zwolle and provides parts and knowledge for the so-called 'classic' engine brands from Wärtsilä.

### Facts & figures in the Netherlands

IN THE NETHERLANDS  
WORK APPROXIMATELY

**1000**  
EMPLOYEES

IN KAMPEN WORK  
APPROXIMATELY

**120 / 210**  
WÄRTSILÄ PARTNERS

**23**  
NATIONALITIES WITHIN NL

**80%** **MEN** & **WOMEN** **20%**



# Nearly 200 years of history

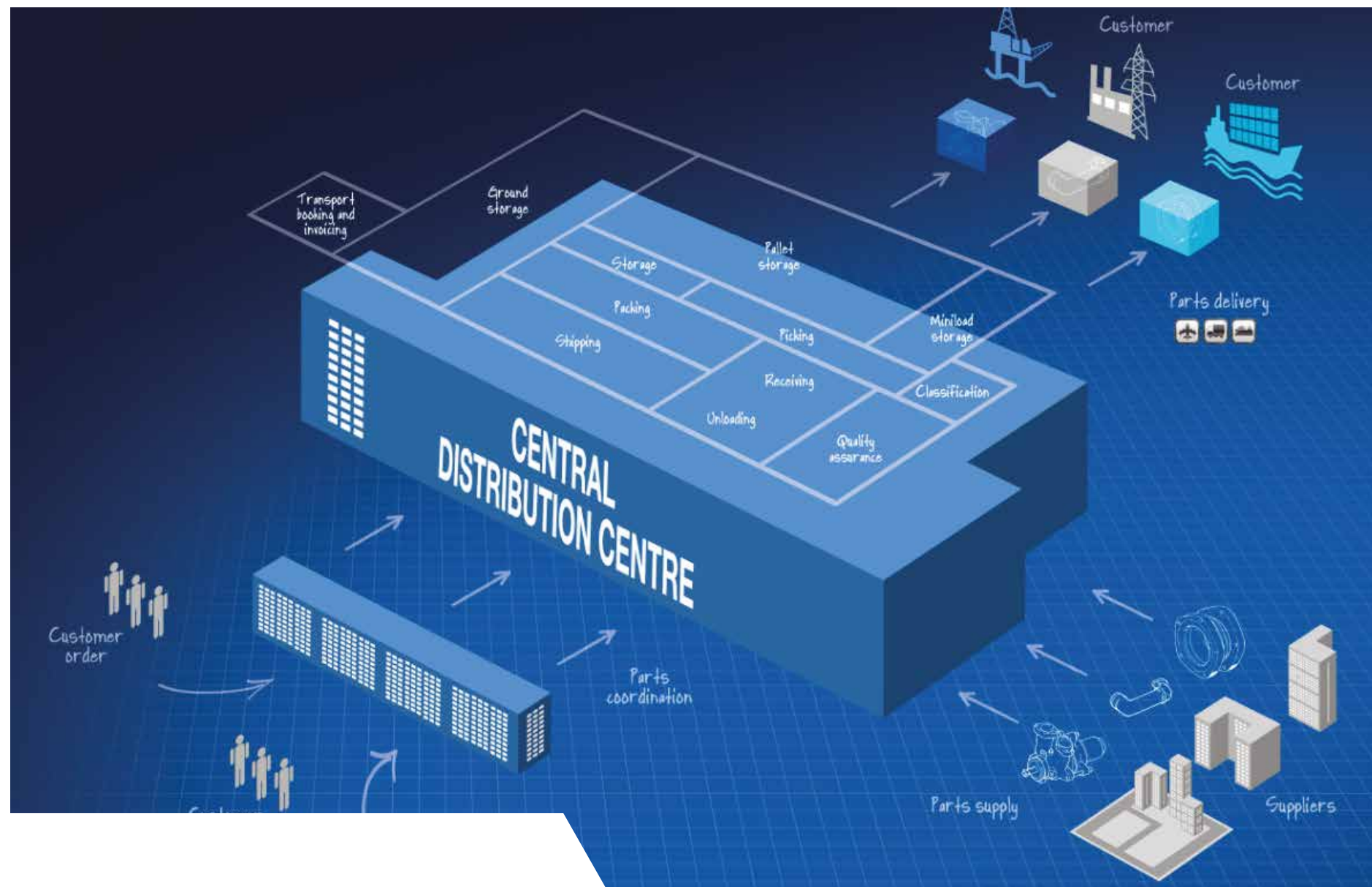


Want to dive deeper into the world of Wärtsilä? We have a beautiful, extensive online encyclopaedia to enthuse you from A to Z (for Wärtsilä, of course. And, yes, it goes to Z).

[WWW.WARTSILA.COM/ENCYCLOPEDIA](http://WWW.WARTSILA.COM/ENCYCLOPEDIA)



# About the Central Distribution Centre



The CDC delivers spare parts to its customers worldwide as well as Wärtsilä's 160 service locations around the globe.

By using one global logistics centre, and through the creation of a highly efficient logistics flow, Wärtsilä is better positioned to serve its customers. Consolidating logistics and warehousing results in faster and more efficient spare parts deliveries, 24 hours a day 7 days a week.

The distribution centre in Kampen began operations in December 2010. The facilities cover an area of 37,000 m². Wärtsilä's total investment in the distribution centre was ~80 million EUR. There are approximately 330 people working here - about 120 Wärtsilä personnel and 210 for our partners.

- MISSION** We provide our customers high-quality logistics services, cost efficiently and on time.
- VISION** We will be forerunners in developing innovative solutions, leaving a lean logistics footprint.
- VALUES** We are passionate. We share one vision. We communicate openly and honestly. We trust, respect and support each other.

## WÄRTSILÄ AND THIRD PARTY LOGISTICS PROVIDERS

Since the opening of the Central Distribution Centre in Kampen in 2010, the warehouse and transportation activities have been outsourced to third party logistics providers, 3PLs. By utilising 3PL the needs of Wärtsilä and its customers can be better scaled and utilised. Wärtsilä does not only get access to the expertise of the 3PL but also to their wide networks, experiences and methods. With the partnerships, Wärtsilä aim to bring our spare parts delivery operations to the next level by continuous improvement and customer focus.



## The main processes

INBOUND TRANSPORTATION	GOODS RECEPTION	QUALITY INSPECTION
PUT AWAY AND STORAGE	INVENTORY COUNTING	CLASSIFICATION
TUNING	PICKING + PACKING	DOCUMENTATION
TRANSPORT PLANNING	CUSTOMS PROCESSING	SHIPPING
FINAL INVOICE CREATION	RETURNS HANDLING	CLAIM HANDLING

# Innovations of robotics & drone technology

Wärtsilä and DHL are working together on a joint innovation roadmap. Two exciting innovation areas that we have looked into for the Central Distribution Centre are the applications of robotics and drone technology.

Why are we investigating the application of robotics technology? Currently the market is delivering tremendous improvements in robot capabilities due to technological advancements. This leads to decreasing prices of enabling technologies and modules, and increasing expectations of Customers. Robots can nowadays be used for trailer and container unloading, autonomous piece picking, assisting order pick processes and supporting customisation processes. Furthermore robots can also be used for many other tasks besides handling and transporting of goods. Relevant areas for the logistics industry are amongst others maintenance, stock-taking, surveillance, parking robots, and robotic waste sorting systems.

Drone technology is already piloted for parcel delivery, but is now made ready for usage in warehouse environments. When applying drone technology in warehouse environments you can think of stock taking, inventory counting, security, yard management, and asset tracking activities, to increase quality, accuracy and/or safety in an environment like the CDC.

The goal of these pilots is to learn more about the added value of these technologies in our environment, and the human-technology interface between robot/drone and a warehouse employee. We still want to emphasise that this technology is not about replacing people, but to work together with people to get the process to a higher quality and to create a safer environment.

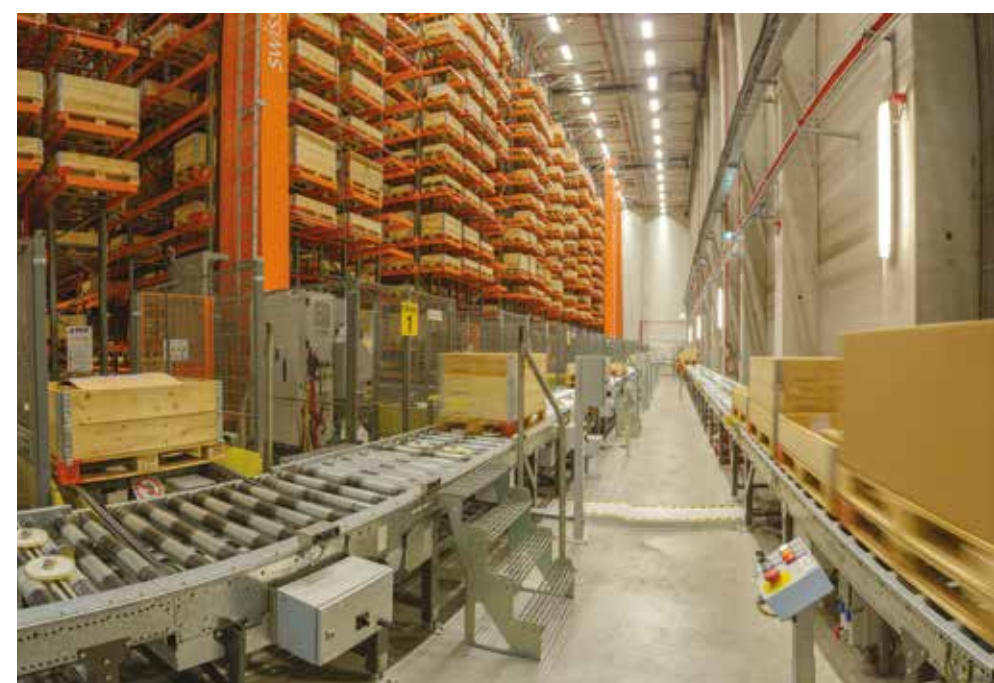


## The start of Wärtsilä Global Logistics Services (WGLS)

- Major internal change program approved in 2007 to establish WGLS
- Main reason for program was to improve overall parts services and to increase flexibility
- Benefits were a single Central Distribution Centre (CDC), one transportation provider, less suppliers, consolidated inventory management, reduction of emissions on transportation
- The CDC was built in Kampen, in the province of Overijssel, after careful route analyses
- The CDC started its operations on 13 December 2010, with parts from the Dutch warehouses
- Next in turn were moving the parts from the French warehouses, going live with the new operations model in March 2011, followed by Sweden in April 2011, Finland in July 2011, Italy in October 2011, and finally Norway in December 2011
- In total 464 trucks with 8,083,677,89 kg of spare parts were moved from the old warehouses to the new CDC within a one year time frame

## Wärtsilä Global Logistics Services today

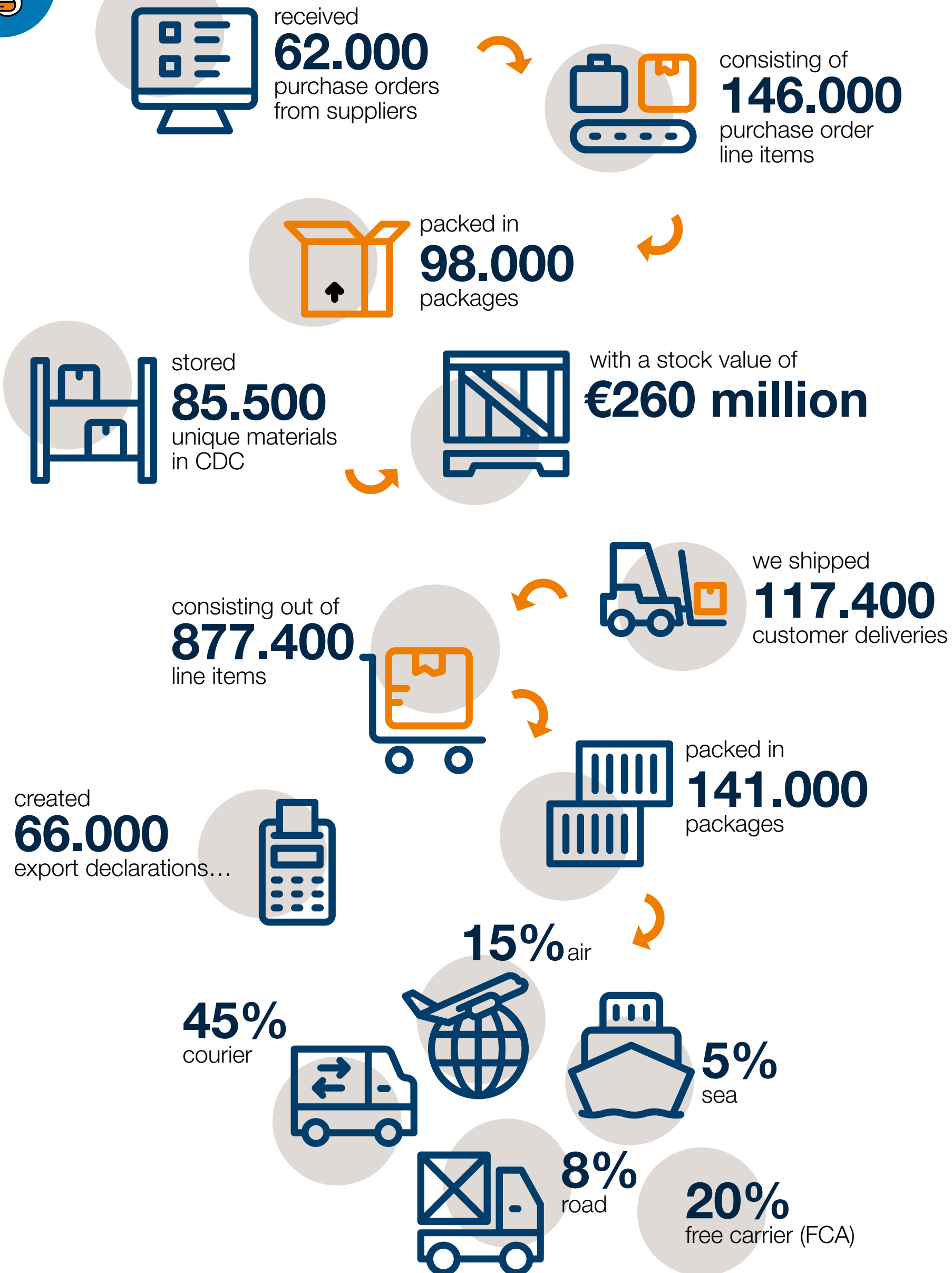
- WGLS manages the entire logistics chain of Wärtsilä OEM parts, from order intake to customer delivery
- WGLS supplies spare parts for ~1 billion EUR yearly from its distribution centre in the Netherlands and spare part centres in Finland and Singapore
- As per January 2017 GLS will also have a warehouse in Vaasa, Finland under its' umbrella.
- WGLS employs directly 430 people in 13 countries: Switzerland, Netherlands, Finland, Sweden, Norway, Poland, France, Italy, U.K., U.S., Colombia, Singapore and Australia
- WGLS has three delivery functions: Parts Coordination Management, Parts Supply, and Parts Delivery





# The Central Distribution Centre in figures\*

\* Stats 2015





# An impression of the Central Distribution Centre



Do you want to join us?  
Please view  
[wartsila.com/careers](https://wartsila.com/careers)

# Wärtsilä Power Run in Kampen

The Wärtsilä Power Run is an event in Kampen.

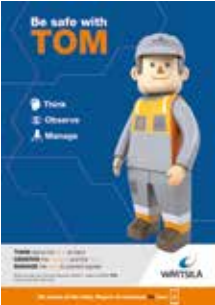
The distances are 5, 10 and 15 km. Since 2016 there is also the run of 1 km, aimed for children aged 8-12 years.

The run is truly for everybody, irrespective of your condition. Get together, run and have fun for a good cause! The event takes place in the summer.

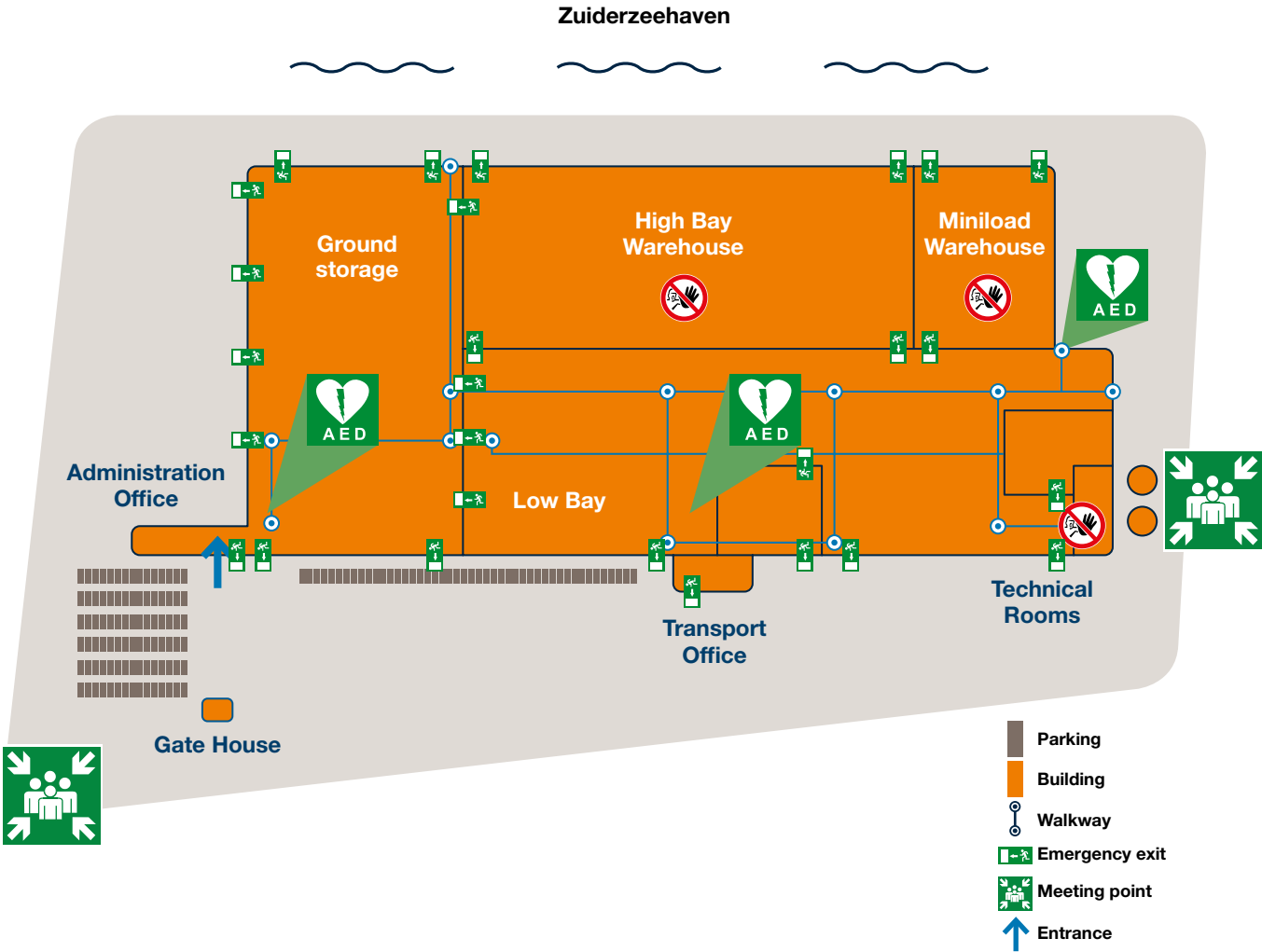




# Keep it safe together



Be safe with TOM: Think, Observe, Manage. Keep yourself and others safe!



The safety of our employees and of our guests is always paramount. By following the instructions below, we can jointly safeguard everyone's safety.

The following regulations concerning the health and safety of both our employees and our visitors apply on the Wärtsilä grounds. We expect you to use these regulations. Therefore, please read the text below carefully.

- Upon arrival, you must register at the reception desk of the gatehouse as a visitor. After you identify yourself with a valid ID you will then receive a visitor's pass and a safety vest. We request that you wear this visibly. Upon departure, you must log out and return the visitor's pass and safety vest.
- Should you encounter any unsafe situation, notify your Wärtsilä contact person of this.
- We request that you follow the instructions of corporate emergency responders in the event of an emergency. You can recognise these employees by their fluorescent jackets.
- When taking stairs, hold onto the banister.
- Don't use the elevator during emergencies.
- +31 (0)88 980 1300 Emergency number**



Visiting the dock area through the gatehouse the safety instructions below need to be followed, next to our general safety regulations.

- Driving with open cargo doors is not allowed.
- Put the safety vest in bin next to the exit dock area when leaving.
- Wheelblocks placed?
- Check with driver:
  - Keys from ignition?
  - Handbrake on?
- Document handed to the dock leader.
- Forbidden to operate dockleveler.
- Fuse cargo close / delete.
- Cargo must not be unloaded / loaded.
- Driver must be seated in the yellow square.
- Use toilet en coffee at the Transport Office.
- When light is **RED** **never** drive away from the dock!
- Only when the light is **GREEN** remove wheelblocks and drive away.



## General Safety regulations



As a visitor, you are under the supervision of a Wärtsilä employee.



Smoking is permitted only in the areas indicated.



Access for those less than 16 years of age is permitted only under supervision.



Risk areas are prohibited to visitors. You can only work in these areas after receiving permission from the Wärtsilä supervisor.



Stay on walkways.



Emergency number  
+31 889801300



The speed limit is 25 km/h.



As a visitor you need to wear a safety vest.



Security officers are authorised to carry out searches. Don't leave personal items unattended!



Taking photos is permitted only after receiving Wärtsilä's permission.



Deposit waste in the wastebaskets indicated.



Park in the designated areas. Company transport always takes priority.



Wear your visitor's badge visibly.



(Authorised Economic Operator) areas. Strict custom regulations apply.



Safety shoes are mandatory.



Gathering area. Follow the instructions given by the "BHV" personnel (corporate emergency response) - recognisable from their fluorescent jackets.