

Delivering value in Field Services and Workshops

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June 6, 2023

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



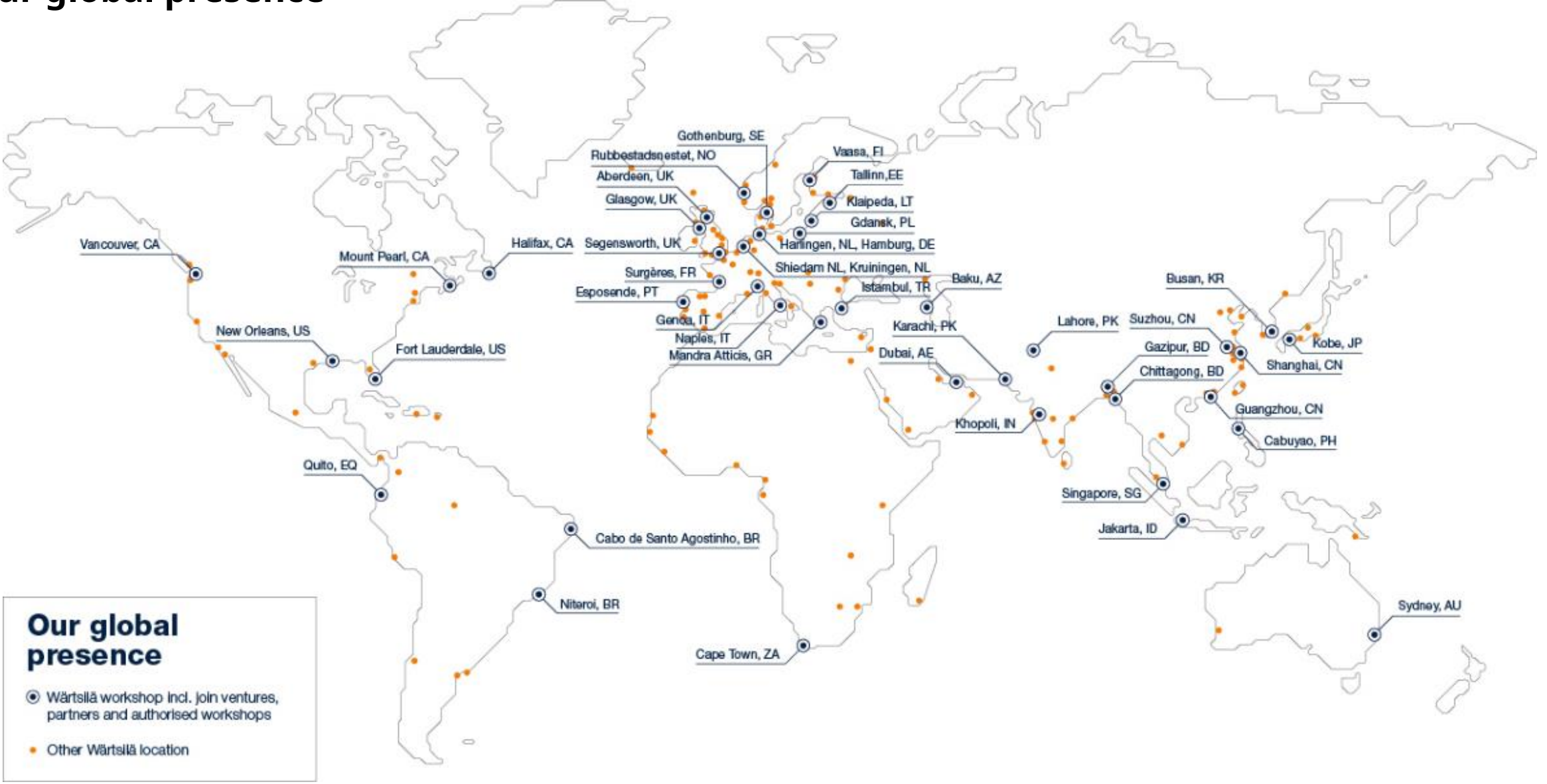
Safety glasses



High Viz vest



Our global presence



Our global presence

- Wärtsilä workshop Incl. joint ventures, partners and authorised workshops
- Other Wärtsilä location

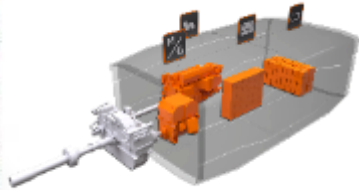
The (main) products we serve



4S Engines



2S Engines



Hybrid / Batteries



Fuel System



Steerable Thrusters



Tunnel Thrusters



Propellers




Exhaust Cleaning

The (main) activities we perform

Install	Commisioning	Warranty Handling	Trainings	Product Improvement
Maintain	Scheduled Maintenance	Parts Overhauling	Unscheduled Maintenance	Remote Support
Improve	Performance Improvement	Upgrades	Technical Support	Troubleshooting

Field Services and Workshops in numbers

3,700,000+ Hours billed 

8,000+ Customer installations served

~3,500 Professionals

+130,000 days of itinerary duration abroad* 

FS&WS has operations along the main shipping routes

+1,700 jobs started each month 

+28,000 orders handled in total

13,300 Quotations 

~60% hit rate

Classified as Marine Field services Opportunity



One promise to the customer:

We deliver what we promise and continuously optimise our customers' asset performance

+23,000 Technical customer cases solved (Tech Request) 

+13,000 Approved Service Work Report

+6,000 warranty claims handled 

Workshops have managed more than **+52,000** components 

+400 Certificates 

with people in active status

+950 Courses organised 

(43% for externals Customers)

~30,000 course mandays delivered 

(48% to externals Customers)

The Netherlands is a key location to support our customers' needs on main products

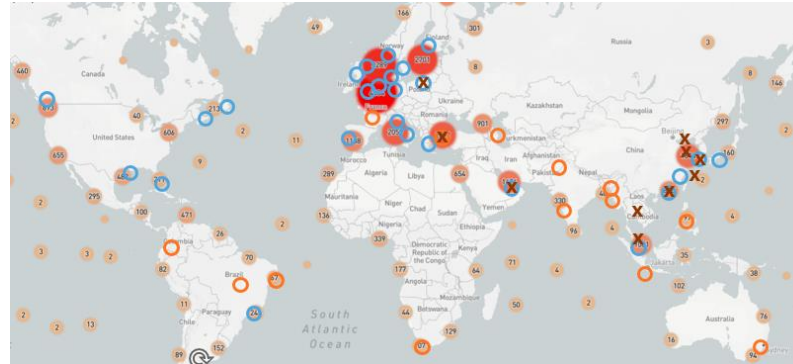


Schiedam and Krusingen workshops

The Wärtsilä Workshops setup in Schiedam and Krusingen 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.

4-Stroke hotspots



4-stroke offering



2-Stroke hotspots



2-stroke offering



Propulsion hotspots



Propulsion offering



Hotspots based on count of vessels events in status 'moored'.

Some of our customers and stakeholders based in The Netherlands / Belgium

Dredging



Merchant



Offshore



IWW



Universities / Colleges



Energy



Universiteit Utrecht



UMC Utrecht

Shipyards



Thank you!





WÄRTSILÄ