

SERVICE IN OFFSHORE

HELPING YOU ACHIEVE OPTIMUM OUTPUT
FROM YOUR WIND POWER PLANT



Vestas

WIND. IT MEANS THE WORLD TO US™ | vestas.com

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EXPERIENCE

YOU CAN RELY ON

The key to the success of your wind farm investment is maintaining optimum turbine performance.

Throughout the service life of your turbines, harsh weather conditions can have an adverse effect, reducing both efficiency and output.

As a world leader in wind energy solutions, Vestas is the ideal choice to assist you in making sure your valuable investment operates at its full potential.

We have installed more than 40,000 wind turbines across the globe, generating more than 60 million MWh of energy and saving the environment from more than 40 million tonnes of CO₂ per year.

We have grown as the world's demand for renewable and sustainable energy has grown. Today, Vestas is the only energy company focused purely on wind, with over 30 years' experience in the sector. More specifically, we have more than 20 years' experience in the offshore wind energy industry, an industry which we pioneered in 1990.

Around 48% of offshore turbines worldwide are installed by Vestas, and we understand the complexity of offshore projects and recognise that each site has its own individual service requirements.

A SERVICE PROGRAMME THAT SUITS YOU

For every offshore wind project, we provide a completely customised service solution to meet the site's specific requirements, from full-scope, bankable service programmes providing guaranteed availability, to event-based, flexible packages of service support.

Whichever solution you choose, as a Vestas customer you can depend on a level of service that's second to none. Thanks to our detailed offshore service management systems, together with our dedicated and highly skilled teams, you can be confident that we have the expertise and experience to maintain and safeguard your wind power investment.

PARTNERSHIP MANAGEMENT

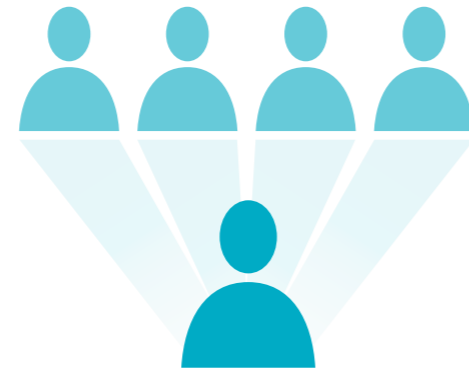
DEPENDABLE FROM DAY ONE

As your working partner, we work hard from day one to establish strong lines of communication based on transparency, trust and understanding.

You will be allocated your own Vestas customer manager who will be available when required to discuss any queries or concerns you may have. Through this dedicated, single point of contact, you will be given all the technical expertise and support you need.

You will also have access to all information concerning the daily operation of your wind farm. We provide a remote surveillance system, standardised monthly reports and customised reports on request. For easy access, you will have your own customer portal to view all the documents regarding your project's performance.

ONE POINT OF CONTACT - THE VESTAS CUSTOMER MANAGER



TECHNICAL SUPPORT

TECHNICAL ADVANTAGE

As a global company with vast experience in the wind power sector, it is perhaps not surprising that Vestas is at the forefront of turbine technology.

All our wind turbines offer the ultimate sustainable, competitive energy solution, built on solid technological development and experience in aerodynamics, power regulation and generator regulation.

We operate the wind energy industry's largest research and development unit, where our technicians, researchers and engineers work around the clock to improve our turbines' reliability and performance.

TECHNICALLY SPEAKING

Vestas offers a unique level of technical support, combining the expertise of our research and development department, on-site technicians and extremely skilled engineers with many years' practical turbine experience in the field.

We value an open, honest and forthright approach, sharing information and making sure you are kept fully informed at all times.

Our highly skilled engineers are always available on request and will participate in your meetings with Vestas when needed.



THE WAY WE WORK



SITE MANAGEMENT

OUR MUTUAL COMMITMENT TO CONSTANTLY OPTIMISING OUTPUT

We are here to keep your wind power plant operating as efficiently as possible, sharing your goal in maximising turbine performance.

However, because no two offshore wind projects have identical service requirements, there is no such thing as a 'standard' service solution.

Yet, thanks to the scale of our resources and degree of expertise, we are able to provide a customised professional site management service to ensure that all turbines run with all-round reliability, 24/7.

SMOOTH RETURNS ON YOUR INVESTMENT

Vestas wind turbines are precision instruments. They are built to endure the severest of climate conditions and generate power with smooth efficiency throughout their 20-year life span. In order to keep the turbines turning and maximise your return on investment, our experienced and highly trained site management teams are able to deliver a superior, on-site service - so productivity is kept to a maximum.

Working alongside you and maintaining constant dialogue, our site managers are dedicated to creating tailor-made solutions that address the individual needs of your business.

TOOLS, SPARES AND WAREHOUSING

The right tools and the right parts – essential for getting the job done properly, safely and quickly.

We have a vast supply of spares and tools available on demand to keep your turbines running efficiently.

Of premium quality and made specifically for the task, key components are always certified and maintained in full working order and delivered rapidly to ensure that no turbine is stopped for long.

In fact, thanks to our sophisticated logistics network, more than 96% of all spare parts are delivered on time.





SUSTAINABILITY

PEOPLE BEFORE MEGAWATTS - AN UNCOMPROMISING APPROACH

Working with wind turbines can be a challenging business.

They are up to 100 metres high, and we work with them off-shore in high winds, strong tides and waves along with heavy equipment.

However, respect for health, safety and the environment is critical to our operations, and we take pride in our uncompromising, proactive approach to it.

Adopting sound risk management principles, while constantly developing the safety maturity of our employees and contractors, help us deliver on our commitments in a sustainable manner.



OHSAS 18001 AND ISO 14001 APPROVED - A SERIOUS REGARD FOR SUSTAINABILITY

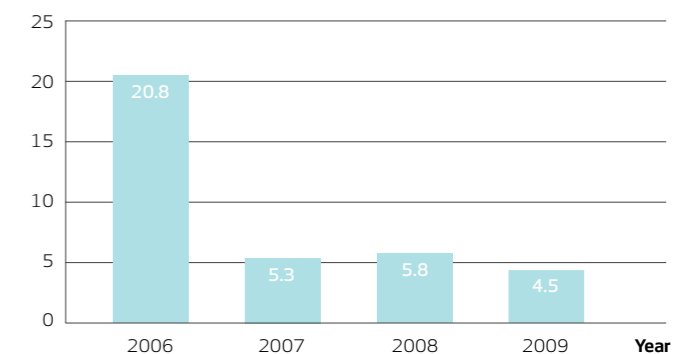
The Vestas philosophy on health, safety and the environment is founded on three basic principles: Educate, Sustain and Develop supported by our drive towards a zero-harm culture.

First we 'educate' all personnel, including full-time employees and sub-contractors. We instruct and train everyone on site according to a structured programme, reinforcing the message that safety comes first.

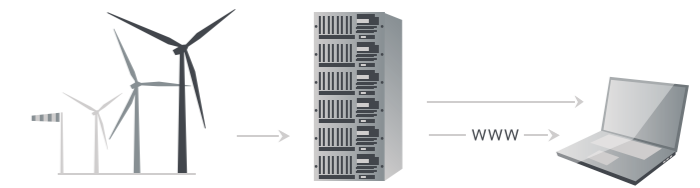
Next we 'sustain' the safety message with consistent communication, supervision and coaching while ensuring compliance with the required procedures. Health and safety matters are kept at the top of every employee's agenda.

Lastly, we promote health, safety and environment 'development'. We continuously monitor legislative changes and develop our systems accordingly. We share best practices and knowledge and re-assess risks, while implementing measures that will reduce the incidence of harm to people or the environment.

INDUSTRIAL INJURY FREQUENCY*



* number of injuries (with more than one day of absence besides the day of injury) per 1,000,000 working hours.



PREVENTIVE AND

PREDICTIVE MAINTENANCE

A WATCHFULL EYE, 24/7/365

How do we know that every single one of our 40,000-plus wind turbines across the globe is working correctly?

The answer is simple: we never take our eyes off them.

Our world-leading Surveillance, Performance and Diagnostics Centre collects, stores and acts upon highly detailed real-time data around the clock. And it has the capacity to provide remote troubleshooting solutions as and when required.

We have the ability to correct faults, restart and reset turbines or, if necessary, send a message to alert one of our local service teams to take immediate action.

VESTASONLINE® BUSINESS – FLEXIBILITY WITH STABILITY

VestasOnline® Business is a SCADA system for modern wind power plants. Completely flexible, it comprises multiple surveillance and managing functions.

A central server controls the continuous collection, storage and intelligent processing of data from the entire wind power plant, enabling you to optimise production levels, monitor performance and develop bespoke reports from anywhere in the world.

SPECIALIST PERFORMANCE AND DIAGNOSTIC TOOLS

We offer a number of specialist tools to improve overall turbine performance.

These tools enable us to compare one turbine with another to see if its behaviour is different or abnormal, provide turbine error statistics and check turbine temperature deviations.

By detecting anomalies and potential disruptions before they occur, long-term damage to the turbines is avoided, loss of production is limited and earnings are increased.

When it comes to making sure that your turbines are operating at optimum capacity, guaranteeing the healthiest possible return on your investment, it pays to turn to Vestas – the world's only dedicated wind power company, with the world's best service solutions.