Welcome to Global Training

Please check information below and our Terms & Conditions for Europe, Asia-Pacific and Latin America before booking training.

For SGRE employees

All bookings must be booked with a valid PO and Org. ID. or plant no. Please do not book training until you have to PO ready.

PO/ICB

Enter a valid PO number for the booking. Ensure the PO is created for the correct vendor and is valid. The person booking the training is responsible for entering accurate information.
ICB PO is needed when purchasing training within the same ARE code as the provider.

POs should be created with the information below:

Training taking place in **Denmark**
Siemens Gamesa Renewable Energy A/S
Borupvej 16
7330 Brande, Denmark
ARE code 478D / Org ID A1601322
VAT DK76486212

Training taking place **as VR/Online (Europe only) training**
Siemens Gamesa Renewable Energy A/S
Borupvej 16
7330 Brande, Denmark
ARE code 478D / Org ID A1601322
VAT DK76486212

Training taking place in **Spain**
Siemens Gamesa Renewable Energy Eolica, S.L.
Avda Ciudad de la Innovacion 2
3161 Sarriguren (Navarra), Spain
ARE code 420V / Org ID E7701815
VAT ESB31907330

Training taking place in **Hungary**
Siemens Gamesa Renewable Energy Kft.
Gizella ut 51–57
1143, Budapest, Hungary
ARE code 443T / Org id A1604587
VAT HU25781913

Training taking place in **India**
Siemens Gamesa Renewable Power Pvt Ltd
No 1. IKSEZ Premises
524319 Nellore Andhra Pradesh, India
ARE code 500V / Org id A7702589
VAT 33AACCG6027C1Z6

Training taking place in **China**
Siemens Gamesa Renewable Energy Technology (China) Co., Ltd.
63 Outside the Outer Ring Road of
300384 Tianjin, China
ARE code 545V / Org id A1106678
VAT 911201167773367851

Training taking place in **Brazil**
Please provide a Cost Center for cost allocation.

Org ID

The Org ID provided must be that which belongs to the PO number. The Org ID is important to ensure correct invoicing. The Org ID can be found on the PO.

Plant no. (should only be used with an ICB PO)

The Plant no. provided must be that which belongs to the ICB PO. The plant no. is important to ensure correct invoicing. If you do not know the plant no., please contact your Finance department.

For Non-SGRE Customers

PO/ Reference

Enter a valid PO or reference number for invoicing if needed, ensure the PO is addressed to the correct Training Center. If no PO is required, use your customer number as reference. The person booking the training is responsible for entering accurate information.

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ARE code 545V / Org id A1106678
VAT 911201167773367851

VAT number

Type in your VAT number or your customer number. If you are booking on behalf of another company, please type in the VAT number or customer number of the **billing** company, make sure they agree before booking.

Upload

If you have a PO/ ref please upload the PO in PDF, if not possible, please send the PO to gtce@siemensgamesa.com

Thank you for booking with Global Training

General Terms and Conditions for Training Services provided by Global Training

1. **General**
   1.1 These General Terms and Conditions shall apply for all Training Events delivered by Siemens Gamesa Renewable Energy A/S, Siemens Gamesa Renewable Energy Innovation & Technology, S.L., Siemens Gamesa Renewable Energy Kft., Siemens Gamesa Renewable Power Private Limited, Siemens Gamesa Renewable Energy Technology (China) Ltd. (SGRE) and SGRE Services SRLCV to a Customer, which is the person, firm or company named in the SGRE Acknowledgement.
   1.2 The nature and scope of the Training Events to be provided by SGRE are set out in detail in the specific description of the services in the SGRE Acknowledgement as defined in section 4.1.
   1.3 All Training Events will be held in English (unless otherwise specified) and the course materials will always be in English.
   1.4 SGRE is responsible only for providing the Training, not for the success or the outcome of the Training Event.
   1.5 The Order Agreement consists of SGRE Acknowledgement pursuant to section 4.1 and these General Terms and Conditions. These documents are to be taken as mutually explanatory of one another. For the purposes of interpretation, the priority of the documents shall be in accordance with the following sequence:
      - SGRE Acknowledgment
      - These General Terms and Conditions
2. **Prerequisites for Attendance and Attendance Certificate**
   2.1 Participants cannot attend a Training Event without abiding by the relevant prerequisites stated in the course description. It is the responsibility of the Customer and/or the Participant to fulfill the prerequisites for the booked Training Event.
   2.2 As part of each Training Event, the Participant must attend a mandatory safety introduction.
   2.3 Participants are required to possess sufficient proficiency in the language of instruction for the course (English, unless otherwise specified). Any participant who does not meet this requirement may be removed from the Training Event at the sole discretion of Global Training.
   2.4 Participants must be of adult age, physically fit and in no way physically impaired. The Personal Protective Equipment (PPE) is designed for a maximum weight of 136 kg (299 lbs.) in total. The PPE itself has a weight of approx. 20 kg (44 lbs.). The Participant must not exceed the weight limit of 136 kg (299 lbs.), while wearing the PPE. Participants who exceed the weight limit will be expelled from the Training Event.
   2.5 Participants must obey all applicable safety and accident prevention regulations (e.g. no drugs, alcohol or reckless behavior). Failure to do so or persistent disruption of the Training Event may lead to the Participant being expelled from the Training Event.
   2.6 In the event of expulsion pursuant to this Section 2, the training fee will nevertheless be fully payable.
   2.7 SGRE will issue an attendance certificate at the end of the Training Event. The validity of the certificate will be noted on the certificate. A certificate will be issued only if the Participant has taken part in the Training Event 100% and has successfully completed the course and examination (if applicable). The attendance certificate will be made available in SGRE Group Account/training web.
3. **Registration**
   3.1 To register a Customer, a new customer form shall be completed including but not limited to information regarding full address of company, VAT no. (where applicable) and other references for invoicing. The responsibility of ensuring correct data related to Participant data, company and invoicing lies with the Customer. Should a Participant stop being employed by the Customer, it is the responsibility of the Customer to inform the Customer Engagement in due time otherwise the Customer will be liable for course cost for the Participant. The same applies for change of core company data.
   3.2 When booking training courses, the Customer shall register the Participant on Training Web/Group Account where possible or by contacting Customer Engagement in writing supplying the following data:
   For Participants not employed by SGRE:
      - Participants full name as it appears in their passport
      - Valid Purchase Order/Reference number
      - WINDA ID for GWO Courses

For Participants employed by SGRE:

- Participants full name as it appears in their passport
- GID number
- Valid Purchase Order + Org. ID
- WINDA ID for GWO Courses

3.3 A valid PO covering the training fee must be provided upon booking of training. If a valid PO is not provided at the time of registering a participant on a course, an admin fee may be added to the Training Fee.

4. Acknowledgement of Registration

4.1 SGRE will acknowledge the Customer's registration in writing, provided that all necessary information is completed and transmitted by the Customer as stated in section 3. The SGRE Acknowledgement contains details on the training program, the venue for the Training Event, the dates of the Training Event, and other relevant information (including these General Terms and Conditions).

4.2 If the Training Event on the date requested has already been fully booked, SGRE will suggest an alternative date. The alternative date is offered and will only be booked when the request is registered according to the procedure described in section 3.

4.3 Upon request an interpreter can be provided for courses. The cost of the interpreter will be added to the training fee.

4.4 When participating in online or remote virtual courses it is the responsibility of the participant to secure that the needed equipment is available and working.

5. Changes and Cancellation by the Customer

5.1 The Customer must cancel the booking for registered Participant in writing or where possible on Training Web/Group Account.

5.2 The following rules apply for cancellations of GWO courses: Cancellation or no show less than or 14 calendar days prior to the course start is subject to 100% payment of the training fee. Cancellation from 15 calendar days or earlier, prior to the course start is free of charge.

5.3 The following rules apply for cancellations of all other courses: Cancellation or no show less than or 30 calendar days prior to the course start is subject to 100% payment of the training fee. Cancellation from 31 calendar days and earlier, prior to the course start is free of charge.

5.4 The above periods refer to the date on which SGRE receives the written cancellation.

5.5 The Customer may designate substitutes – free of charge if same PO applies – from its own ranks for registered Participants. If new PO applies, an admin fee may be added to the Training Fee.

5.6 The cancellation rules still apply in cases of force majeure and/or other unforeseen incidents, where the Participant is late or does not show for training.

6. E-learning

6.1 A booked e-learning is non-refundable.

6.2 An e-learning is booked for a specific Participant and cannot be transferred to another Participant.

6.3 An e-learning is valid for three (3) months from the time of booking and cannot be extended.

7. Training to be delivered on site

7.1 SGRE gives the Customer the option of delivering some courses on site offering a more flexible service. The instructor will move to the location agreed by the parties where the training will take place allowing technicians to avoid travelling to a Global Training location

7.2 At the request of this service by the Customer, SGRE will decide at its sole discretion if the learning will be delivered on site based on the criteria of respecting the educational instructions defined for each course.

7.3 In case SGRE determines that the course can be delivered on site, SGRE will send the Customer an offer detailing specific conditions which the Customer will have to respect and the price which will include the travelling expenses.

7.4 If the delivery of some courses requires the use of a wind turbine or other equipment or tools for some practical learning, the Customer will be in charge of making this available. The Customer will be in charge of the related cost for the organization of the course.

7.5 If the instructor considers prior to starting the training that the organized means by the Customer on site (facilities, tools, equipment and so on) do not conform to the previously agreed conditions, they are authorized to cancel the training. In this case the Customer shall have no right to claim for indemnification of expenses (e.g. for

travel or transportation costs) or damages incurred by Customer in connection with this justified cancellation by SGRE.

7.6 All other clauses of these Terms and Conditions are also applicable when the Customer require this service of on-site training.

7.7 If some practical exercises involve the use of a wind turbine, the instructors in charge of the learning will be not responsible for any damage or breakdown to the wind turbine and its consequences. In order to avoid this situation, the Customer can provide, at its own cost, an expert technician to operate the wind turbine for demonstration purposes.

7.8 The Customer shall provide one single Purchase Order (PO) to cover the totality of the Training Fee, including both the price of the course as well as the associated costs (translator, travel, hotel, etc.), which may be invoiced by SGRE in separate invoices.

8. Addon for VR training provided by Global Training EUROPE, Rest of World follows general T&Cs

8.1 Booking, change of Participant name or exchanging a NoName seat for VR training must be completed no later than 14 days before training commencement date. General terms and conditions apply for cancelling VR training.

8.2 SGRE is responsible for requesting shipping address from the Participant, as well as shipping the VR equipment to the Participant no later than 5 days prior to training commencement. SGRE is responsible for the equipment until the Participant receives equipment from the courier. The Participant is responsible for storing and handling equipment until return shipment including peripherals.

8.3 SGRE's VR equipment must only be used for the Training Event the Participant is booked on. The VR equipment must not be used for any private purposes, nor must it be reset to factory setting and apps may not be downloaded or deleted. If VR equipment is returned in either factory reset or apps deleted state, an additional fee will be added to the training cost.

8.4 Before the Training Event: The Participant must provide relevant data for shipping of VR equipment no later than 10 days before training commencement date. This data includes but is not limited to full shipping address including city, contact person, contact person phone number & e-mail address. If the Participant fails to provide all relevant data in time, the training is subject to cancellation with full payment.

8.5 The Participant is responsible for:

- Informing Global Training VR: vrtraining@siemensgamesa.com, if equipment is not received 1 working day prior to training commencement.
- Receiving and starting up the VR equipment prior the training.
- Informing Global Training VR without delay if there are errors with the equipment prior to starting the training.
- Securing a safe and fitting training area throughout the duration of training.
- Securing a sufficient internet connection for both TEAMS meeting and VR equipment.

8.6 After the Training Event: As a general rule, all equipment must be returned to Global Training VR, no later than 2 working days upon completing training. A fee will be charged if equipment is returned late, faulty or if items are missing. The Participant is responsible for:

- Packing all equipment; headset, controllers, batteries, carry case and cables – in the same packaging as received.
- Handing over package to courier based on agreement with Global Training VR.

9. Changes and Cancellation by SGRE

9.1 SGRE reserves the right to change the venue for the Training Event, to postpone or cancel the Training Event, or to designate another instructor on the same day for objectively justified reasons (e.g., if there are not enough Participants, in cases of force majeure, if the instructor becomes ill (if no substitute can be found) or for other reasons beyond the control of SGRE).

9.2 The Customer will be informed without delay about any change or cancellation. If SGRE cannot offer a substitute Training Event, the Customer will not be charged the Training Fee. If SGRE can offer a new Training Event or a rescheduling of the Training Event is possible for the Customer to attend, the Customer must pay the full training fee. If the Customer cannot participate in the new Training Event, the Customer will not be charged a training fee. SGRE shall not be liable, and the Customer shall have no right to claim for indemnification of expenses (e.g. for travel and accommodation costs) or damages incurred by Customer in connection with a justified change or cancellation by SGRE.

9.3 SGRE reserves the right to change, adapt and evolve the content of the Training Events to ensure that the purposes of the Training Event are achieved and to reflect current training needs; some details of the content may therefore differ from the description of the Training Event. The Customer shall not be entitled to any claims arising out of such changes.

10. Fees and Payment

10.1 The price payable under each Order Agreement shall be referred as Training Fee.

10.2 Incidental expenses, e.g., for travel and accommodation, are not included in the Training Fee and must be borne by the Customer.

10.3 The Training Fee is exclusive of any indirect taxes (such as property, license, sales, use, value added or similar tax) and/or any duties, customs or public charges related to the Order Agreement. The Customer agrees to pay or reimburse SGRE for any taxes, customs, duties or other public charges levied on SGRE in relation to the Training Event. All payments shall be made to SGRE's bank account without deduction (e.g. deduction of withholding tax) within 30 days after issuance of the invoice. If the Customer is required to make a deduction by law, the sum payable shall be increased so that SGRE receives a net amount equal to the amount it would have received without such deduction. The Customer shall provide to SGRE tax receipts from the relevant tax authorities in connection with the payments in due course.

10.4 Without prejudice to any other rights it may have, SGRE may charge interest at 9 percentage points above the current base lending rate of the European Central Bank on any overdue payments.

10.5 Each party must pay all sums that it owes to the other party under this Contract free and clear without any set-off, counterclaim, deduction or withholding of any kind, save as agreed otherwise in writing or as may be required by law

10.6 Prices are adjusted annually, on the 1st October. The pricelist is available upon request. Updated prices apply to all training delivered after 1st October irrespective of when the booking was made. If the listed charging rates currently in use at SGRE are raised to account for personnel or other cost increases, SGRE may adjust the prices under this Order Agreement, accordingly, provided that they are actually affected by the cost development and have not yet fallen due for payment.

10.7 Invoices from SGRE are payable in 30 days unless otherwise agreed in writing between the Customer and SGRE.

11. Materials, Copyright, and Travel

11.1 The Participant's daily travel to and from the venue for the Training Event is not included in the scope of services and must be organized by the Customer and/or Participant.

11.2 The course materials may not be reproduced or utilized for unauthorized purposes, nor forwarded nor disclosed to third parties without prior written consent. If any software is made available during the Training Event, it may not be taken or removed from the training site, copied or otherwise made usable in any unauthorized manner. SGRE reserves all rights to the course papers, tuition aids and any software used and to all information conveyed by word of mouth.

11.3 All Training Events, course materials (including presentations, manuals, handouts, exercises, tests, videos, VR content, e-learning content, software tools, datasets, documentation, drawings and any other materials made available by SGRE) and any know-how, methods and information conveyed during the Training Event ("Training Materials") are and shall remain the exclusive property of SGRE (or its licensors) and are protected by intellectual property and/or confidentiality rights.

11.4 Subject to payment of the Training Fee, SGRE grants the Customer and each Participant a limited, non-exclusive, non-transferable and non-sublicensable license to use the Training Materials solely for the purpose of attending the Training Event and solely for the Customer's internal operation and maintenance of its wind turbines or assets.

11.5 Except as expressly authorised in writing by SGRE, the Customer and the Participants shall not, in whole or in part: copy, reproduce, scan, digitise, translate, adapt, reverse engineer, create derivative works from or otherwise duplicate the Training Materials.

- take or allow any screenshots, screen recordings/captures, audio or video recordings, photographs or other recordings.
- transcribe or convert the Training Materials into any other format.
- store, upload, archive, cache or otherwise retain the Training Materials in any system or medium (including email, shared drives, collaboration tools, personal devices, cloud storage or backups).

Handwritten notes made by Participants for their own personal use are permitted, provided they do not reproduce substantial parts of the Training Materials and remain subject to Clause 14 (Confidentiality).

11.6 For online, e-learning or VR Training Events, the Customer shall ensure that Participants do not use any functionality (including third-party tools) that enables recording, screen capture, mirroring, extraction, downloading or local storage of Training Materials, and that access credentials are kept strictly personal and not shared.

11.7 Upon completion of the Training Event, or earlier upon SGRE's request, the Customer and the Participants shall promptly:

- return to SGRE all physical Training Materials and any copies thereof; and
- permanently delete or destroy any Training Materials (and any copies, excerpts or reproductions) in electronic form from all devices and systems under their control, including backups where reasonably practicable.

Upon request, the Customer shall provide written confirmation of such return or destruction.

11.8 Any breach of this Section 11 shall constitute a material breach entitling SGRE to suspend access to the Training Event and/or terminate the Order Agreement with immediate effect, without prejudice to any other rights or remedies available at law or in equity.

11.9 The use of artificial intelligence ("AI") tools in connection with the recording, extraction, reproduction, storage, or redistribution of Training Materials or SGRE know-how is strictly prohibited. This includes, but is not limited to, the use of AI for capturing, summarizing, transcribing, or otherwise processing Training Materials for later use or dissemination. Any Participant found to be using AI in breach of this provision, or facilitating such use, may be removed from the training without the possibility of reinstatement. This measure is enforced to protect the confidentiality, integrity, and proper use of Training Materials and SGRE know-how.

12. **Qualitative Impairment of Service**

12.1 If, for reasons for which SGRE is responsible, SGRE fails to perform any contractual services properly and in full as provided for in the SGRE Acknowledgement, SGRE shall be obliged to perform those services in accordance with the SGRE Acknowledgement within a reasonable grace period, provided and to the extent that the Customer has entered a written complaint to SGRE on the spot and before the end of the performance of the inadequate services. If the situation is not remedied, the Customer shall be entitled to cancel the Order Agreement with immediate effect by giving written notification.

12.2 Claims under Section 10.1 will expire three (3) months after the services have been performed in full or after early termination of this Order Agreement.

13. Limitation of Liability

13.1 Unless explicitly stipulated in this Order Agreement, this Clause 13 shall exclusively govern the liability of SGRE for damages, costs and expenditures, regardless of the legal theory upon which it is based, including, but not limited to liability in contract, in tort (including negligence), misrepresentation, indemnity, under warranty or otherwise.

13.2 SGRE shall be liable for bodily injuries and for intentional acts or omissions pursuant to the applicable law

13.3 SGRE's total liability, whether pursuant to any indemnity or in contract, tort (including negligence and breach of statutory duty) or otherwise arising by reason of or in connection with the Order Agreement shall not exceed for loss of or damage to Customer's property the lesser of (i) the Training Fee (ii) EUR 250,000.

13.4 SGRE shall in no event be liable, whether pursuant to any indemnity or in contract, tort (including negligence and statutory duty) or otherwise for loss of profit or revenue, loss of production, interruption of operations or loss of use, cost of capital, loss of interest, loss of information and/or data, for claims arising from Customer's contracts with third parties, loss of power, voltage irregularities, frequency fluctuations, loss of power, cost of purchased or replacement power, or for any indirect or consequential damage

13.5 The provisions of Sections 11.1 and 11.2, above, do not entail any reversal of the burden of proof to the disadvantage of the Customer.

14. Confidentiality and Subcontracting

14.1 The parties shall use all documents, information and data they receive that are designated as confidential for the purposes of the Order Agreement only. Unless and to the extent that they are not in the public domain, the parties shall treat the aforesaid documents and information as confidential and not disclose them to any third parties

that are not involved in the performance of the Order Agreement. These obligations shall remain in force even after termination of this agreement.

14.2 SGRE may award subcontracts but will impose on its subcontractors the confidential and intellectual property obligations set out in section 11 and section 14.

15. Data Privacy

15.1 The parties shall observe all statutory regulations governing the protection of personal data. The Customer declares that it has satisfied all prescribed statutory prerequisites (e.g., by obtaining declarations of consent) for SGRE to be able to perform the agreed services without breaching any pertinent legislation.

16. Proviso, Export Permits, Transfer of Contractual Rights & Duties, and Collateral Agreements

16.1 Fulfillment of the Order Agreement by SGRE is subject to the proviso that there are no impediments thereto on the grounds of national or international foreign trade regulations and that the content of this order agreement is not subject to any embargos and/or other sanctions.

16.2 The objects and documents covered by this order agreement may be subject to export permit requirements, e.g. by virtue of their nature or purpose.

16.3 SGRE may assign claims arising out of the Order Agreement to third parties at any time. Furthermore, SGRE may transfer rights and duties under the Order Agreement to a third party, unless the Customer objects to this in writing within four weeks of receiving a notification to this effect; SGRE will point this out in the notification

16.4 Collateral agreements may be made in writing only.

16.5 If any of the provisions of these General Terms and Conditions should be or become ineffective or void, the remaining provisions shall remain effective notwithstanding. Where these General Terms and Conditions are silent the ordinary statutory regulations shall apply.

17. Applicable Law and Legal Venue

17.1 These General Terms and Conditions and all agreements entered into in accordance herewith are governed by the country's law based on the location of training to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

17.2 All disputes that may arise out of or in connection with the Training Event, SGRE Acknowledgement or these General Terms and Conditions and all agreements entered into in accordance herewith shall be settled in the country of training according to the country's law.