

# Welcome to Global Training

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

## **For SGRE employees**

All bookings must be booked with a valid PO and Org. ID. or plant no.

### **PO/ICB**

Enter in the valid PO number for the booking, please make sure the PO is created to the correct vendor and are valid for the booking. It is the responsibility of the person booking training to type in the correct information.

ICB PO is needed when buying training within the same ARE code as the provider.

If you do not have the relevant PO in place – Please do not book training until you have to PO ready.

POs should be created to the below information:

#### **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 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 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 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 Spain**

Siemens Gamesa Renewable Energy Innovation &  
Technology, S.L.  
Ciudad de la Innovación 9-11  
31621 Sarriguren (Navarra)  
Spain  
ARE code 481T / Org ID A1106875  
VAT B31890205

#### **Training taking place in China**

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

### **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 no. for invoicing if needed, make sure your PO/ reference is created for Training Center Denmark. If you do not have a PO, please use your **customer number** as reference. It is the responsibility of the person booking training to type in the correct information.

POs should be created to the below information:

#### 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**

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Borupvej 16  
7330 Brande, Denmark  
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#### Training taking place in **Spain**

Siemens Gamesa Renewable Energy Innovation & Technology, S.L.  
Ciudad de la Innovación 9-11  
31621 Sarriguren (Navarra)  
Spain  
ARE code 481T / Org ID A1106875  
VAT B31890205

### **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](mailto:gtce@siemensgamesa.com)

#### Training taking place in **Hungary**

Siemens Gamesa Renewable Energy Kft.  
Gizella ut 51-57  
1143, Budapest  
Hungary  
Are code 443T / Org id A1604587  
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300384 Tianjin  
Tianjin  
China  
Are code 545V / Org id A1106678  
VAT 911201167773367851

**Thank you for booking training at one of our Global Training locations**

# 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 and Siemens Gamesa Renewable Energy Technology (China) Ltd. (SGRE) 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 to 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. Furthermore, the Participant must be able to understand the course language (English – unless otherwise specified). Participants who do not satisfy these requirements will be expelled from the Training Event.
- 2.3 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.
- 2.4 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.
- 2.5 In the event of expulsion pursuant to this Section 2, the course fee will nevertheless be fully payable.
- 2.6 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 leave the customer (company), it is the responsibility of the customer to inform the training center 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 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 cost of the course.

#### **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 to the courses, given that the customer carries the cost for a full course. The cost of the interpreter will be added to the course cost.
- 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 course 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 course 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 cost of the course.
- 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 be the only one who will decide if the learning will be able to 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, if the client considers convenient and under his financial support, an expert technician at the operation of the wind-turbine will be able to join the instructor.

**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 Global Training VR 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. Global Training VR 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 The SGRE VR equipment must only be used for the training 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 Training: 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 Training: 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 a course 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 course fee. If the Customer cannot participate in the new Training Event, the Customer will not be charged a course 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 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 Incidental expenses, e.g., for travel and accommodation, are not included in the fee and must be borne by the Customer.
- 10.2 Prices are adjusted once a year as a minimum. Pricelist can be provided upon request. 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.
- 10.3 Invoices from SGRE are payable in accordance with the terms on the invoice 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. Participants can be given a copy of the course material, if requested.

## **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 SGRE will bear unlimited liability for any injury (death, bodily injury or health impairment) caused by SGRE to persons and will indemnify for the effort of remedying any property damage caused by SGRE up to the amount of EUR 250,000 per loss event. In the case of damage to data-carrying materials, the obligation to indemnify shall not include the effort incurred in recovering lost data and information.
- 13.2 All claims by the Customer for damages or indemnity over and above those expressly set out in the Order Agreement, on any legal grounds whatsoever, especially claims on the grounds of business interruption, loss of profit, loss of information and data, or consequential damage are excluded out, unless liability is mandatory by law, e.g., pursuant to product liability legislation or in cases of deliberate intent or gross negligence.
- 13.3 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 the obligations set out in Section 10.1 on its subcontractors.

## **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 is governed by the country 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 law.