

Welcome to Training Center Denmark

Please check below information and our Terms & Conditions before booking training at Training Center Denmark

For SGRE employees:

- **PO and Org. ID or plant no.**

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

PO

Bookings must be booked with a valid PO and cannot be booked without a PO

The PO must be created to the correct vendor

You are responsible for providing the correct PO details

PO Examples: [3000005032](#) / [41716030](#)/ [4510068638](#)

PO for Training Center Denmark, should be created to below information

Siemens Gamesa Renewable Energy A/S

Borupvej 16

7330 Brande, Denmark

Are code 478D / Org id A1601322

VAT DK76486212

Org ID

Provide Org id that belongs to the PO number, the org id is important for us to ensure correct invoicing

Make sure the PO and Org id match, if you do not know the org id, please contact your Finance department

Org ID examples: [AH036851](#) / [A1601323](#) /[14A00280](#)

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

Provide Plant no. that belongs to the ICB PO, the plant no is important for us to ensure correct invoicing

Make sure the ICB PO and Plant no. match, if you do not know the plant no., please contact your Finance department

Plant no. examples: [DKE2](#), [DKS2](#), [KD12](#)

- **Currency**

Select the currency of the PO, this will also be the currency of the invoice

Training Center Denmark you can only select between DKK and EUR

- **Upload**

Make sure to upload the PO in PDF, if not possible to upload, please send the PO to gtce@siemensgamesa.com

For Customers (non SGRE):

- **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

PO/ Reference no examples: [45xxxxxx](#) / [Site name](#) / [40000xxxx](#)

- **VAT number**

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

- **Currency**

Select the currency of the PO, this will also be the currency of the invoice

For Denmark you can only select between DKK and EUR

- **Upload**

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

Thank you for booking training at Training Center Denmark

General Terms and Conditions for Training Services provided by Training Center Denmark

1. General

- 1.1 These General Terms and Conditions shall apply for all Training Events delivered by Siemens Gamesa Renewable Energy A/S (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 and the course materials will always be handed out 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). 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. 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, 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 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

For Participants employed by SGRE:

- Participants full name as it appears in their passport
- GID number

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- Valid Purchase Order + Org. ID
- Product courses: correct prerequisite list

Customer must inform the currency of the PO, and send the PO in PDF to Global Training Customer Engagement at gtce@siemensgamesa.com

- 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.

- 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. Changes and Cancellation by SGRE

- 7.1 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).

- 7.2 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

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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.

- 7.3 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.

8. Fees and Payment

- 8.1 Incidental expenses, e.g., for travel and accommodation, are not included in the fee and must be borne by the Customer.
- 8.2 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.
- 8.3 Invoices from SGRE are payable in accordance with the terms on the invoice unless otherwise agreed in writing between the Customer and SGRE. Training Center Denmark can invoice in DKK or EUR.

9. Materials, Copyright, and Travel

- 9.1 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.
- 9.2 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.

10. Qualitative Impairment of Service

- 10.1 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.
- 10.2 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.

11. Limitation of Liability

- 11.1 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.
- 11.2 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.
- 11.3 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.

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12. Confidentiality and Subcontracting

- 12.1 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.
- 12.2 SGRE may award subcontracts but will impose the obligations set out in Section 10.1 on its subcontractors.

13. Data Privacy

- 13.1 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.

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

- 14.1 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.
- 14.2 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.
- 14.3 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.

14.4 Collateral agreements may be made in writing only.

14.5 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.

15. Applicable Law and Legal Venue

15.1 These General Terms and Conditions and all agreements entered into in accordance herewith is governed by Danish law to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

15.2 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 Denmark according to Danish law.

**Appendix to Training Centers General Terms and Conditions
VR Training applicable for SGRE SEA/NEME region**

VR training booking & cancellation

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.

VR Equipment

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.

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.

VR Participant requirements

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.

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.

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.

*All fees and prices can be found the SGRE global price list.