

### Who we are

In today's complex energy market, Deutsche WindGuard is committed to providing extensive scientific, technical, and operational services, which are unbiased and manufacturer-independent. WindGuard is one of the world's leading service providers to renewable energy enterprises, utilities, investors and the public authorities which define generation facilities as power stations. We are a holistic network with a scientific-core leadership team and 150 experienced specialists, and the WindGuard Universe is ever-expanding – a fact which justifies our international renown and status as a competent leader of projects of all magnitudes throughout the world.

Deutsche WindGuard Offshore GmbH is an innovative, sustainable player for training and education in the wind energy industry. We achieve this via our highly qualified employees and instructors who bring extensive expertise and many years of experience to their training. We are a provider of training and continued education in the field of wind energy safety on land and at sea.

## **Our customers**

Our customers are companies and employees in the on and offshore wind industry. Any and all customers whose work requires them to travel by helicopter or ship onto the open see (for both private and business purposes) are our potential customers.

Existing knowledge and abilities, as well as the backgrounds of our course participants vary greatly. All kinds of people attend our training: from project managers, to seamen, all the way to photographers. That's why it's important to determine in advance the level of existing knowledge and the profession of all participants to achieve class combinations that are optimal for the students. With certification courses, however, course content may not be replaced or altered. The safety trainings do not require specific theoretical pre-knowledge. Participants must however display an acceptable level of physical fitness for all modules. For some modules a health certificate is required.



# **Our objectives**

Our customers' safety is our utmost priority. Our goal is to make every one of our course participants capable of taking independent responsibility for his/ her own safety as well as the safety of an entire team. During training, we always keep an eye on the learning needs of each participant. We encourage all students to take accountability for their own actions when it comes to safety, and give them the tools they need to accomplish this. This means that we don't just do theoretical teaching, but also train practical exercises that prepare the student for a real-life emergency. After all, practice is what saves lives.

Our course content is customized to the needs of our customers in the on- and offshore wind industry. Course content is continually adjusted to meet the latest technical and legal requirements. We are active in different standards committees. Our experience from this work is integrated into our safety training to meet the needs of offshore wind energy. This allows us to continually offer our customers the most up-to-date training that is as close to the challenges facing real life safety situations as possible. Our course content is also complemented by the latest findings in rescue technology, as well as project+ and customer specific requests made by students themselves.

Our training professionals bring extensive years of experience in the field of adult education and safety technology to their courses. They combine professionalism and know-how with teaching skill and understanding that meets not only the needs of students, but industry demands as well. We don't bluntly drill our students. Instead, we take an approach that relies on encouragement, building self-confidence, and a deep understanding and knowledge of what's being taught.

We're always happy to hear the opinion of our customers. That's why we conduct customer satisfaction surveys following each course that give them a chance to tell us what they think about seminar content, presentation methods, and trainer conduct. The findings from these evaluations flow continually into our quality management improvement processes.



### **Our partners**

Besides our customers and suppliers we consider our co-operation partners, the relevant standards organizations as well as the committees as our partners. They are important for the high-quality execution of our safety trainings. Therefore, we try to involve them to a suitable degree in our daily work. Our goals are an up-to-date continued development of customized training standards that meet the special requirements of the offshore industry. To achieve this, we regularly have our training program and content aligned with standards and guidelines like ISO 9001 and GWO BST by DNV GL and TÜV Nord. Doing this helps us make sure that our training continues to meet all necessary requirements, and that it is taught only by competent employees. Together with our partners, we are constantly working to improve our services, processes, and management system.

### Our vision

Our vision is to help the wind energy industry to become more and more professional. We want to offer competitive solutions to its specialized safety requirements. Knowledge saves lives. As a knowledge service provider, we want to play an active role in reducing the dangers to workers on the high sea to the absolute minimum possible.