



Damen Services

DAMEN



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At Damen you buy more than just a vessel. We are keen to help make your business a success throughout the entire lifecycle of our products. For this reason, Damen Services is on board from the very start. We offer a wide-ranging portfolio of customer support and after-sales services, tailor-made to our vessels and developed to provide added value for our customers.

Part of the family
Our values as a family company see to it that we continue to provide support for you every step of the way. Whether it's during the start-up, operation or at any other stage during the lifecycle of your vessel, Damen Services will help you achieve your goals of availability, reliability and reduced lifecycle costs.

Global network
In order to provide you with the best services available we know that swift responses are crucial. Our global network of Service Hubs ensures there is always somebody in your time zone that can support you, whether in person or remotely.

Our portfolio
Our service portfolio enables our customers to operate their vessels directly after delivery on site. Our excellent warranty support is known for its reliability and fast response times. Besides warranty support, Damen Services is able to deliver service packages that ensure a quick start to your operations.

Innovation & sustainability
The world is changing rapidly. The service we are providing today will not be acceptable tomorrow. Damen Services is continuously improving itself with regard to remote services, digitalisation of its services and its commitment to the environment. We can help you achieve compliant operations and deliver sustainable, lifecycle support.

Lifecycle Support



ONE DAMEN

Part of the Damen family



Welcome to Damen Services. I like to think that we've always been more than 'just' a shipbuilder. From the earliest days in the 1920s when my father and uncle opened our first shipyard in the Netherlands, we have strived to deliver a first rate service along with high quality products. We have always taken care to provide dedicated, skilled personnel to look after our clients, long after the delivery of their Damen vessel. In this way we have become known for reliability, for listening, and for responding quickly, enabling our customers to get the most from their investments.

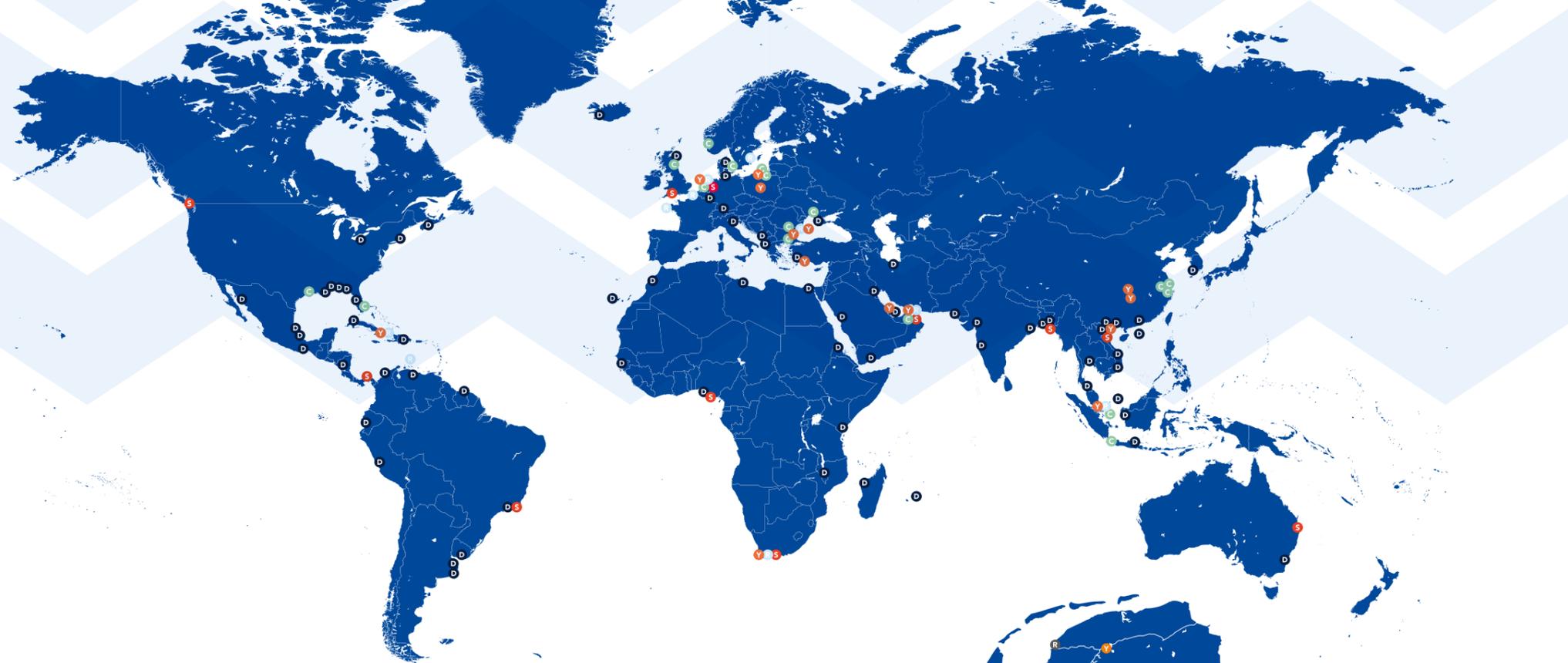
Kommer Damen
Chairman of the board



Over the years, Damen has grown to become a truly international company with clients all over the globe. In order to support them we too have become global, opening Service Hubs around the world so that wherever our customers are operating we are close by. Our growth has focused not only on geographical distribution, but also on continually broadening our scope. In this way, our service portfolio today offers clients a wide range of options covering the entire lifecycle of their vessels. We've come a long way, but we're just getting started. With a keen eye on the future, we continue to develop our service offering, ready for the maritime world of tomorrow.

Arnout Damen
Chief Executive Officer





GLOBAL PRESENCE AND SUPPORT

Founded in the Netherlands

A family business founded in 1927 in the Netherlands, today Damen operates 36 shipbuilding and repair yards, and employs 11,000 people worldwide.

Damen has delivered over 7,000 vessels to more than 100 countries and typically builds around 175 vessels annually. Due to its unique, standardised ship-design concept, Damen is able to guarantee consistent quality.



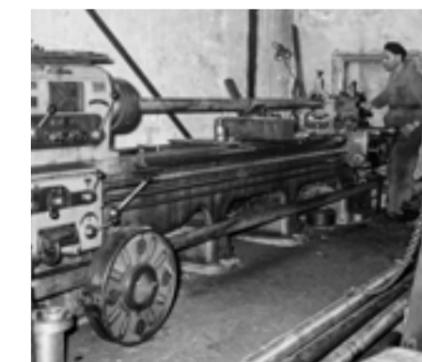
- Y Damen newbuild yard
- R Damen Shiprepair & Conversion yard
- D Damen Technical Cooperation yard
- S Damen Service Hub
- C Damen Company

THE DAMEN STANDARD

Design & Building philosophy

Damen has been refining its shipbuilding skills and craftsmanship for more than 90 years. Our Chairman Kommer Damen is a true pioneer in the maritime industry, having introduced the standardised shipbuilding concept back in 1969. He understood that this concept gave Damen customers the benefit of being able to order vessels from stock, ensuring a swift delivery.

Extensive R&D and input from our customers over the generations means that Damen vessels continually evolve and improve. Damen vessels are based on proven designs and guaranteed to be built to the highest quality standards, resulting in unbeatable performance. This in turn leads to maximum uptime and the lowest total cost of ownership.



LIFECYCLE SUPPORT

Damen Services



Damen Services cares for your fleet with a wide-ranging portfolio of customer support and after-sales services covering a vessel's complete lifecycle.

Where you need us, when you need us; we support you from deployment to decommissioning. Our diverse service options help you achieve your up-time and reliability goals whilst ensuring low lifecycle costs. Our global service network and availability guarantee a swift response.



GLOBAL PRESENCE

Service Hubs



» Service Hubs

Europe

Damen Services Netherlands | Gorinchem
Damen Services Germany | Hamburg
Damen Services United Kingdom | Southampton

Africa

Damen Services Africa | Cape Town
Damen Services Nigeria | Port Harcourt

Asia & Middle East

Damen Services Bangladesh | Dhaka
Damen Services Middle East | Sharjah | Dubai
Damen Services South East Asia | Haiphong

Americas

Damen Services Brazil | Rio de Janeiro
Damen Services Canada | Victoria
Damen Services Central America | Panama

Australia

Damen Services Australia | Brisbane

Worldwide Service Hubs

Damen's Service Hub network grew rapidly over the past few years. At present there are more than ten hubs on five continents. We continuously enhance our services in regions without proximity to a Damen Shipyard, but where Damen vessels are operating. Local presence enables our skilled engineers to respond faster than ever to your needs.

Contact

Phone: +31 (0) 183 639 911

Emergency response line: +31 (0) 6 300 085 82

START-UP GETTING YOU GOING

DEPLOYMENT KEEPING YOU GOING



Ship Delivery

Through our worldwide service support network and knowledge of transport contracts, we offer comprehensive logistics to handle own-keel, heavy-lift, towage, and semi-submersible transport deliveries.



Fleet Support

Our fleet support solutions make sure you can concentrate on your core business. We help you in achieving a reliable performance through offering remote support, the use of technological developments and total lifecycle support.



Technical Assistance

Damen Services delivers the technical assistance to ensure optimal performance throughout the entire lifecycle of your vessel. Our specialities cover problem solving, short, well organised docking periods and high quality maintenance and repair.



Warranty Support

Our philosophy of building long-term relationships with our clients extends to providing excellent warranty support. During the warranty period, we regularly visit our clients to ensure satisfaction with our products. In the event of a problem arising, we are well-placed to solve it swiftly.



Training

Our training programmes help to ensure your employees are skilled, motivated, and committed. This approach helps you to reach the all-important goals of reduced operational costs and improved vessel uptime.



Parts & Equipment

Damen Parts Services offers competitive prices and efficient deliveries. Over the years we have built up strong purchasing power and a considerable supplier network. Thanks to our network of global Service Hubs, we can guarantee short response times.



Technical Documentation

Our professional and experienced in-house team provides all the technical documentation you need for safe, smooth and efficient operation that maximises the life of your vessel.



Integrated Logistics Support

Integrated Logistics Support (ILS) helps you to improve availability and maintainability of your fleet and assets.



Repair & Conversion

Our established global sales network provides you with dedicated repair and conversion contacts to assist, whatever your requirements may be.



DMMS Services Portal

Damen Maintenance Management Solutions offers an online platform that makes it easy for everybody involved in operating, maintaining and managing vessels to stay on top of their job.

» Shiprepair & Conversion Yards

Albwardy Damen, United Arab Emirates
Damen Maaskant, Stellendam
Damen Oskarshamnsväret, Sweden
Damen Shiprepair Amsterdam
Damen Shiprepair Brest, France
Damen Shiprepair Curaçao

Damen Shiprepair Dunkerque, France
Damen Shiprepair Harlingen
Damen Shiprepair Oranjerwerf
Damen Shiprepair Rotterdam
Damen Shiprepair Vlissingen
Damen Shipyards Den Helder

Damen Shipyards Mangalia, Romania
Damen Verolme Rotterdam
Damex Shipbuilding & Engineering, Cuba

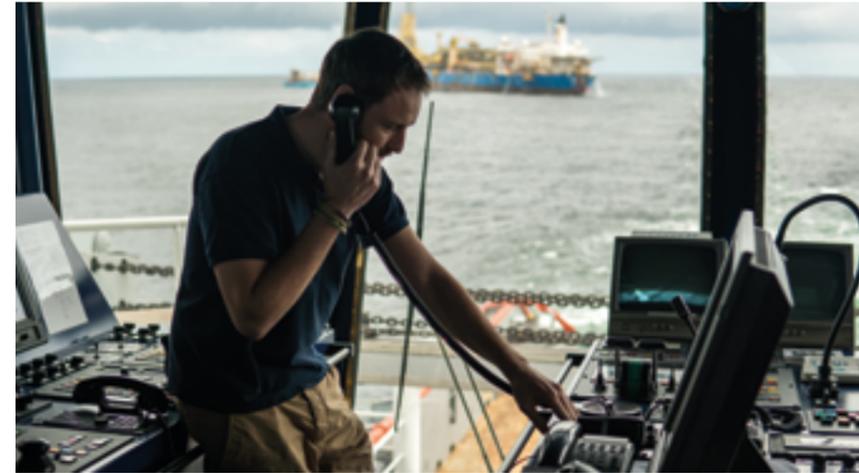
Worldwide

Damen Shiprepair Harbour & Voyage



BACKING YOU FROM THE START

Warranty support



Understanding your need for optimal operability, uptime and warranty support are our primary goals.

From the beginning, we are there to help you get started. Thereafter we maintain regular visits during the warranty period – regardless of whether there is an issue or not. Our dedicated services team ensures that clients have easy access to any information they may need.

Damen Services draws on Damen's long track record of developing the standardised, proven vessels in its

portfolio. As a result of this continual product evolution, we know our vessels inside out.

With a listening ear towards our clients' feedback, and with an up-to-date warranty database, we are able to conduct rapid root cause analysis – and thereby, deliver quick remedial solutions.

With an eye on the future we are working hard towards the development of augmented reality and condition monitoring-based solutions. These, and other developments, support our aim of continual improvement in order to provide high quality assistance during the warranty period and beyond.



THE ONLINE GATEWAY TO DAMEN SERVICES

My Damen

With your My Damen Portal you can access everything you need to know about your vessel, including technical information such as drawings, certificates and manuals.

For Damen vessels that are still covered by warranty, the My Damen Portal provides an efficient and convenient way to submit claims and track their status. Simply complete

the online form and our warranty engineers will get to work on solving your problem.

Your interactions with Damen are recorded in your account, making it easy to manage every aspect of your daily activities. You can easily track communications, quotes, order statuses and service requests.



NETWORK OF SERVICE HUBS

Dedicated support

At Damen Services we feel personally responsible for our products. A dedicated service engineer is available to support your business. We have created a network of Service Hubs based on the presence of Damen vessels in given areas. Working towards our goal of faster reaction times, we continue to develop

this global network. The strategic stock of parts and equipment at the Service Hubs ensures the fast resolution of an issue. Our 24/7 service is available for safety and emergency issues. Together we'll make sure you can optimally operate your Damen assets.

Getting started

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Upon delivery we offer a portfolio of services to help you get the best from your Damen vessel.

Ship delivery

Whether on its own keel or aboard a heavy-lift carrier, Damen Services will take care of delivering your vessel to your preferred location, anywhere in the world.

Initial spare parts

We offer a tailor-made package of spare parts to help you avoid any costly downtime in the operation of your vessel.

Training

To get the best from your Damen vessel it is vital that both operating and maintenance crew are familiar with its workings. Our training department is able to deliver any training required for your personnel.

Documentation - vessel operating manual

In addition to the standard documentation package, Damen Services offers a Vessel Operating Manual. This describes the layout and configuration of the vessel, as well as providing guidance on operating the various onboard systems.

Maintenance management solutions

Maintenance is essential to keep your new vessel operational. Our Damen Maintenance Management Solutions will help you with the organisation and overview of maintenance.

RECEIVE YOUR VESSEL SAFE, CLEAN & READY FOR OPERATION

Ship delivery

Upon completion of your vessel at the building yard, Damen Services is ready to deliver your vessel to its final destination fully insured. Delivering more than 150 vessels a year and having acquired all the necessary operational expertise in-house built on more than 25 years of experience, we are able to provide an attractive priced service which protects you from risk or surprises.

Damen's extensive international network positions us well to arrange the best transport options, wherever you are operating, for a fast, efficient delivery. Whether it's an own keel or heavy-lift delivery, we have the experience to assist with all the documentation, formalities and contracts.



THE PACKAGE THAT SUPPORTS THE VESSEL

Initial spare parts



We are able to deliver a complete set of spare parts based on the operational profile of your vessel. Our initial spare parts packages will be compiled in close cooperation with original equipment manufacturers (OEM).

Spare parts packages are compiled based on various factors including running hours, required availability, operational environment, Class requirements and tailored requests.

If necessary, Damen Services can provide local storage containers to ensure suitable humidity and temperatures to maintain the condition of parts until required.

Damen can also arrange an annual replenishment of spare parts, ensuring availability in line with operations.



WELL TRAINED STAFF IS KEY TO SUCCESS

Training



With centuries of maritime experience, The Netherlands is one of the primary maritime education locations in the world. The level of experience of the country's maritime institutes is reflected in the quality of our training courses.

We prepare tailor-made programmes for each client depending on their requirements, ranging from short-term vessel familiarisation courses to long-term support and the development of clients' crew and/or maintenance staff.

To ensure that quality, Damen training programmes are developed and executed according to an ISO 9001:2015 certified Management System. Following the philosophy of blended learning we also offer E-Assessments, E-Learning programmes and simulator training to optimally prepare the trainees for the on-the-job training. Learning objectives are determined and achieved to optimise the learning outcomes.



THE ULTIMATE GUIDE TO YOUR VESSEL AND ITS SYSTEMS

Vessel Operating Manual

The Vessel Operating Manual (VOM) helps you and your team to keep your assets in peak working shape, while delivering crucial information on how to achieve the safest and most efficient operations, specific to your vessel configuration.

Use the VOM when you need backup information or help to familiarize new crew with the vessel.

The VOM provides detailed information about onboard systems, individual components and the relationship between them. The VOM facilitates easy access to relevant information about safety equipment and accompanying safety exercises. It also includes the start-up and shutdown of the bridge systems and instructions related to vessel specific equipment.



MAXIMISING UPTIME – MINIMISING OPERATIONAL COSTS

Maintenance Management Solutions

Damen's Maintenance Management Solutions (DMMS) offer access to years of experience and a wealth of knowledge, gathered together in one database. With this, we assist our clients with preventive maintenance, maximising uptime and minimising operational costs. The programme is built with modular elements, enabling you to start working with a basic package and expand it when you see fit, with add-on features such as ship-to-office online communications. You keep a detailed history of maintenance activities and an overview of planned maintenance, allowing you

to allocate your resources and control spare parts.

We provide this management tool according to your requirements; a tailor-made database file ready to implement into your maintenance system or an online web-based maintenance system. Data-driven maintenance optimizes your maintenance regime by scheduling, and even predicting, your asset's maintenance needs based on data collected from onboard system sensors. This means maintenance jobs are triggered only when needed, saving your operation time and money.

Integrated Logistics Support



QUALITY ENSURED

ILS programmes



Damen can supply a customised ILS program with our newly built products. Since ILS programmes were originally designed for military and coastguard vessels, we closely cooperate with the design team of the vessel and our naval shipyard and ILS expertise centre; Damen Schelde Naval Shipbuilding (DSNS).

ILS programmes include;

- › Logistic support analyses,
- › Lifecycle cost & availability, reliability and maintainability calculations
- › Supply chain analyses
- › Facility and training analyses
- › Technical documentation solutions

Our ILS programmes are based on the latest military and commercial standards to ensure the highest quality. For example: ASD-S1000D, ASD-S2000M, ASD-S3000L, Mil-Stan1388-2B and Def-Stan0600.



INTERACTIVE APPROACH

Tailored support services

The acquisition of a vessel is only the first step. In order to obtain optimal operational availability and up-time of your vessels, leading to maximized profits, Damen offers tailored Support Services.

These Support Services can be tailored to suit your support and organisational needs. They are based on the prescribed vessel operational profile. These tailored support services make use of the principles, processes and procedures applied within the ILS discipline for military customers, but are primarily focussed on the optimization of maintenance; supply, training and data-support elements. This allows you to have

trained personnel capable of executing maintenance tasks effectively, efficiently and safely using the correct support materials and equipment available on-time. It is based on the most optimal maintenance schedules prescribed by the OEM and Damen using equipment specific technical and reference information and data. This results in less wastage caused by unnecessarily procured spare parts, or consumables with limited shelf-life.

Where you do not have the required support organisation available to fully meet your support objectives, Damen is your go-to partner with the required world-wide available expertise, resources and facilities.

Keeping you going



From spare parts supply to long-term service agreements, we can help you achieve your objectives.

Parts

Damen Services knows the details of your vessel's configuration and is able to provide you with the right spare parts with short delivery times and competitive pricing.

Technical assistance

Whether you have a minor technical question or require a Damen field service engineer on site, our 24/7 support department is on hand to support you at any point of your vessel's lifecycle.

Maintenance, repair & conversion

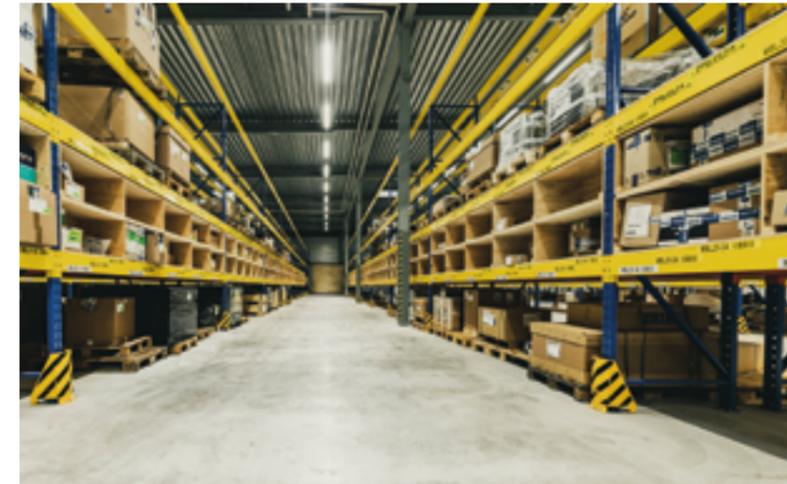
Unfortunately accidents happen. Equipment breaks down, major maintenance can be required or the tasks of a vessel change. All of which require downtime and expenditure. Due to its extensive experience with Damen vessels, Damen Services is able to get your vessel underway again at a competitive price.

Long-term service agreement

Do you want to combine the above single solutions in one contract? Damen Services is able to offer you an agreement that allows you to choose from several maintenance modules. This enables you to create your own customised service agreement.

YOUR ONE-STOP-SHOP FOR ANY PART

Parts



Having access to the right parts is crucial to minimise any downtime of your assets. Since we keep detailed records of each system and all equipment installed on your new vessel, we are able to provide you the right spare parts very quickly. As our vessels are standardised our customers benefit from economies of scale and therefore competitive prices.

From on-demand delivery to regular replenishment packages, Damen can support you. Our central consolidation depot in the Netherlands allows for efficient bundling of shipments and ensures packaging according to international standards and, with our network of logistical partners, we guarantee delivery to any location worldwide.



ALWAYS AVAILABLE FOR YOU

Technical assistance

Damen vessels are built using the latest technology and to Class standards. For this reason we offer our highly experienced engineers to provide any technical assistance required. This incorporates a broad scope of services such as:

- ▶ Technical audits
- ▶ Problem diagnosis
- ▶ Problem solving
- ▶ Efficient docking assistance
- ▶ Preventive and corrective maintenance

Our engineers are supported by our project management, engineering and research departments to ensure the best assistance available. Due to our network of strategically located Service Hubs, one of our engineers is always available at short notice.

Maintenance support

With Damen Services you find a service provider that acts as a one-stopshop. You will have one point of contact, one offer, no surprises. We analyse the problem, make an offer and solve the issue. We carry out maintenance on your site or at the shipyard of your choice. Our project managers prepare for the work thoroughly and ensure that all of the parts, components and personnel are available. Our excellent communication and close relationships with suppliers ensure considerably reduced delivery times. We offer a high quality standard of services against a good agreed price.



KEEPING YOUR VESSEL IN GOOD CONDITION

Maintenance execution

Preventive maintenance keeps your vessel in good technical condition, reliable and safe. Due to our standardisation philosophy and commonality across the Damen portfolio, we are familiar with the systems on board our vessels and have gained a lot of experience in maintaining them.

During maintenance, we inspect the vessel and readjust or replace machines, equipment and other components. This allows us to help you avoid unexpected downtime and expensive repairs as much as possible.

WE HAVE THE EXPERTISE

Shiprepair & Conversion



If an accident should happen or a system fail, Damen Services is able to get you on the move again as soon as possible. Whether the repairs are limited to the malfunctioning of non-critical equipment or the complete replacement of main components, we have the necessary expertise.

Our vessels are designed to have a long lifetime. But times and demands change and sometimes modification or conversion is required. Damen Services is in close contact with the engineering department of each vessel and is able to execute any requested conversion or modification.

Total solutions



Most of the machinery and equipment on board Damen vessels requires preventive maintenance. Execution of maintenance is necessary to keep the machinery in a sound technical and reliable condition and to enable the crew to operate the machinery on-board in a safe manner.

TOTAL SOLUTIONS

Long-term service partnership

Due to the large number and complexity of different systems on board a vessel, maintenance can be a challenging process. Damen Services is your partner in managing your assets and keeping them in optimal condition.

Based on your business strategy and operational profile we will integrate our services products into a customised programme to achieve optimal uptime against the best lifecycle costs. Our solutions range from conducting regular audits to carrying out full maintenance schedules.

Our maintenance programmes can include the following modules:

- › Periodic audits
- › Maintenance management
- › Spare parts supply
- › Maintenance trainings
- › Maintenance execution
- › Class assistance
- › (Pre) Docking assistance
- › Maintenance engineering

Consultancy

Damen Services is able to assist with the delivery of a proper operational and maintenance organisation. From a simple base of maintainer training to building up an entire maintenance organisation from scratch, we have the experts to meet the challenge.



KEEPING THINGS ON THE MOVE

Parts, maintenance and repair



Our long-term service programme has been launched so you can concentrate on your core business. We help you to achieve reliable performance by offering all our services in one comprehensive maintenance package. This agreement is modular, ensuring that you can adapt the agreement to meet your organisational requirements.

Our agreements can consist of everything from a guaranteed supply of spare parts up to complete maintenance packages in which we take over all responsibilities and ensure specified operational availability.



DAMEN

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