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 product. 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 to you every step of the way. Whether during 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 the best services available we know that swift responses are crucial. Therefore we are not only supporting our customers from our head office in the Netherlands, but also from local Service Hubs all over the world.

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

DAMEN SERVICES – NEVER SET SAIL ALONE

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.
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 vessel. 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 COMMERCIAL OFFICER

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 investment.

KOMMER DAMEN – CHAIRMAN OF THE BOARD
The maritime world is continuously on the go, all over the globe. Operating in such a sphere, we felt the 24/7 availability was simply not enough. In order to deliver a service level that meets the characteristics of the market, Damen Services created a global network from where we deliver our entire portfolio of solutions.

Damen Services’ main office is located in Gorinchem, the Netherlands. Here, over 250 colleagues are working daily to provide you the best service. With engineering and research departments close by, Damen Services is able to answer the most complex questions and issues in the shortest possible timeframe.

To fulfill our customers’ need for short reaction times and understanding of local languages and cultures, Damen Services started multiple Service Hubs. These Service Hubs are tailored to regional demands and are able to supply all necessary services from our portfolio. Since our local presence is so much appreciated by our customers, Damen Services intends to open more Service Hubs in the coming years. Our motto remains think global, act local.
DAMEN SERVICES PORTFOLIO

Our portfolio provides support throughout the entire lifecycle of a Damen vessel.
- We are already aligned during the engineering phase to ensure premium quality vessels;
- We are providing excellent warranty support;
- We help our customers get started upon delivery;
- We keep our vessels going throughout their operational lifetime.

Damen Services puts much effort in innovation and responds to the rapidly changing world with the continuous development of our services. This includes an expanding focus on digitalisation and sustainability.

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| WARRANTY SUPPORT |

Customer satisfaction is of utmost importance to us. Customers can reach out to a dedicated service team 24 hours a day, seven days a week. As well as having access to Damen via our mobile app, customers are visited by a Damen technician, regardless of whether there is an issue or not.
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 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.
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, 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.

All your interactions with Damen and associated documentation are recorded in your account, so it’s simple to manage every aspect of your purchase-related activities. You can easily retrieve invoices, track communication and check the status of orders, deliveries, quotation requests, warranty claims and parts returns.

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 operate your Damen asset as intended.
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.

**DOCUMENTATION – VESSEL OPERATING MANUAL**
In addition to the standard documentation set, Damen Services offers a Vessel Operating Manual. This describes layout and configuration of the vessel, as well as guidance in operating the various on board systems.

**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 required training for your personnel.

**MAINTENANCE MANAGEMENT SOLUTIONS**
Maintenance is essential to keep your new vessel operational. Our maintenance software will help you with the organisation and overview of maintenance activities.
RECEIVE YOUR VESSEL
SHIP DELIVERY
SAFE, CLEAN & READY FOR OPERATION

Upon completion of your vessel at the building yard, Damen Services steps in to make all arrangements for delivery to your chosen location. Delivering upwards of 150 vessels a year, we are able to provide a service that protects you from risk or surprise.

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

INITIAL SPARE PARTS
THE PACKAGE THAT SUPPORTS THE VESSEL

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 temperature to maintain the condition of parts until required. Damen can also arrange an annual replenishment of spare parts, ensuring availability in line with operation.
TO GET TO KNOW YOUR VESSEL

Good knowledge of a vessel’s configuration, and usage of the systems on board is critical to the reliability of the vessel and safety of its personnel. Aside from the documentation set required for sailing, we can provide you with a Vessel Operating Manual (VOM) in which we describe the layout and configuration of your vessel, and how to operate the various systems.

The VOM describes the steps to follow for basic operations, and refers to the OEM (Original Equipment Manufacturer) manuals for instructions on how to execute these steps. The VOM is intended for the crew on board and on shore and is an ideal tool to instruct the new crew and reduce risk of operational failures.

WELL TRAINED STAFF IS KEY TO SUCCESS

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 level 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 development of clients’ crew and/or maintenance staff. To ensure quality, Damen training programmes are developed and executed according to an ISO 9001:2015 certified Management System.

Following the philosophy of blended learning we offer E-Assessments, E-Learning programmes and simulator training to optimally prepare the trainee for the on-the-job training. Learning objectives are determined and achieved to optimise the learning outcome.
BEST PRACTICE
STANDARDISED SERVICES PACKAGES

In certain regions of the world, notably including Europe and the Russian Federation, Damen delivers numerous ASD Tugs and CSD Dredgers. These so-called fast-mover products are offered in short tender procedures and are used by experienced crews and maintenance organisations. Especially for these vessels, Damen Services has created standardised services packages.

Standardisation of offers ensures short delivery times and minimal costs. These services packages are created to ensure a proper start up and may consist of Initial Spare Parts Package, Training and/or a Vessel Operating Manual. The specifics of the services packages are based on the individual requirements of the client.

For Training and Initial Spare Parts we have developed modules to choose from, ranging from a basic to an extended package.

Initial Spare Parts
- Basic Package
- + Package
- Extended Package

Training
- Technical Familiarisation Training
- Nautical Familiarisation Training

Our Maintenance Management Solutions (MMS) 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. It enables you to start working with a basic package and expand 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 desire: a tailor-made database file ready to implement into maintenance system, an online web-based maintenance system or a hardcopy card-index box with maintenance tasks. Whatever your requirements, we are there to assist.
Integrated Logistics Support (ILS) is increasingly applied in the commercial and coastguard sectors today. If requested, Damen can supply a customised ILS program with our newly built products.

Since ILS programmes are originally designed for military 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.
BEST PRACTICE
ILS PACKAGE

For a customer in the Middle East, Damen has been involved in the design, engineering, construction and delivery of two Offshore Patrol Vessels.

Based on the operational profile of the vessels, Damen delivered an Integrated Logistic Support package. The programme included extensive operator training, both at OEM premises and on board the vessels at the building yard. A separate maintenance training for the shore-based maintenance crew has been developed. All maintenance tasks have been analysed and merged into a tailor-made maintenance plan supporting the lifecycle of the ships.

Damen performed systems maintenance during the installation of the weapons systems. Comprehensive documentation with Vessel Operating Manuals and quick reference cards ensure that the crew has all information on board about operation of the systems available at all times.

Damen has tailored an on board spares package based on the operational profile of the vessels as well as an additional base, on-shore spares package. With the delivery of this package, the customer is able to ensure availability of its vessels.

ILS
INTERACTIVE APPROACH

Eighty percent of operational availability and lifecycle costs are determined during the design and construction of each vessel. We anticipate this by including ILS programmes with our newly built products. With the inclusion of ILS programmes, Damen retains a design to maintain principle. ILS is a structured and interactive approach to logistics. It ensures that all support resources necessary to operate and maintain systems and equipment throughout the vessel’s lifecycle are correctly identified and are consistent with the proposed product design and support environments.

In other words, by applying ILS, Damen ensures the requested operational profile is achieved.
From spare parts supply to long-term service agreements, we can help achieve your objectives.

**PARTS**

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

**TECHNICAL ASSISTANCE**

Whether you have a small 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 in which you can choose from several maintenance modules, by which you create your own customised service agreement.
PARTS
YOUR ONE-STOP-SHOP FOR ANY PART

Having access to the right parts is crucial for minimising downtime of your assets. Since we keep close 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. You can order your spare parts via your My Damen Portal in a few clicks or contact your dedicated parts coordinator.

From on-demand delivery to periodical replenishment, 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.

TECHNICAL ASSISTANCE
ALWAYS AVAILABLE FOR YOU

Damen vessels are built to the latest technology and Class standards. For this reason we offer our well 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-stop-shop. 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.

BEST PRACTICE
MAJOR OVERHAUL

In 2004 one of our main customers in Kenya procured three Damen ASD Tugs 3110. The tugs are classified by Lloyds Register and undergo their mandatory surveys accordingly.

In 2015 major overhauls of the Cat 3516s main engines and six US 205 Rolls-Royce Aquamaster propulsion units were required. Our customer required a reliable partner, single point of contact, one price and no surprises and, most important of all, execution of the work at an unexperienced shipyard in Kenya. Deadlines were tight, but Damen accepted the job.

Damen Services delivered a customised package of spare parts and, together with the customer, ensured a fast logistic gateway to the yard in Kenya. Skilled and experienced Damen engineers, along with sub-contractors, local crew and yard personnel, conducted all survey and repair work. A Damen project manager was onsite at each milestone and delivered comprehensive reports of the progress of the repairs.

The deadline was met and all was approved by Class. Local personnel and crew were trained to the next level and the vessel was fit for operation for the coming years.
REPAIR & CONVERSION
WE HAVE THE EXPERTISE

If an accident should happen or a system should fail, Damen Services is able to get you on the move again as soon as possible. Whether the repairs are limited to small malfunctioning equipment or complete replacement of main components, we have the 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 the vessel and is able to execute any requested conversion or modification.

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.
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.

LONG-TERM SERVICE AGREEMENT

Due to the large number and complexity of different systems on board of 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 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 concept
- 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 maintainer training to building up an entire maintenance organisation from scratch, we have the experts to meet the challenge.
Trinidad and Tobago placed an order with Damen for twelve vessels for the Trinidad and Tobago Defence Force. The order included delivery of four Stan Patrol 5009 Coastal Patrol Vessels, two Fast Crew Supply 5009 Utility Vessels and six Interceptors. The client requested that Damen come up with a programme to ensure that the defence force could focus on the operation of the vessel, limited loss in uptime and low lifecycle costs for the entire fleet. Damen provided a Long-Term Service Agreement. The aim of the agreement was to keep the vessels operational for the first five years and meanwhile transfer sufficient knowledge to the clients’ maintenance organisation and technical crew to be able after the five years of our assistance to continue the maintenance at the same level without our assistance.

The long-term service agreement consisted of a dedicated consultancy team, executing maintenance tasks (preventive and corrective) and on the job training, delivery of on board and shore-based spare parts, tools, test equipment and the execution of specialised maintenance such as machinery overhauls and drydocking services.

Our long-term service agreement programme has been launched so you can concentrate on your core business. We help you to achieve reliable performance through offering all our services in one major maintenance package. This agreement is modular, ensuring 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 package in which we take over all responsibilities and ensure specified operational availability.
Damen is strengthening its role as vessel designer and system integrator by implementing IoT-based (Internet of things) tooling together with continuous improvement vessel modelling capabilities. This way we are gradually expanding our capabilities in the digital domain and evolving from a classic systems integrator into a digital one.

Based on a solid, standardised platform we are adding intelligence to our vessels. We are developing smart vessels by incorporating sensors and software to system deliveries on board and improving data transfer, storage and analysis. By doing so, we are opening up a new source of equipment and operation knowledge.

**INNOVATION & DEVELOPMENT**

**CONNECTED SHIP**

Damen is strengthening its role as vessel designer and system integrator by implementing IoT-based (Internet of things) tooling together with continuous improvement vessel modelling capabilities. This way we are gradually expanding our capabilities in the digital domain and evolving from a classic systems integrator into a digital one. Based on a solid, standardised platform we are adding intelligence to our vessels. We are developing smart vessels by incorporating sensors and software to system deliveries on board and improving data transfer, storage and analysis. By doing so, we are opening up a new source of equipment and operation knowledge.

**KNOWLEDGE POWERED OPERATIONS**

With the wider availability of information courtesy of digital solutions, the fleet of the future will be better connected to the operator’s technical department on shore and to Damen’s technical department. We call this Knowledge Powered Operations.

Our service centres have now started utilising the wider availability of information presented by digitalisation in order to increase support to clients in maintenance planning and emergency situations. It is also being used to further develop services and technologies to help optimise ship operations. We undertake this work together with our suppliers and knowledge institutes, providing a single solution source for our clients.

The maritime industry is becoming increasingly aware of the opportunities presented by environmental sustainability and digitalisation. Within the sector, collaborations work towards new developments in, for example, ballast water treatment, emissions reduction, remote troubleshooting, performance monitoring, and condition-based maintenance.

Combining these new technologies with our traditional on-call and maintenance services will enable you to mobilise Damen and its suppliers in daily operations. As vessels become more complex, we will help you to simplify fleet management in order to maintain focus on daily operations.
BEST PRACTICE
REMOTE MONITORING VESSEL APPLICATION

Damen has released its first remote monitoring application and will enlarge the capabilities of this application in the near future.

With the Connected Vessel application our design experience can benefit your daily operations. The app enables real-time remote viewing on the operational status of your fleet. It displays varied information including vessel location, condition and performance. Information is given on operational condition, such as sailing mode. This is combined with vessel condition reporting on such things as engine room condition and fuel levels. Combined, this information indicates the availability of the vessel.

Performance indicators signal sailing behaviour, including fuel consumption on a given route.

This application has been developed in close cooperation with operators and is designed to support dispatchers, charterers and voyage schedulers.

Please find the latest status of our digital development at damen.com
RETROFITTING

We understand that retrofitting a ballast water treatment system is not simple and that many factors have to be taken into account, such as:
- Footprint & maintenance space
- Power consumption
- Piping & tie-ins pressure drop & ballast pump capacity
- Integration of controls
- Internal transportation
- Approvals and class requirements
- CAPEX & OPEX

SCRUBBERS

With scrubbers, simplicity is our philosophy. Over the years, Damen has managed to make reducing emissions both simple and cost-effective. We aim for easy to operate, maintenance free solutions, that fit any vessel and any engine type. Scrubbers are a great way to meet the latest IMO-standards with regards to SOx emissions and, in many cases, earn back their required initial investments in a matter of months.

Damen has successfully carried out several scrubber retrofit projects, both at Damen yards and yards operated by third parties. Our unique expertise with building all manner of systems, including entire ships, at yards that are not our own is a big advantage for these demanding retrofits. And our innovative ‘back pack’ retrofitting strategy means scrubbers can in some cases be installed in just three to four days drydocking time.

INVASAVE 300

The Damen InvaSave 300 BWMS is a mobile ballast water treatment unit, designed for the reception of ballast water from ships. As such, it can be operated supplying or receiving water to/from a vessel. InvaSave 300 uses mechanical filtration and ultraviolet radiation. The single-pass system is designed for external treatment of ballast water and achieves D-2 compliance directly upon discharge from the unit.

GREEN SOLUTIONS

Many rules, many things to do. At Damen you will find a one-stop-shop for retrofit solutions. Our customers ask for compliant operations and lifecycle support and that’s exactly what we deliver.
GLOBAL SUPPORT

We aim to make things as convenient as possible. This means doing what you need us to do, wherever you need us to do it. In order to make that a reality, our services cover the entire lifecycle of a vessel, across the entire spectrum of maritime industries.

Our sales force, like our yards and strategically located Service Hubs, is also globally active, with over 70 regional offices to make sure you can reach us quickly and easily.

To find out more about Damen Shipyards Group, visit our website or contact us today:

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damen.com

MARKETS
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- DREDGING
- PUBLIC TRANSPORT
- SEA AND RIVER CRUISING
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- INLAND SHIPPING
- ENVIRONMENTAL SAFETY & CONTROL
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- CIVIL

KEEPING YOU ON TOP OF YOUR GAME

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DESIGN NEWBUILD REPAIR & CONVERSION COMPONENTS SERVICES