

## **Customer orientation in difficult times paid off**

During 2020, the Nordex Group had set the goal of maintaining production at its sites and to continuing the installation of turbines where possible. The company also aimed to ensure the operation of turbines it covers under its service contracts to secure electricity production – all without compromising the fight against the pandemic or endangering its colleagues.

In 2020, the Nordex Group serviced more than 7,760 wind turbines, with a total output of 19.6 GW, worldwide. Nearly all company's turbines under contract were in operation, with only a handful stopped or curtailed due to COVID-19. This enabled Nordex' customers to produce clean energy - the right solution to fight against another great challenge: climate change.

The technicians who showed up to carry out required servicing, factory workers who clock in for their shift at the production facilities, or project managers installing turbines on site were some of the best examples of the spirit of the Nordex Group's employees to deliver for the customers. Whilst working from home, Nordex employees had very limited real-life contact, childcare had to be managed and the new situation meant additional workload for many.

During 2020, the high level of trust of the Nordex Group's customers in its turbine technology, service and performance remained unchanged. Despite COVID-19, last year the company received firm orders for a total of 1,331 wind turbines with an output of 6,020 MW, almost matching the high order intake of the previous year despite occasional delays caused by the coronavirus pandemic (2019: 6,207 MW). The share attributable to the efficient and high-margin Delta4000 wind turbines increased to 81 percent for the full year. Launched only in 2019, the N163/5.X turbine alone accounted for 877 MW of new orders. Distributed across 16 countries, 59 percent of orders (by MW) came from the European region last year, with Germany, Norway, the UK, Finland and France being the largest markets.

Links to relevant press releases:

**Nordex Group receives new orders for 227 MW from Europe,** <https://www.nordex-online.com/en/2020/09/nordex-se-nordex-group-receives-new-orders-for-227-mw-from-europe/>

**Nordex Group repeats annual order intake of more than 6 gigawatts in financial year 2020,** <https://www.nordex-online.com/en/2021/01/nordex-group-repeats-annual-order-intake-of-more-than-6-gigawatts-in-financial-year-2020/>