

## **Information Letter to Service Partners and Subsidiaries**

### **Objective of the Letter:**

The objective of this letter is to clearly communicate the process (e.g. why, how and when) for reporting potential product safety concerns stemming from field incidents (e.g. accidents, near misses, hazardous conditions) or customer inquiries to the GE Jenbacher service organization.

Ensuring the safety of our products and the people who use them is of utmost importance for GE Jenbacher. It must be inherent in everything we do as we design, manufacture, test and maintain our products around the world. Therefore, each employee must understand and diligently carry out their responsibilities as they relate or contribute to the safety of our products.

Failure to recognize, report, and address potential product safety concerns can result in the potential for catastrophic events to occur. That is why it is important to report all concerns which may occur, and which will provide GE Jenbacher the opportunity to respond in a timely and responsible manner.

To ensure that all potential product safety concerns are reviewed and addressed in a timely manner, a Safety Program Management Team has been established within GE Jenbacher. The charter of this team is to review all concerns as they are raised, evaluate the potential severity of the concern, and manage the timely resolution of the concern. Information about the status of these issues is reported on a periodic basis to the management team within GE Jenbacher and to the Product Safety Engineering and Chief Engineer's Office within GE Power Systems.

### **Who should report?**

Any person who becomes aware of a potential product safety concern must immediately comply with the reporting requirements outlined below.

### **When to report?**

Any concern that has the potential to result in an injury to personnel has to be reported. This would include hazardous conditions, near misses, and actual accidents. If you are unsure whether a concern potentially impacts personnel, report it! It is far better to report all potential issues, than to draw premature conclusions and fail to report.

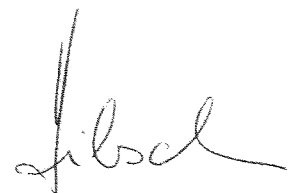
### **What to report?**

Attached to this information letter, you are receiving a Safety Incident Report template in format Excel (Safety\_Incident\_Report\_V1.xls). This template has to be filled in and returned back in file format.

This information must be reported immediately to your Service contact person in Jenbacher, who will then forward the information to the Product Safety Team in GE Jenbacher for further evaluation and resolution.



Eugen Laner



Hubert Hilscher