

Nominee: Ole Sten Volland, Green Mountain

Nomination title: Ole and his team has made sure Green Mountain data centres have delivered a service Level of 100% uptime!

In autumn 2013 Green Mountain AS accept a challenges from one of our customer to build a new data centre in a different area for power, people and environmental impact than our DC1-Stavanger data centre within 6 months. After a look at several available industrial area for data centre in Norway we decided to go for Rjukan as our second data centre location in Norway. The municipality, the power company and other industry had worked with data centre plans for many years and knew what was important when establishing data centre industry. The next big question were which company in Norway was the correct partner for Green Mountain to design and build a data centre in the timeframe from the customer. Schneider Electric was selected as the main technical partner and two companies were selected as the main building partners. The property division in Smedvig(owner of Green Mountain) had the project management and Green Mountain benefit from Smedvig's experienced team for building large and complex buildings. This is some of the highlights why we succeed with this project.

1. Involvement from Smedvig Property Division's experienced team for large and complex building projects.
2. Tight and strong commitment and project management from Schneider Electric and technical sub-contractors.
3. Green Mountains own experienced team in technology and in operation of data centers.
4. Experience and skills from building the DC1-Stavanger data center as a Tier III designed data center.
5. A customer with faith and trust in the Green Mountain project team and our ability to deliver on time and quality.
6. A municipality, local companies and people in the Rjukan society that want Green Mountain to succeed.

In addition, we had good winter conditions for outside work for ground works, concrete slabs and mounting the building. The winters in the Rjukan area can give a lot of snow, wind and cold, but this winter in 2014 we had little snow, wind and cold. Because of the short time from start of the project to RFS date we had to build a lot of the electrical and mechanical infrastructure in



container modules and ship all of these things to Rjukan. We had transport from France, Ireland and Italy with long and wide transport vehicles and as you all probably know this is a challenge in customs thru different countries in Europe. But, thanks to (among others) tight, strong and very good project management from Smedvig and Schneider Electric we did manage to receive all the infrastructure on time at Rjukan. The local electrical and mechanical employees in the project did also a very great job and worked day and night to reach the RFS date.

The project was started in December 2013 and the customer was able to move in their racks one week in advanced of contractual RFS date, only 5 ½ months later than start of this project. We all gain a lot of experience and competence thru this project and Green Mountain is using a lot of this experience in all of our building projects. All of our building- and customer projects have been delivered to our customers on time and with agreed quality.

Ole Sten Volland with his project team has thru this project and all the other projects became a world leading company in delivery of data centre whitespace on time and agreed quality. This is why we can deliver new white space to our customers in weeks and months instead of months and years.

Quality - 100% Uptime

Operational Excellence has always been a driver both when infrastructure was designed and built, but also when building operational procedure and systems. Green Mountain has been built to the highest global standards and was the first North European Uptime Institute certified Tier III installation.

Our team of data centre experts are working proactively to ensure safe operations of the infrastructure in the facilities and have in-depth experience of solving challenges for Companies whose uptime of infrastructure is business critical. Since all our clients have unique business service and support requirements, our team is committed to providing personalized services to our clients' operational needs.

Several independent power supplies ensure that Green Mountain always has an abundant power supply, both now and in the future. The cooling and electrical infrastructure are duplicated so that the data centres are operational both during scheduled maintenance and in the event of any unforeseeable faults within our infrastructure. Additionally, our facilities are Uptime Institute Tier III certified, which sets the standard for international best practices in building and operation of "rock-solid" data centres. Our quality of operation is thoroughly documented through continuous and real-time measurements. We provide our clients with in-depth reporting, and they can track their environment within our real-time analysis system, providing direct, in-depth information about infrastructure and the environment in the data centres.

Green Mountain has been built to the highest global standards, and since the first day of operation, Ole and his team has made sure our data centres have delivered a service Level of 100% uptime!



- **What are the Individual's key distinguishing features and/or USP?**

Love the Company Culture

Ole Sten Volland is a great leader and a high achiever. He invests not only in the company, but also the Green Mountain culture. Chris Edmonds, CEO of The Purposeful Culture Group, said: "Most managers invest far greater time and energy on their team or company's products and services than they do in their work culture -- yet culture drives everything that happens in their organization, good or bad."

Ole Sten Volland has taken this to heart. He is constantly talking about what he can do to make Green Mountain better.

Positively Contagious

Ole has a positive attitude that goes a long way and have a good attitude during the workday and don't complain about projects that needs to get done. He is looking for solutions to finish them before the deadline.

Sustain Focus

Ole is great in prioritization and the ability to focus for an extended period of time. Specifically, he can manage multiple projects at once to make sure everything gets done on time and completed to client (or company) specifications.

Lead With his Head and Heart

Empathy for employees is important – Ole is emotionally intelligent; and have the ability to lead his employees and guide them with understanding.

Honest

Ole tells his team the information they need to hear, not what they want to hear. Sometimes the truth hurts, but that's the only way Green Mountain can grow.

They Take Accountability



He takes take charge of his own goals and, on the same note, take responsibility when things don't go according to plan. He fosters a culture of accountability so his employees understand the importance of responsibility for their actions as well.

Effective at Making Decisions

He has the ability to make decisions with a wealth of information -- in a short amount of time -- to get the best results from his team.

- **What tangible impact has the Individual had on your company, the market and your customers?**

Good managers are difficult to find in the corporate woodwork. Finding someone who possesses all of the qualities of a good manager is even more difficult. Ole Sten Volland has an infectious love for the Green Mountain organization and the ability to make decisions with empathy and knowledge.

This is again is reflected in the market with 100% uptime and our customers score the Green Mountain team 5.9 of 6 in our latest customer satisfaction survey from autumn/winter 2017.

- **What levels of customer service differentiate the Individual from others?**

- 1. Accessible to our customers**
- 2. Always responds in a timely manner**
- 3. Listens to what our customers have to say**
- 4. Treats our customers with respect**
- 5. Honours his commitments**

6. Does what he say

7. Focus on customer relationships – Not sales only, but he cultivates long-term relationships.

8. Train his team

Why nominee should win

- **High customer satisfaction: Score 5,9 out of 6**
- o **Continuously measure of customer satisfaction, with the highest score.**
- **Our people makes the difference**
- o **Ole and his team includes members accredited by the Uptime Institute for Data Centre Design and Operations. They have a can-do attitude backed up by more than 20 years experience within data centres, delivering high-end, flexible solutions on time and on budget.**
- **Driven by our customer needs**
- o **Ole and his team work every day to provide customers with the most reliable and sustainable IT-housing. Enabling individuals, business and society to carry our their critical digital activities.**
- **100% Uptime**
- o **Green Mountain is built to the highest global standards and since the day 1 of operation, Ole and his expert team has delivered a service level of 100% uptime!**