



4 QUALITY POLICY

MAN Energy Solutions Hellas Ltd is the local subsidiary of MAN Energy Solutions in Greece which develops, produces, licenses, services and maintains Diesel Engines, Marine Systems, Power Plants and Thermal Turbo Machinery.

It is our policy to be a reliable partner in the local market who fulfills and exceeds our customer's requirements with regard to quality and reliability. It is our commitment to promote MAN Energy Solutions products and services in a way that it is of the benefit of our customers and in compliance with the legislation and applicable regulations of our company. We are also committed to the MAN Energy Solutions standards and conduct business based on Global Policies of the organization.

In addition to the above, PrimeServ Academy Piraeus offers Original Engine Manufacturer training to customer's. This influences positively and directly the safety resulting in reduced accidents rates. On the other hand it assures high quality, speedy performance of technical services keeping downtime and non-availability at the lowest possible level. In our Academies the participants are guided through hands-on training plus theoretical training with state of art equipment.

We assure that our services are planned and performed in a standard and controlled way following specific and defined procedures in the terms of our Quality System, which is consistent with the EN ISO 9001:2015 Standard.

Our continual objectives for the Quality are the following:

- The continual assistance of our customers from their initial request until the final delivery of the MAN Energy Solutions product and/or service.
- The provision of training services through our PrimeServ Academy Piraeus
- The compliance to the legislative and regulatory requirements.
- The business expansion and the increase of our customers' database.
- The immediate and effective response to our customers' requests.
- The increase of the customer satisfaction level.
- The reduction of complaints and non-conforming services.
- The continual training and development of our personnel.

The company's management is committed that all the personnel will always adhere to the Quality System's procedures and principles at their day to day activity and will utilize the most appropriate technical resources for the purpose.

Dionissis Christodouloupoulos
Managing Director

For **MAN Energy Solutions Hellas**