



E 1 QUALITY MANAGEMENT MANUAL

Version: 03

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APPENDIX I: QUALITY POLICY

Our aim is with the help of the excellent scientific training and prestige of our staff and the scientific relations of our Laboratory to provide reliably and timely our Services regarding:

the Sampling of Fuels, Lubricants and Other Materials and the Provision of Technical Opinions regarding the Technology of Fuels and Lubricants and their effect on engine materials and on the environment.

We believe that the quality, reliability, and validity of the services determine and ensure high levels of satisfaction of those who use our services, which is why we consider quality to be our primary care and obligation. We are committed to ensuring the continuous improvement of the quality of both services and processes as well as the Quality Management System itself.

Our purpose is the development, operation, and continuous improvement of an integrated Quality Management System in accordance with the requirements of the International Standard ISO 9001:2015 that serves our needs. We intend to maintain, develop and improve the Quality system on a constant basis, with the main objective of continuously ensuring quality and increasing the reliability of our services, continuously ensuring the availability of our resources for direct technical support and finally increasing of our effectiveness.

To accomplish this:

- We will continuously improve the existing mechanisms and processes by enriching them with new, modern, and innovative ones for the field, taking advantage of our knowledge and experience.
- We will make sure that our policy is available to all interested parties, and we will proclaim our effort for high levels of quality in the services offered and for continuous improvement.
- We will always consider quality issues in every new activity and service we undertake.
- We will always act within the framework of mutual respect, trust and constructive cooperation and good communication of all of us, because:

Quality is everyone's business.

For the success of this mission, we are committed to:

1. The management of the Fuels and Lubricants Laboratory of HNA to contribute to ensuring the means and resources that promote the cause of quality in every activity.



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2. The whole hierarchy to actively participate in the continuous improvement of the quality of services.

Each employee and partner should realize the important role that their own work has for the quality of the services offered and to observe the procedures aimed at improving themselves and the Laboratory.

The Laboratory Director

Date

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