

At **ADELIS**, our mission is to provide reliable, professional and sustainable consulting services in the marine fuels, chemicals and lubricants sectors. We are dedicated to ensuring our customers receive the highest level of expertise, guidance and support to achieve their operational and environmental goals. Our commitment to quality guides every aspect of our consulting practice, ensuring the continuous improvement of our services and the success of our clients' shipping operations.

The Policy is part of the Management System adopted by **ADELIS**, in accordance with the ISO 9001:2015 standard.

Objectives of our Quality Policy:

- **Customer Focused Solutions:** We prioritize understanding our customers' specific needs, goals and compliance requirements to deliver specialized solutions that maximize efficiency, safety and sustainability in fuel and lubricant processes.
- **Excellence in Technical Expertise:** Our consultants maintain industry-leading knowledge and continuously update their expertise on the latest technologies, fuel quality standards (ISO 8217, MARPOL Annex VI) and environmental regulations affecting marine fuels and lubricants. This ensures that our guidance is accurate, relevant and in line with global standards.
- **Integrity and Transparency:** We maintain high ethical standards in all our interactions, providing transparent, evidence-based and unbiased recommendations to help customers make informed decisions about fuel selection, lubrication processes and overall operational efficiency.
- **Sustainability and Environmental Responsibility:** In line with the international trend towards greener shipping, we are committed to advising our customers on sustainable fuel and lubricant options that minimize environmental impact, reduce carbon emissions and support the shipping industry's transition to a lower carbon footprint.
- **Continuous Improvement:** We are committed to continuous improvement of our processes and the quality of our services. We actively seek feedback, evaluate our performance and apply the lessons learned, ensuring our customers receive ever better-quality service.
- **Compliance:** Our consulting services incorporate the best practices prioritizing security and regulatory compliance to protect our clients' personnel and assets.

To achieve these goals, we implement a Quality Assurance Framework that includes:

- **Integrated Training:** Ongoing training programs for all employees to keep them abreast of industry developments, regulatory changes and best practices.
- **Quality Audits:** Regular audits of our consulting processes and client deliverables to ensure compliance with our quality standards.
- **Customer Feedback Mechanism:** Structured feedback system to collect information and suggestions from customers, enabling adjustments and improvements.
- **Performance Indicators:** Define and review key performance indicators (KPIs) related to project outcomes, customer satisfaction and efficiency to measure our quality achievements.

This Quality Policy is approved by the General Manager and reviewed periodically to reflect the highest standards of excellence in marine fuel and lubricants consulting services. The Management of **ADELIS** has the responsibility to ensure that its policy and principles are understood and applied at all levels of the company's operation.



This Policy is communicated throughout the company and is absolutely binding on every interested party.