

**marco marine**

## **Business Manual**

## Foreword

The purpose of this Business Manual is to provide an overall description of the management and operation of Marco Marine A/S (hereinafter referred to as "Marco Marine" or "the company").

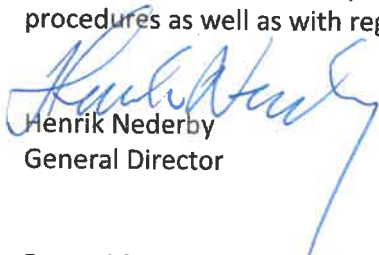
Together with related internal procedures, instructions, annexes etc. the Business Manual constitutes the Business Management System of Marco Marine.

Marco Marine has created the Business Management System to demonstrate the capability to provide products and services to meet customer and regulatory requirements for diesel engine service in a safe and environmentally friendly manner.

## Declaration of Commitment

The management of Marco Marine is committed to fulfilling the requirements in this Business Management System as well as the requirements of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and applicable Danish and international law.

Marco Marine promotes a policy of continuous improvement of its processes and procedures as well as with regard to the work we conduct.



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General Director



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Date: 16.12.2019

Date: 16.12.2019

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# 1. Scope and Business Areas

Marco Marine is a leading specialist in diesel engine repair and maintenance. Marco Marine provides world-wide engine overhaul services onboard and in its workshop in Denmark.

This Business Management System applies to the management and all employees in Marco Marine and affiliated companies under the control of Marco Marine. The Business Management System is applicable, when the management and employees are present on the business address of these companies as well as when they perform work-related tasks anywhere in the world.

In addition to the overhaul services, spare parts and consumables, the Business Management System also applies to the Fuel Samplers produced and delivered by Marco Marine.

The Business Management System complies with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. It concerns all activities carried out in the company in respect of quality, health, safety and environment and it determines the guidelines for the operation of the company.

The main stakeholders of Marco Marine are:

- Clients, i. e. companies having a demand for services and products, delivered by Marco Marine
- Employees, working in or for Marco Marine, the most important of which are the engineers providing the service on behalf of Marco Marine
- Suppliers, engine makers and other manufacturers delivering spare parts and consumable to the clients of Marco Marine as well as tools to Marco Marine
- Authorities ruling the activities of Marco Marine, in particular, the Danish Working Environment Authority, the local municipalities and governmental institutions
- Owners, who expect a reasonable return on the investment

On a regular basis, Marco Marine considers the needs and requirements of these stakeholders as well as the associated risks e.g. by

- reviewing them during contract negotiations and other contacts with clients and suppliers,
- considering the wishes of employees during the daily work, appraisal interview and work place assessments,
- following the webpages of the Authorities.

The analysis of stakeholder needs and requirements as well as the associated risk analysis are retained as documented information in the company.

## 2. Strategy

### 2.1 Vision and Mission

Vision: To be the preferred service partner for shipowners for planned maintenance of diesel engines.

Mission: With our riding team for full onboard service overhaul we provide the alternative scope of service. To us planned maintenance includes well-advanced planning to avoid risks for unnecessary expenses combined with the job, such as: parts, delay, tools, team, voyage. The advanced planning is part of our service. We always provide our service with:

- Close cooperation with customers to ensure long-term relationship for mutual benefit
- Highly trained and motivated engineers
- Modern equipment and tools (development/improvement of tools)
- Proper procedures for briefing/debriefing/reporting
- Well-documented policies to ensure the health and safety of our employees and to fulfill the environmental requirements onboard

### 2.2 Business policies and objectives

#### 2.2.1 Business Policies

In order to achieve the overall objective provided for in the above vision and mission, Marco Marine has defined business policies for each of the listed stakeholders as follows:

Marco Marine is committed to continuous implementation and improvement of:

- the quality of its processes as well services and products delivered to its customers
- the work conditions of employees to ensure their health and safety as well as to eliminate hazards and reduce health and safety risks
- activities to reduce the environmental impact of the services and products delivered, including but not limited to avoiding environmental damage and pollution
- its information security and protection of personal data, which data Marco Marine has obtained as part of its business operations
- its anti-corruption policy that ensures the integrity, reliability, honesty and transparency of the business, ref. IN 4.2-01 Anti-Corruption Policy for Marco Marine Companies.

Marco Marine will be an attractive workplace for its current and future staff. The ongoing training and development of people is a focus area for Marco Marine.

Marco Marine is willing to establish and keep good business relationships with its principals and suppliers to have a sustainable business relationship with them that is profitable for both parties.

## **2.2.2 Goals and Objectives**

The strategic goals and objectives of Marco Marine include to

- Achieve maximum customer satisfaction with timely deliveries and no customer complaints. The customer satisfaction is recorded after the completion of each service job.
- Ensure, e.g. through training and personnel development, that each employee works for Marco Marine for at least five years
- Keep the number of agency agreements signed with engine makers and other manufacturers at least at the current level
- Have zero work-place related accidents or environmental issues with authorities and clients
- Achieve an increasing profit from year to year

The management of the company sets goals and objectives for each business process in co-operation with the process owner.

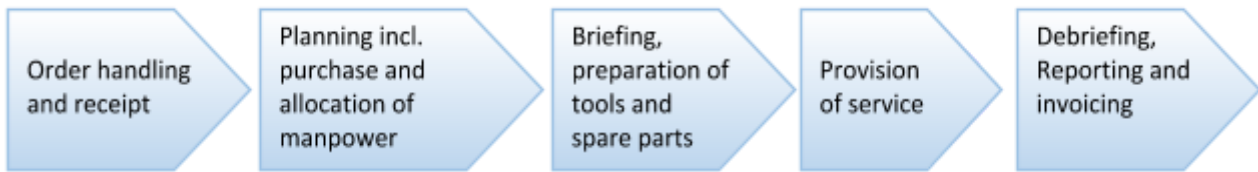
## **3. Business Processes**

### **3.1 Core Processes**

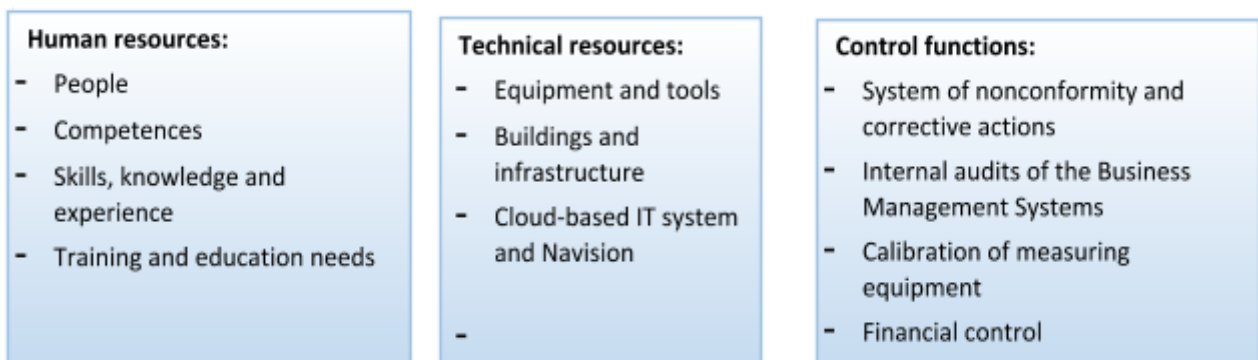
All processes at Marco Marine directly or indirectly affecting the provision of products and services are described in the Business Management System.

The overall business processes show the flow from customer request to customer satisfaction measured after delivery.

## Core processes



## Support processes



The core processes are the internal processes in Marco Marine that ensures the timely and satisfactory fulfilment of client requirements. The arrow shape of each core process indicates that the output from one process creates an input for the consecutive process.

The support functions support the efficient and effective implementation of the main processes and are as such documented a part of the Business Management System.

Detailed process descriptions constitute the basis for the interactions between the relevant departments. An overview of the main process descriptions and related documents is provided in BL 4.4-01 Overview of the QHSE system.

To ensure efficient processes Marco Marine performs a number of monitoring and measurement activities, including activities to ensure that:

- Products and services comply with customer and other requirements
- Danish and other occupational and health requirements are met
- Local Danish and specific shipowner requirements in respect of environmental protection are met

## 3.2 Safety and environmental processes

Activities to deal with safety and environmental issues are dealt with in each core process. Co-ordination and involvement of employees is ensured through the following recurring activities:

### Daily

Internal briefing at 08:10 with Marco Marine management and Marco Marine Technicians. Daily review of ongoing, upcoming and finalised jobs in the workshop and on vessels with the following subjects regarding safety and environment:

- Demanding work processes, i. e. tasks that require extra safety and environment attention, incl.
  - Heavy lifting (More than one person to handle the lift)
  - Chemicals (Use of these and required use of PPE)
  - Hot work (Welding, spark creating tools etc., required use of PPE, ventilation)
  
- Toolbox meetings in workshop and on vessels for specific service jobs including safe job analysis.

### Monthly

Monthly review of safety and environment between Technical Manager and Workshop Manager regarding jobs in the workshop and onboard vessels. Hereby actions to be taken if an issue occurs

### Yearly

- Yearly workplace risk assessment (APV) forms are filled in by employees in the workshop and office departments. Action plans are developed to improve identified issues
- Yearly review of safety environmental evaluation form is to be performed by the company assigned working environment representative. Risk assessments and action plans are made to improve identified issues.

All safety and environmental risk issues identified in the above-mentioned activities are managed in the risk analysis form (ref. BL 4.2-02 Risk analysis template) and reviewed on a regular basis.

## 4. Management

### 4.1 Management commitment

The general manager emphasizes the importance of maintaining and keeping the Business Management System up-to-date by:

- Conducting information meetings and project meetings with the employees on a regular basis.
- Emphasising the importance of meeting client and legal requirements, including health and safety as well as environmental requirements



- Establishing and maintaining the business policies and business objectives
- Communicating the policies and objectives to internal and relevant external interested parties
- Ensuring a culture and attitude focused on safe working conditions and good environmental behaviour
- Conducting management reviews of the Business Management System minimum 1 time per year
- Ensuring the availability of necessary resources for the effective and efficient operation of the Business Management System

## **4.2 Responsibility, Authority and Organizational roles**

The areas of activities, responsibilities and authorities are specified in the company's organisational chart (BL 5.3-02 Marco Marine Organisation) and the roles and responsibility matrix (BL 5.3-01 Roles and responsibility matrix).