

## Quality Management Procedure

### 1. Purpose

The purpose of this procedure is to establish Dynamic Energy Supply's commitment to delivering services and products of the highest quality (fuel and lubricating oil) in a manner that is both responsible and sustainable. The procedure ensures that long-term performance and client value are achieved through reliable delivery and strict product compliance.

### 2. Policy and Core Commitment

Dynamic Energy Supply is dedicated to delivering quality and believes that quality and sustainability are inseparable in the supply chain. We create positive impact through innovation, reliability, and excellence in every step of our delivery process.

### 3. Scope

This procedure applies to all activities related to the procurement, testing, storage, logistics, and delivery (bunkering) of marine fuel and lubricating oil to our client shipping companies.

### 4. Standards for Product Quality and Reliability

Our commitment to quality is implemented through the following standards for the product and service delivery:

- **4.1 Product Specifications and Certification:**
  - **4.1.1 Compliance with Standards:** We ensure that all fuel and lubricating oil products comply with relevant national and international standards (e.g., ISO 8217 for marine fuel).
  - **4.1.2 Testing and Verification:** Every delivery must be accompanied by a Certificate of Quality (CoQ), confirming that the product has been tested and meets the agreed-upon specifications.
- **4.2 Supply Chain Integrity:**
  - **4.2.1 Ethical Sourcing:** We ensure that our sourcing partners adhere to our ethical standards, including environmental requirements and human rights (referencing the Social Responsibility Procedure).
  - **4.2.2 Traceability:** All products must be traceable back to their origin to ensure transparency and accountability.

## 5. Integration of Sustainability and Environmental Responsibility

We integrate sustainability into our quality procedures, especially in light of the marine environment:

- **5.1 Environmentally Responsible Bunkering:** We ensure that all bunkering operations are performed in accordance with the strictest environmental procedures to prevent spills and marine pollution.
- **5.2 Focus on Reduced Environmental Impact:** The quality assessment includes supporting shipping companies' environmental goals by supplying:
  - **Low-Sulphur Fuels:** Ensuring the availability and quality of fuels that comply with IMO 2020 and other emissions regulations.
  - **Alternative Fuels:** Promoting innovative and more sustainable fuel solutions (e.g., biofuels, methanol) as part of our quality offering.
- **5.3 Correct Documentation:** Ensuring that necessary environmental documentation, such as the Bunker Delivery Note (BDN), is correct and complete.

## 6. Monitoring and Continuous Improvement

Quality management is a cyclical process that drives continuous improvement.

- **6.1 Performance Measurement:** Establishing measurable Quality Key Performance Indicators (KPIs) related to delivery accuracy, product quality compliance (CoQ results), and client satisfaction.
- **6.2 Handling of Non-Conformities:** Immediate reporting and thorough investigation of all deviations from product specifications or delivery failures to prevent recurrence.