

**Revision History**

Revision Number	Date	Prepared by	Reviewed by	Approved by	Nature of Revision
0	15-Dec-2016	Jim Maitland	Christian Klynge	Nikhil Ahluwalia	Established
1	07-Mar-2017	Francia Gado	Jim Maitland Christian Klynge Andre Persad Alastair Earles	Nikhil Ahluwalia	Revision of section 2 to specify P&O Maritime Group requirements when handling customer complaints
2	06-Mar-2018	Jim Maitland	Michalis Pissourios	Jim Maitland	Change of email address section 2.1.2

Every time a revision is made this table is updated and all control copy holders receive an updated copy of this document.

## 1. HANDLING OF CUSTOMER REQUIREMENTS

P&O Maritime Cyprus Limited (“P&OM”) appreciates that it is essential to develop robust and long standing customer relationships and partnerships. Establishing and meeting our customer needs and expectations is therefore, at the forefront of our strategic planning activities.

P&OM will work closely with its customers to ensure that the service we provide meets and even exceeds customer expectations and requirements. All enquiries from existing and potential customers relating to contracts, orders and both negative and positive feedback will be dealt with in an efficient and effective manner.

The customer’s needs and expectations are determined and the company aims to fulfil those requirements to complete satisfaction.

Information on customer satisfaction is collected typically from surveys, compliments, customer complaints, direct communication and marketing drives; this is analysed and discussed at management reviews. Any adverse comments received are escalated to senior management where they are immediately addressed. The Head of Business Unit will monitor the status of all customer-related communications including complaints.

## 2. HANDLING OF COMPLAINTS

A complaint is an expression of dissatisfaction with a specific action or service performed by P&OM including the failure to comply with an element of a contract or an implicit or explicit customer requirement.

Handling of customer complaints or grievances should be in accordance with below requirements:

- 2.1. The Customers may raise their complaint by:
  - 2.1.1. Completing a Customer Feedback Form (copy is attached to this document); or
  - 2.1.2. Sending email directly to the Marine Manager (P&OM, Head of Business Unit – Limassol) at [POMCyprusManager@pomaritime.com](mailto:POMCyprusManager@pomaritime.com).
- 2.2. Where complaints are received, the Marine Manager is to send email notification to confirm receipt and appoint a representative to formally register the complaint by completing a Customer Feedback Form.
- 2.3. P&O Maritime Corporate Head Office will be involved (or consulted as appropriate) in all communications related to customer complaints with the following recipients as a minimum:

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- 2.3.1. Group Operations Director
  - 2.3.2. Group Marine Manager
  - 2.3.3. Group HSEQ Manager
  - 2.3.4. Depending on the nature of the complaint, the Group Technical Director/Manager may also be involved
- 2.4. The Marine Manager will manage the complaints process and will require an independent Officer to investigate the complaint – this may be the HSEQ/Operations Officer or other as appointed.
- 2.5. Complaints handling is made without undue delay, taking into account the seriousness of the complaint and the extent of impact arising from the content of the complaint.
- 2.6. The Marine Manager may contact the Customer directly in order to obtain further clarifications and information, if needed. P&OM shall consider the complaint as closed and cease the relevant investigation should the Customer fail to respond to the Marine Manager within the period of one (1) month from the date of the submission of the complaint.
- 2.7. The Marine Manager examines all complaints received from Customers and informs them of the outcome within 15 days from the date of submission of the complaint or of the additional requested information, as the case may be. The Marine Manager will ensure that all complaints are treated promptly and with fairness.
- 2.8. In the event that the complaint requires further investigation and cannot be resolved within the period of 15 days, the Marine Manager will issue an interim response and inform the Customer. When an interim response is sent, it will indicate the causes of the delay and when the investigation is likely to be completed. In any event, the Marine Manager shall provide the Customer with the outcome of the investigation no later than one (1) month from the issuing of the interim response, depending on the complexity of the case and the Customer’s cooperation.
- 2.9. The investigation of the complaint will be an agenda item at all Weekly-Monthly Reports until the investigation is completed. The investigation will stay open until all action items are addressed.
- 2.10. All actions/recommendations will be monitored through the Action Tracking Register.
- 2.11. The Marine Manager keeps within its records all the complaints where all the information and documents relating to the submitted complaints are included, as well as the final outcome of these for a period of at least 6 (six) years from the date of complaint. The Marine Manager may further extend record retention period where required.

### 3. ANNUAL FEEDBACK

Customer feedback will be requested annually, i.e. customer satisfaction survey, compliments and/or complaints, and will be forwarded by the recipient to the HSEQ department as soon as it is received.

Some customers may choose not to provide feedback for whatever reason and the company will respect this decision.

### 4. DOCUMENTATION

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- Customer Feedback Form