



SERVICE ENGINEER'S CODE OF CONDUCT AT CLIENT'S PREMISES

PBM believes in responsible professional, social and ethical behavior. Furthermore, PBM and its employees have an obligation to its stakeholders to observe high standards of integrity, professionalism and fair dealing. This is the foundation for and the reason why PBM has created this Service Engineer's Code of Conduct at Client's Premises.

Mission, Vision and Values

PBM always keeps clients in focus, minding protection of own interests as well. PBM's employees are committed to deliver, they learn continuously, communicate openly, respect clients, partners and each other, maintain high level of professionalism and personal integrity, protect PBM interests, and take care of PBM's reputation and property. These values are built in our Mission ((We Keep Your Engines Running)) and our Vision (Call PBM!).

Professional Behavior

- 1) Focus exclusively on the assigned job
- 2) Stick to defined safety rules and procedures
- 3) Wear appropriate working clothes with PBM logo and use required protective equipment
- 4) Keep calm and lead constructive discussions with client's representatives or other work process participants
- 5) Show professional respect towards client's representatives, your colleagues, and other work process participants
- 6) Do not comment other clients or other projects
- 7) Do not comment PBM's internal policies, challenges, situations, management decisions, colleagues.
- 8) No alcohol or intoxicants abuse

Competence and Commitment

- 1) Prepare well for the job, find and study available documentation
- 2) Ask responsible client's representatives regarding job details which are unclear or if any doubts regarding the target system, etc.
- 3) Check and prepare the workplace prior starting, take photos of the target system and its surroundings
- 4) Use manuals and other available documentation to check every more complex step
- 5) Do not skip job steps, do not cut corners, do the job in accordance with relevant technical standards, recommended procedures and best practices
- 6) Do not improvise, unless strictly needed for critical ship operations and harmless for the vessel and the crew.



PRAVILA PONAŠANJA SERVISNOG INŽENJERA NA KLIJENTOVOJ LOKACIJI

PBM vjeruje u odgovorno profesionalno, socijalno i etičko ponašanje. Tvrtka PBM i njeni zaposlenici imaju obvezu prema svim sudionicima poslovnog odnosa primjenjivati visoke standarde osobnog integriteta, profesionalizma i poštenog odnosa. Ovo uvjerenje predstavlja temelj ovih Pravila ponašanja servisnog inženjera na lokaciji klijenta.

Misija, vizija i vrijednosti

PBM je uvijek usmjeren na dobrobit klijenta, ne zanemarujući pritom zaštitu vlastitih interesa. PBM-ovi zaposlenici završavaju povjerene poslove, kontinuirano se usavršavaju, komuniciraju otvoreno, poštuju klijente, partnere i svoje kolege, drže visoku razinu profesionalnosti i osobnog integriteta, štite interese tvrtke te brinu o njenom ugledu i imovini. Te su vrijednosti temelj naše Misije (We Keep Your Engines Running) i naše Vizije (Call PBM!).

Profesionalno ponašanje

- 1) Fokusiraj se isključivo na dodijeljeni posao
- 2) Drži se definiranih sigurnosnih pravila i procedura
- 3) Nosi primjerenu radnu odjeću s PBM logom i koristi propisana zaštitna sredstva
- 4) Budi smiren i konstruktivno komuniciraj s predstavnicima klijenta i ostalim sudionicima radnog procesa
- 5) Pokaži profesionalni respekt prema predstavnicima klijenta, svojim kolegama i drugim sudionicima radnog procesa
- 6) Ne komentiraj druge klijente ni druge projekte
- 7) Ne komentiraj politike, izazove, situacije, odluke Uprave i kolege vlastite tvrtke
- 8) Ne konzumiraj alkohol i druga opojna sredstva

Znanje i zalaganje

- 1) Pripremi se dobro za dodijeljeni posao, pronađi i prouči dostupnu dokumentaciju
- 2) Pitaj odgovorne predstavnike klijenta za detalje posla koji su nejasni ili ako sumnjaš u dokumentaciju, stanje ciljanog broskog sustava i slično
- 3) Provjeri i pripremi radno mjesto prije početka rada, napravi fotografije ciljanog sustava i okruženja
- 4) Koristi radne upute i drugu dostupnu dokumentaciju radi provjere svakog složenijeg zahvata
- 5) Ne preskači korake, ne skraćuj proceduru, napravi posao u skladu s važećim tehničkim standardima, preporučenim procedurama i najboljom praksom
- 6) Ne improviziraj, osim ako je to nužno za odvijanje kritičnih brodskih operacija te neopasno za brod i posadu



- 7) In case you must improvise, explain it to the client's representative and crew, write it down in the Service Report and recommend next steps
- 8) Consult other PBM experts remotely if you have doubts, need reassurance or assistance
- 9) Take relevant photos to support Service Report findings, comments and recommendations
- 10) Leave your working space in good order

Personal Integrity

- 1) Take responsibility and complete the job
- 2) Advise client in his best interest
- 3) Give open feedback to the client
- 4) Defend your standpoint with technical facts
- 5) Do not take other's advices before you think about consequences

Rijeka, 01.01.2023.



- 7) U slučaju kad moraš improvizirati, to detaljno objasni predstavniku klijenta i posadi, unesi u Service Report i predloži sljedeće korake
- 8) Konzultiraj ostale PBM kolege u slučaju kad imaš dvojbu ili trebaš podršku i pomoć
- 9) Snimi fotografije koje će podržati izvješće, komentare i preporuke u Service Reportu
- 10) Ostavi svoje mjesto rada u dobrom stanju

Osobni integritet

- 1) Preuzmi odgovornost i odradi posao
- 2) Savjetuj klijenta u njegovom najboljem interesu
- 3) Daj otvorenu povratnu informaciju klijentu
- 4) Brani svoj stav tehničkim činjenicama
- 5) Ne primjenjuj tuđe savjete prije nego razmisliš o mogućim posljedicama

Rijeka, 01.01.2023.