

# INTEGRATED POLICY OF QUALITY AND ENVIRONMENT

From **LA LONJA MARINA CHARTER**, a company dedicated to the “Mooring Management” we are conscious of the importance of our commitment with our clients. For this reason we have established in our organisation a Quality Management System based on the ISO 9001:2015 and ISO 14001:2015 principles which rule the following:

- Our Clients are the most important, our reason of being and mark our future goals of the company. For this reason we must identify and understand current and future client needs, to be able to efficiently satisfy them in a polite manner from the first contact.
- Carry out our activities in a manner that complies with all the legislative, regulatory and environmental requirements required for them and other commitments that the organization subscribes, and continuously improve the effectiveness of the quality management system, environment and pollution prevention.
- Dispose of the necessary human and technical resources to assure the best possible client service.
- Promote a continuous improvement in aspects related to the quality of our services.
- Prevent and reduce the impacts and risks that originate in our activities as a result of the services provided to our clients

This Policy affects and is the responsibility of each and every one of the members of the Organization. Therefore, the Management requires all personnel to comply with this commitment, each and every one participating with the corresponding responsibility according to their position in the organization of the company.

To do this, it is communicated to the entire company for its knowledge, understanding and compliance and is available to any person or entity that requests it. In addition, it is revised, analyzed and updated for its continuous adaptation.

In Palma de Mallorca on 18th January, 2018

Signed. MANAGEMENT