



## MANAGEMENT MANUAL: QUALITY AND ENVIRONMENT POLICY

The Senior Management of Marine Surveyor & Services, SLU, a company specializing in maritime surveys, considers as a strategic objective of its management, to achieve a high degree of satisfaction of its customers and the protection of the environment through strict compliance with its applicable requirements, maintaining a high level in the provision of services within the framework of continuous improvement.

Therefore, to fulfil its commitment, Marine Surveyor & Services, S.L.U, within its organization establishes the following guidelines:

- Satisfaction of all our customers, committing the entire organization, to meet the needs and requirements set by them, as well as the legal and regulatory requirements related to the service, environmental protection and other requirements that the organization considers necessary for your activity.
- Periodically establish objectives to obtain continuous improvement in the organization.
- Maintain a high level of training of our staff, providing them with all the tools and means necessary for this, and establishing appropriate measures to ensure that this Quality and Environment Policy is understood and practiced by all staff.
- Increase the performance and overall efficiency of the company, taking into account the needs and expectations of the interested parties and the evolution thereof.
- Provide the necessary resources, both human and material needed to guarantee the total quality.
- Establish and maintain an effective and effective Quality and Environment System based on the requirements of the UNE EN-ISO 9001 and UNE EN-ISO 14001
- Implement a work methodology based on prevention and not on correction. Prevent deviations from the quality of our services by applying effective corrective actions.
- Guarantee the protection of the environment and prevent its contamination, minimizing the impact on the environment of the environmental aspects originated by the operations carried out by the organization.
- Periodically review compliance with the applicable legal and internal requirements and establish the necessary actions to achieve its full compliance.

This policy will be implemented and disseminated among the agents involved, motivating respect for the environment and the quality of the service provided, periodically reviewing it as a fundamental part of the continuous improvement of the management system.

Ceuta, March 6, 2018

The High Management

