

Quality and Environment Policy 2022



Quality and environment policy

CARALB MARITIMA, S. A. is committed to ensuring that the quality of the services provided is a faithful reflection of the expectations of each client, in order to ensure the long-term success of the company. For this reason, **CARALB MARITIMA, S. A.** establishes and assumes the following principles of action:

1. The Quality and Environment Policy defined by **CARALB MARITIMA, S. A.** is fully adequate for the purpose of the organization, as well as the nature, magnitude and environmental impact of the activities carried out.
2. The final quality of the service provided by **CARALB MARITIMA, S. A.** is the result of the execution of actions planned and oriented to customer satisfaction. These actions, in turn, are derived from the tasks of detection, prevention, correction and continuous improvement.
3. **CARALB MARITIMA, S. A.** is committed to the general compliance of all legal, regulatory and other requirements that the organization subscribes related to environmental aspects, as well as the interests of customers and authorities. It also undertakes to prevent pollution.
4. Customers' expectations are the essential criterion for establishing the Quality of Service standards of **CARALB MARITIMA, S. A.**
5. Each collaborator of **CARALB MARITIMA, S. A.** is responsible for carrying out its tasks in accordance with the standards of Quality and continuous improvement established. Likewise, all contributions, suggestions and proposals will be examined and incorporated in order to improve the Quality Management System of the organization.
6. The proper application of the Quality Policy requires the full collaboration and integration of all the staff of **CARALB MARITIMA, S. A.** For this reason, the Directorate General considers the policies of motivation and training of each and every employee.
7. **CARALB MARITIMA, S. A.** establishes a systematic to analyse the behaviour of its critical processes and fixes and periodically reviews the quality and environmental objectives.

Founder and CEO
CESAR ESTEVEZ