



## **Quality and Environmental Policy**

The Quality and Environmental Policy is based on a commitment to carrying out their activities through the following components:

### **I. POLLUTION PREVENTION AND RESOURCE MANAGEMENT**

Development of practices and implementation of technologies that prioritise the prevention and reduction of pollution and the minimisation of environmental impacts (particularly on marine ecosystems), enabling the rational use of natural and energy resources.

### **II. CUSTOMER SATISFACTION**

Development of processes necessary to identify customer requirements, in order to plan and deliver services that meet and, where possible, exceed their expectations.

### **III. COMPLIANCE WITH LEGISLATION AND OTHER APPLICABLE REQUIREMENTS**

Compliance with all applicable legal requirements regarding Quality and those associated with the environmental aspects of its activity. This commitment also includes internal pollution prevention requirements or those arising from conventions and/or voluntary agreements to which the organisation subscribes. It also undertakes to meet customer requirements by identifying and addressing them, with the aim of increasing customer satisfaction.

### **IV. SOCIAL RESPONSIBILITY, COMPETENCE, AND EMPLOYEE ENGAGEMENT**

Engagement of employees, as the organisation's main asset, in processes and organisational improvement, equipping them with the appropriate skills for their roles and providing opportunities for personal and professional development. The organisation is committed to adopting best practices in human resource management, promoting work-life balance and positioning itself as one of the best employers nationally, fostering corporate cohesion based on diversity, equity, and inclusion.

### **V. CONTINUOUS IMPROVEMENT**

Commitment to continuously improving its environmental performance as well as the effectiveness of Quality Management, through the establishment and review of objectives aimed at optimising its processes, and promoting communication with stakeholders, particularly marina and beach users, employees, and suppliers.

### **VI. MONITORING**

Monitoring and/or measuring the key characteristics of its operations that may have significant environmental impact, as well as its processes, the characteristics of the services provided, and customer perception information, to verify whether customer requirements are being met and environmental performance is improving. Development of the necessary mechanisms to keep top management informed of monitoring results and ensure that the resulting guidelines are incorporated into the system.