

The Management of **IGY MÁLAGA MARINA** with the aim of satisfying customer requirements and offering them a higher quality in the provision of its services, has implemented and maintains a Quality and Environmental Management System, based on the requirements of the ISO 9001:2015, ISO 14001:2015 standards for the activities of:

- **Berth management for large vessels, supply of water and electricity to them and provision of associated services.**

The following Quality and Environment affects all departments of **IGY MÁLAGA MARINA** and provides a reference framework for the establishment of quality and environmental objectives.

This policy is based on the following commitments:

1. Commitment to comply with all the requirements of the Quality and Environmental Management System according to ISO 9001:2015 and ISO 14001:2015 standards and to continuously advance in the efficiency of its operation.
2. Commitment to efficiently control all processes and their possible effects on the Quality of our service, with emphasis on:
  - a. *Quality of our products and services.*
  - b. *Relations with our clients.*
  - c. *Analysis of the context of the organisation. Consider actions to address risks and opportunities.*
  - d. *Commitment to environmental protection, pollution prevention. Environmental impact and sustainability.*
3. Commitment to comply with all requirements, whether legal, contractual or otherwise, that are applicable to us due to our activity, in such a way that our actions in no case may contravene the legal requirements and specifications established by the different public administrations.
4. Commitment to carry out our work within an environment that guarantees continuous improvement in our processes, in our methods of action and in our relationships with interested parties, as well as an improvement in our environmental impact.
5. Commitment to promote an understanding and dissemination of our Quality and Environmental Policy through training and continuous communication with our employees and any interested party that requires it.
6. Compliance with the requirements of our customers: a close and personal relationship with our clients is our way of knowing all their needs in order to satisfy them accordingly.
7. Compliance with a rigorous purchasing control ensuring a portfolio of products and services of the highest quality and in accordance with environmental protection.