

	QUALITY AND ENVIRONMENTAL POLICY	Revision: 01
		Date: February 2018

*As the company specialising in port logistics assigned to passage of tourist ships, we at **BALEARIC HANDLING**, through all of our employees and the suppliers who work in our name, combined with our material resources located in the ports of **Palma, Alcudia and Ibiza**, perform the activity of **service operations for passengers and their luggage**, in a manner that is committed to continuous improvement of the services offered and having constant regard to the area in which we act. The organisation is at all times situated one step ahead of the expectations of our customers and passengers, as a result of our experience in a demanding market, our reliable dealings on all levels and the management's notorious environmental awareness. Through this line of work, the organisation is positioning itself as a handling provider, and our vision revolves around reinforcing alliances and situating ourselves as leaders in ports in Spain.*

The immediate future of our organisation is determined by offering services that are both demanding and committed to quality in order to at all times to provide our response to the changing needs of our clients – ship owners, consignees or others – swiftly, clearly and precisely, continuously accepting and fulfilling the demands of their port work installations and the key environmental aspects of our activities, in particular by not polluting the marine environment, and in our prevention of contributing to climate change.

*As a result of all this, we at **BALEARIC HANDLING** aspire to becoming a model in **Cruise liner tourism on the Mediterranean coast of Spain** by fulfilling the standards **UNE-EN-ISO 9001 and UNE-EN-ISO 14001**, directing our efforts towards:*

- *Facilitating port traffic and reinforcing our coordination with the different maritime agents.*
- *Ensuring that the operations are carried out in full respect of environmental and safety conditions.*
- *Strengthening quality in the traffic of cruise ships, favouring punctuality and specialised service for cruise ship personnel.*
- *Keeping users of the port installations informed at all times during their circulation around the terminal, transmitting the values of the organisation to all of our employees and suppliers.*

*Thus, our **mission** is to facilitate efficient services, favouring opportunities to improve competitiveness for our customers, with an emphasis on the economic development of the surroundings, always within a framework of sustainable growth.*

*The **fundamental values** on the basis of which **BALEARIC HANDLING** rests and grows are service to its customers and passengers who use the port installations, honesty in our work method and respect for the environment, as well as the wellbeing of workers.*

*To this end, we have established some **lines of action** aimed at attaining the following commitments:*

- *Focussing our management on preventing defects in the provision of the service, environmental pollution and safety, via parallel programmes for environmental aspects and monitoring of verification of safety.*
- *Observing and complying with the legal requisites applicable to all work environments, and any commitment acquired with the Port Authority.*
- *Incorporating the elementary principle of continuous improvement into the operation of our activities, defining annual goals geared towards facilitating eco-efficient services, with the preservation of natural resources.*
- *Promoting the real involvement of all of the members of the organisation in achieving the aims of the awareness-raising plans.*
- *Taking the initiative, with the Port Authority and from the public administration, in order to generate channels of communication for information on quality management and environmental aspects.*

The management undertakes, with the participation of all of the members of the organisation, to promote this policy, make it public and keep it updated, assigning resources to put it into practice.

Signed: The managing director of **BALEARIC HANDLING**

Gabriel Maura Andreu

