

QUALITY & ENVIRONMENTAL POLICY STATEMENT.

PINMAR known worldwide for the **Application & Finishing of Marine Coating Systems** on all types of vessels is totally committed to client satisfaction, offering our customers a personalised service using quality products & first class experienced employees. We have in place a Quality Management & Environmental Policy that complies with ISO 9001- 2015 and ISO 14001 -2015 International Standards creating a productive and challenging work environment, providing all employees with the training & tools to perform their job safely and to the highest standard.

Our strategic goals are to:

- Respect our clients requirements, meet or exceed customers expectations and achieve **total satisfaction** through analysis and monitoring, anticipate future needs & continuously improve the efficiency of our **quality management system**.
- **Long term growth and customer loyalty**. Maintain our high standard of communication with clients before, during & after a contract.
- **Promote employee satisfaction**, development and growth for all employees. Create a favourable climate within the company to promote **quality and continuous improvement**, the **health & safety** of our employees and **reduce the environmental impact** of our practises. Inform all our employees of our **quality & environmental policies** and gain their commitment by raising awareness and training in procedures.
- Ensure decisions and actions are taken to **maintain our high standards of quality**.
- Promote **resource and energy conservation** and minimize releases to air, water and land of toxic substances, reduce pollution, emissions and waste.
- **Comply with the requirements of environmental legislation** and approved codes of practise.
- Yearly revision of **quality & environmental policies**, aims & objectives. Through our **quality controls, continuous improvement methods, team spirit** and **clear objectives** we aim to deliver the results our customers expect, a **total quality yacht service**.

The Management

The Management encourages all its employees to achieve these objectives, relying on their support and involvement with both personal and communal commitment. Senior Management will maintain the commitment & leadership quality system and take responsibility for —the effectiveness by establishing a policy and objectives consistent with the strategic direction & context of the organization , analysing risks & ensuring that the quality policy is communicated, understood & applied, promoting knowledge of the process approach and continual improvement, ensuring that products & services offered to customers meet applicable legal & regulatory requirements, generating customer satisfaction.

The Management
February 2017

