

APPENDIX I

QUALITY POLICY

Quality, defined as an understanding of our client's needs and an ability to satisfy those needs, **is a fundamental characteristic at CONSIGMAR VALENCIA. It is each member's individual responsibility to promote this characteristic.**

We aim to implement and improve a stable and professional image for the benefit of our clients. To achieve this **we must:**

- Create and maintain **ideal working conditions** so that all our employees can develop this image.
- Understand that **client satisfaction and continual improvement** within this area is fundamental for our business to succeed.
- **Provide** our clients with the exact **product/service** they require.
- **Measure the efficiency of our work** and our ability to provide client satisfaction.
- **Identify possible errors** and **solve problems** at their source.
- **Comply with legislation and regulations** applicable to our business.
- Maintain a **Quality Control Management System** according to internationally recognised standards.

Each individual at CONSIGMAR VALENCIA is responsible for the quality of their work and the maintenance of their work environment. This is reflected in a commitment to customer service, courtesy, consistency, monitoring, initiative and decision making. Their mission is, therefore, to get things right and get them right first time, thus obtaining personal satisfaction with regard to their work and the company in addition to satisfactory economic results for the company.

CONSIGMAR VALENCIA aims to establish itself as a leader within the shipping, logistics and port agency sector, becoming renowned for the quality of its products/services and the professionalism of its workers.

GENERAL MANAGEMENT