

MANAGEMENT POLICY

GIMENO LOGÍSTICA PORTUARIA, S.L.U., which is dedicated to providing services related to the MARITIME TRANSPORT OF GOODS, which includes acting as an agency for consigning vessels and shipping lines, as well as loading and unloading services, and accessory or complementary services to these, like storage and other port logistics services, charters, etc., views the management of QUALITY, SAFETY, RESPECT FOR THE ENVIRONMENT and OCCUPATIONAL HAZARD PREVENTION in all its processes as key elements in its business management approach.

The Director of GIMENO LOGÍSTICA PORTUARIA, S.L.U. has translated this premise to the preparation of its Management Policy, which is a system that allows the company to achieve this.

GIMENO LOGÍSTICA PORTUARIA, S.L.U. defines its goal as:

“GUIDE COMPANY ACTIVITIES AND DECISIONS TO MEET OUR CUSTOMERS' EXPECTATIONS AND NEEDS WHILE CONTINUALLY IMPROVING OUR PROCESSES”

With this aim, Management is committed to CONTINUALLY IMPROVING its management systems in accordance with the UNE-EN ISO 9001 Standard and occupational hazard prevention regulations in force; thus it can achieve:

QUALITY LEADERSHIP IN OUR SERVICE

The most important initiatives developed to achieve these requirements are as follows:

- Identify and understand the external and internal issues that affect our organisation's goal and context, as well as the relevant stakeholders to our management systems, along with their needs and expectations.
- Comply with legal, regulatory and any other requirements applicable to the services provided.
- Identify, understand and meet customer needs so the entire system is designed to encourage their loyalty.
- Take steps to prevent customer dissatisfaction and eliminate possible defects in the services provided.
- Increase awareness and inform employees as to the importance of their activities with regard to service quality, information and documentation security and confidentiality, environmental impact, and their own occupational health and safety and that of external companies collaborating on their management.
- Promote continuous updating and innovating of technical resources and train all staff in the professional aspects, technical areas and quality management issues related to the service provided.
- Establish and review goals and actions that allow us to make progress on the path to continually improving our processes and their efficacy.

All employees are informed of this policy with the view to achieving the goals set.

Castellón, June 2020

The Director
Julio Bolos Agut

