

Objectives Quality and Environmental Policy

The M H Bland Group of Companies has an unrivalled history and tradition in Gibraltar. The company prides itself on the extended family values that underpin the way it does business and continually strives to remain at the forefront of the development of the marine and tourism industries in Gibraltar, Spain, Morocco, Malta and Cuba.

As service providers, we recognise the dual importance of our employees and our extensive assets and equipment. In order to properly care for each, we operate a Quality & Environment Management System that plays a central role in ensuring that we train our employees and maintain our equipment to the highest standards required by regulatory authorities and our clients. This policy outlines our commitment to quality, environmental responsibility, and continuous improvement in all areas of our business.

Objectives

- To provide excellent services, ensuring efficiency, reliability, and customer satisfaction.
- To provide the services required in a safe manner whilst meeting all specified customer requirements.
- To minimise our environmental footprint and promote sustainable practices across all operations.
- To comply with all relevant environmental legislation.

Policy

In order to achieve these objectives, the company will:

1. Ensure that the policy is understood and implemented by all staff at every level.
2. Maintain and continue to develop a Quality and Environmental Management System (QEMS) that is compliant with ISO 9001 and ISO 14001 which is appropriate to its own operation and takes account of the internal and external client services it provides.
3. Require all staff to perform their duties in compliance with the QEMS and company policy requirements.
4. Give staff the opportunity to contribute to the improvement of the QEMS.
5. Maintain and continually improve the QEMS to enhance both quality and environmental performance.
6. Continually improve our processes to deliver reliable and seamless services for our customers.
7. Ensure all employees are adequately trained and skilled to uphold high standards of service.
8. Ensure all assets and equipment are maintained to the highest standards.
9. Adhere to all international and national legislation and regulations.
10. Actively engage with clients to understand their needs and deliver personalised solutions that enhance their operational efficiency.
11. Endeavour to improve environmental performance by setting environmental objectives and targets in line with the following commitments:
 - *Comply with all relevant environmental legislation and other requirements.*
 - *The prevention of pollution to air, water and land.*
 - *Encourage sustainable consumption associated with our activities to minimise unnecessary waste of electricity, water, fuel and materials.*
 - *To constantly encourage improvement and monitoring of all environmental aspects.*
12. Continually improve the QEMS to enhance both quality and environmental performance.

This document is communicated to all employees and relevant parties and is made available to the public. It shall be the responsibility of everyone in the MH Bland Group to ensure that the policy is applied at all times.

John A Gaggero
Chairman