

## Objectives and Quality Policy

The M H Bland Group has an unrivalled history and tradition in Gibraltar, 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 and Spain.

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 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 clients. Furthermore, the Management System plays a key role in ensuring that the service we provide to clients is continually improved.

### Objectives

To offer a professional, efficient, reliable and cost-effective service, working in partnership with others, this achieves client satisfaction and enhanced market status.

To provide the service required in a safe manner meeting all specified customer requirements.

### Policy

In order to achieve these objectives, the company will:

1. Develop and implement a Quality Management System (QMS) that is compliant with ISO 9001 which is appropriate to its own operation and takes account of the internal and external client services it provides.
2. Identify and provide relevant training.
3. Give staff the opportunity to contribute to the improvement of the QMS.
4. Require all staff to perform their duties in compliance with the QMS and company policy requirements.
5. Give the appropriate staff the responsibility and authority for ensuring that the policy is understood, implemented and maintained at all levels.
6. Work with the QMS to deliver services to the client on-time and to specification.
7. Continually improve the QMS to enhance quality 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