

CLUB MANAGEMENT, QUALITY AND ENVIRONMENTAL POLICY

The Club has defined a Policy designed to attain maximum customer satisfaction, ensuring excellence in the quality of the marina and sports services it offers.

On the other hand, the Club assumes a commitment to the natural environment and its conservation, promoting good environmental practices and responsible navigation among its users to minimize the environmental impact of its activities and services.

The Club is also committed to its environment on a social and economic level, enhancing the positive impact from this point of view through the organization of activities and events that go beyond its private sphere.

In order to achieve continuous improvement in our performance, an Integrated Management System has been installed which provides us with the tools to work towards better environmental behaviour with a structured work dynamic in accordance with the following aspects:

- Legality in compliance with the applicable requirements, the shareholders requirements and those that the Club may subscribe to in the future.
- Establish goals that ensure the consistent improvement of the system.
- Responsibility in the development of our activity in the public domain.
- Respect towards the natural environment from the point of view of the conservation of the actual space as much as from the perspective of the service we offer our clients and members.
- Act to prevent environmental contamination.
- Efficiency and responsible consumption in management in general and in the consumption of natural resources in particular.
- Added value as a Sports Association that is managing a sports marina.
- Provide quality services in a valued environment generated through sports and social activities we develop as a Club.
- Innovation and new technology in facilities and activities related to nautical sports.
- Organisation in operations and economic sustainability.
- Transparency and participation in management by members and other entities involved such as the Town Hall and the Generalitat from Catalunya.
- Promote socially responsible behaviour with partner companies.
- Foster teamwork as an example for behaviour at all organisational levels.
- Spread truthful and relevant information concerning the activities offered to the interested parties, subjecting them to internal and external checks that guarantee their reliability and encourage continuous improvement.

The Club Management is committed to this Policy, which is available for any interested parties to consult,



The Managing Director, L'Escala, 7th July 2020