

QUALITY POLICY

Industry leader Estela Shipping, through its maritime agents in Barcelona (Estela Shipping S.L.) and Palma (Estela Shipping Palma S.A.), carries out consignatory operations for commercial ships and yachts, freight forwarders and naval management. Estela Shipping uses its experience to continuously improve the quality of its services, remaining one step ahead of its clients' expectations and earning their trust.

The Company has been a prominent maritime agent in the western Mediterranean since 1850. We constantly find ways to improve our standing in Spain's ports and of expanding the services of the company internationally.

The future of our organisation is determined by providing the highest quality services and by responding to the needs of ship owners, charterers and other clients quickly, clearly and accurately.

To guarantee the quality of service of Estela Shipping we:

- ✦ Ensure we understand the legal and regulatory requirements that apply to our business, with accuracy that meets our clients' requirements, as well as monitoring for, and acting upon, other current and future client needs*
- ✦ Continuously improve customer service, ensuring employees are qualified and committed to providing the highest quality service*
- ✦ Assess available resources and the work environment at all times, as the fundamental strength of our organisation relies on employees having the means necessary for sound decision-making, as well as confidence, competence and pride in their work*
- ✦ Establish objectives and quality metrics for our processes, to deliver consistent customer service and measure satisfaction, and drive continuous improvement*
- ✦ Warrant that management is focused on the objectives and strategic direction of the Company*

Estela Shipping management promotes the following values

- ❖ Teamwork*
- ❖ Bi-directional, open communication channels that stimulate responses*
- ❖ Proactivity, initiative, innovation and creativity*
- ❖ Recognition of individual and team achievements*
- ❖ Delegation of decision-making to the lowest competent level*
- ❖ Relationships with our subcontractors, suppliers and clients are honest, objective and transparent, always recognising the dignity of the person as a team member*

Fdo. Miguel Arcos
Director Gerente

14.08.2017



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