



## CORPORATE POLICY

IPM GROUP (INICIATIVAS PORTUARIAS MALLORCA GROUP) is a business group that manages marinas and boatyards and which, with its constant desire to improve, has focussed on an integral management model for many years now. Below we list the companies that form part of IPM GROUP:

MARINA PORT DE MALLORCA (INICIATIVAS PORTUARIAS MIRALL DE MALLORCA, S.L.) *dedicated to the management of berths for sports and recreational craft*

SERVICIOS TÉCNICOS PORTUARIOS, S.A. with the following scope:

*hoisting boats out, dry docking and relaunching; underwater body cleaning; installation of elements to access boats; boat services, removal of waste and cleaning, maintenance and surveillance of the facilities and administrative tasks.*

The Mission, Vision and Values of IPM GROUP are the following.

**MISSION:** to offer our experience to the best nautical services on the market aimed at clients through the use of today's technologies and with a team of staff trained to provide an excellent, quality service, always respecting the environment and safety, to obtain an economic result corresponding to the investment by members and owners.

**VISION:** to be amongst the top marine market companies with the best services and consultancy in high-quality projects at a national and international level.

**BUSINESS VALUES AND CULTURE.** The main pillars that constitute our business are:

- Working to attain the complete satisfaction of our clients.
- Contributing to building a reliable, professional team where innovation forms part of our everyday.
- The excellence and quality of our services are our lifeblood.
- Honesty and credibility are benchmarks in our work.
- Respect and care of the environment.

For all this, and to develop our vision further, we list some of the goals that form the framework on which IPM GROUP's integral management system is based:

- To comply with legal requirements and applicable regulations and also with any others the organisations may subscribe to.
- To steer IPM GROUP's activity to achieve client satisfaction to the greatest degree possible through a personal service that meets their requirements.
- To guarantee our commitment to the protection of the environment, including the prevention of pollution, and also other commitments specifically related to the group context.
- To prevent damage to and the deterioration of health, maintaining high levels of safety in working conditions; the management and fulfilment of health and safety at work, always through the integration of all members of IPM GROUP and awareness-raising amongst them.
- To guarantee that the commitment to continuous improvement is clearly understood and adopted by the staff as an indispensable means to ensuring competitiveness and sustainability (integrating environmental performance and also health and safety) of the companies.
- To build ties with other interest groups in order to establish collaborations that are advantageous to both parties and that contribute to knowledge growth.

The IPM GROUP Management sets out this corporate policy as a reference framework for the integral management system that operates in the companies that form part of it.

Palma de Mallorca, 26th February 2018