



WLA SHIP AGENTS QUALITY ASSURANCE POLICY

Madrid 10th April 2017

WLA SHIP AGENTS is a Ship Agency Company, working as a HUB in port calls in Spain and worldwide. With an extended experience in all segments of maritime world, **WLA SHIP AGENTS** has a special expertise in LNG segment.

The **WLA SHIP AGENTS** highly trained personnel has operated in multiport contracts as well as in crew, services and supplies logistics. Our personnel have served previously in leading international ship agency houses, and is oriented to achieve a better customer experience.

WLA SHIP AGENTS endeavours to provide a different service, based upon the Real Voice of Client, with the aim of offering and integral service to ships and their operation, as well as delivering innovative solutions to their voyage, offering economies of scale to shipowners and/or charterers.

The **WLA SHIP AGENTS** Management is aware of the importance of meeting the needs and expectations of its clients. For honouring such commitment, the Company Management has established a Quality Management System, based on the norm ISO 9001:2015, which basic pillars are the following:

- Establishing a Quality Assurance Management System as an element of strategic importance for the organization, with the commitment of meeting all legal and normative requirements as well as all obligations the Company would subscribe related to the quality of service delivery.
- Understanding the present and future needs of our clients with the aim of achieving their full satisfaction with service delivery, by providing a sound and professional guidance, delivering a permanent service within agreed time frames and minimizing the possible incidences.
- Actively managing the training and expertise of the personnel, ensuring their motivation, understanding and the use of the necessary technical means for an efficient development of daily activities, involving personnel in the Company's goals in a safe and appropriate working environment.
- Focusing our efforts to the continuous improvement of the quality of our services and efficacy of our processes, fostering the enhancement of our interaction with clients.
- The Quality Management System has the full support of the **WLA SHIP AGENTS** Management, which is committed to its adequate performance, as well as to encourage participation and team work to achieve the Company's goals and permanent improvement of system efficacy.

CEO
WLA SHIP AGENTS