

# Management Policy

## Commitment to quality and continuous improvement

Noatum's commitment to the Quality of maritime services, comprehensive logistics services and the port operations that it offers to its clients is a constant in its commercial and operational development, as well as in its everyday management.

Quality is the common theme that underpins all of the Organisation's work. The focus on continuous improvement enables its constant evolution in order to satisfy its clients and other stakeholders, while always working within the framework of compliance with:

- » the applicable legal and regulatory requirements,
- » the requirements of the client and the other stakeholders with whom it interacts,
- » and the Organisation's own requirements within the strategic areas of its development.

Noatum is therefore committed to meeting a series of requirements that it adopts and which guarantee:

- » the reliability of its services,
- » its clients confidence,

and which therefore, contribute to the development of the Organisation itself.

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## Integrated Management System

Noatum has an **Integrated Management System** which is based on a multisite structure, and guarantees an effective and efficient management model, adapting to growth and the changes required by the market, its stakeholders and the Organisation itself.

The ability to adapt to the needs of this changing environment means that Noatum is a flexible Organisation, able to evolve in its processes and redefine its objectives as the needs and expectations of its stakeholders change.

The leadership and commitment by the Corporate General Management and the integration of the Integrated Management System within the strategic management ensure that Noatum is governed based on this systemic approach, and that the necessary means and resources to that end are assigned.

To ensure that this Management System is applied in the Organisation's processes, Noatum's personnel is trained and made aware of this need and of this objective, and internal communication in all directions is encouraged, not only from the areas directly involved in maintenance and renewal of its Management System, but also through the exercise of leadership at the different levels of its organisational structure.

## Quality of the service provided

The services provided by Noatum include the ability to guarantee secure business relationships, in which:

- » people,
- » goods,
- » its own and third party data and information,
- » equipment and facilities,
- » and communications and any type of infrastructure that supports all of the above,

are protected by processes in which their evolution takes into account the overall risks that may affect them, and these are continually re-evaluated.

One of Noatum's strategic priorities is also to be considered a reliable partner by Government bodies and of course, by its clients and other stakeholders. This is guaranteed by monitoring traceability in operations, from the beginning to end of each process. These processes are supported by tools which facilitate communication and promote transparency with those parties.

This priority also extends to the suppliers that provide their services to Noatum, through a training process that aims to avoid exposure to risks, make operations reliable and transparent, and provide the client with the best service at the highest levels of quality.

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## Incident measurement, management and control

Measurement and control of its processes by means of various KPIs and other monitoring tools means that Noatum can optimise the resources used to achieve the objectives it sets.

Noatum is committed to responding promptly to its clients regarding any incidents or deviations that may occur in management and in its daily operations, regardless of where they originate. Analysing the cause to establish measures that provide an optimal, agile and decisive solution to any situation means that Noatum can manage its services in a comprehensive and reliable way and attain loyalty among its clients. Communication, collaboration and coordination with all stakeholders are essential for the management of Noatum.

All the machinery involved in the Noatum Management System periodically undergoes various review processes, in which different internal and external teams are involved and collaborate.

All these reviews lead to decision-making and the establishment of action plans that are integrated into the processes, after passing through the filter of risk identification and reassessment.

It is therefore managed with minimal potential deviations, and incorporates the scope for improvement as a space for growth and for identifying business and development opportunities.

Finally, and to conclude the cycle of review, maintenance and renewal of the system, the Management participates in a periodic review exercise, which is the basis for strategic management decisions which provide feedback to the system and contribute to its evolution.

**This approach to building, structuring and maintaining the Quality of Noatum's Management System allows the Organisation to grow with the main objective of satisfying its customers and other interested parties, and to offer effective solutions, keeping ahead of their needs and expectations.**

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