

Aware of the importance of providing services in accordance to the needs and expectations of its clients, **VILMA OIL** Management provides all necessary resources in order for its **Commercial service of bunker supply to vessels ex pipe and by barge** to reach public recognition by means of establishing an Integrated System of Quality and Environmental Management based on the requirements established in the regulations **UNE-EN ISO 9001:2015 and UNE-EN ISO 14001:2015**.

MISSION

- VILMA OIL** to continue being the benchmark in the sector.
- To encourage continuous improvement of bunker deliveries and customer support.
- To provide service based on our commitment with continuous improvement of our IT systems, **Environmental protection and continued improvement in our environmental performance** (including waste reduction and rational use of resources, etc)

VISION

- To be the benchmark in the sector, able to optimize, speed up and bring up to date marketing and sales of bunker deliveries.
- To offer products of customers' interest
- To encourage internal and external culture of **prevention of pollution**.

VALUES

- ⊕ **Ensure quality** in all aspects of all procedures established.
- ⊕ **Customer oriented approach** as a trademark of our company and **passion** on the performance of our tasks.
- ⊕ **Team work** based on streamlined and transparent communication, availability, cooperation and constant effort.
- ⊕ To achieve our customers' **satisfaction** by means of a constant self-demanding approach and **thorough fulfilment of their requirements** and continued improvement of the quality of our products and services.
- ⊕ A policy of ever improvement towards excellence, **considering the risks and opportunities effect on the conformity of the product and services and their capacity to increase clients' satisfaction**.
- ⊕ Constant awareness about **the importance of efficient quality management and conformity with the requirements of the Management System aimed at enabling Continuous Improvement**.
- ⊕ Strong commitment in converting our planet into a place of sustainable coexistence and progress.
- ⊕ Solid and honest work ethic, compliance with the applicable **legislation and regulations** and other principles that our company subscribes to, as well as each and every Environmental Aspect pursued by the Company.
- ⊕ To establish KPIs focused towards the evaluation of the quality and environmental matters' performance, as well as continued improvement of our activities, as regulated by the Management System that this policy covers.

The necessary procedures have been established in order that the whole company knows, understands and follows the Policy described.

Madrid, March 16, 2017

VILMA OIL, S.L MANAGEMENT